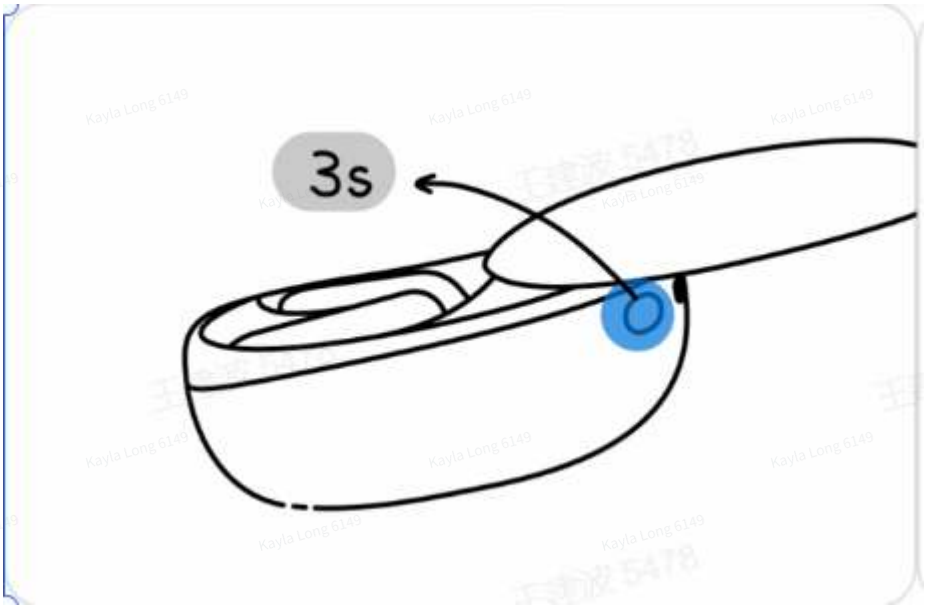
RecDot FAQ

Q1：How do I connect RecDot via Bluetooth for the first time?

A: To pair RecDot with your phone for the first time, please follow these steps:

1. Open the Bluetooth settings on your phone and make sure Bluetooth is turned on.
2. Open the charging case lid.
3. Press and hold the multi-function button on the back of the charging case for 3 seconds.



4. When the indicator light flashes white, RecDot is in pairing mode.
5. Select RecDot from the available Bluetooth devices on your phone.

After Bluetooth pairing is complete, open the viaim App and follow the in-app instructions to finish device setup.

Q2: What should I do if RecDot does not appear in my phone’ s Bluetooth list?

A: If RecDot does not appear in your phone’ s Bluetooth device list, please try the following steps:

1. Put the earbuds into pairing mode first. Open the charging case lid, then press and hold the button on the back of the charging case for about 3 seconds. Release the button when the indicator light flashes white.
2. Keep the charging case open and place it close to your phone. Then go to your phone’ s Bluetooth settings, look for RecDot, and tap to connect.

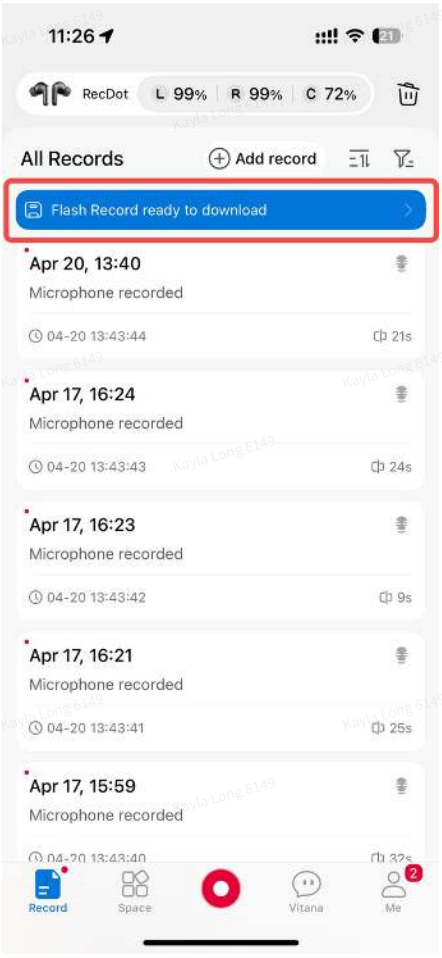
3. If RecDot still does not appear, turn your phone’ s Bluetooth off and back on, or restart the viaim App and try again.
4. Make sure the earbuds are not already connected to another phone, computer, or other device. If RecDot was previously connected to another device, go to that device’ s Bluetooth settings and choose “Forget” or “Remove” RecDot, then try pairing again.
5. If RecDot still cannot be found, place both earbuds back into the charging case and keep the lid open. Press and hold the pairing button for about 10 seconds to reset the earbuds. After the indicator light changes, close the case, open it again, and repeat the pairing steps from Step 1.
6. If your phone’ s Bluetooth shows RecDot as connected but the viaim App cannot detect the device, force close and reopen the app. You can also place the earbuds back into the charging case, close the lid, then take them out again and wait for the app to reconnect.

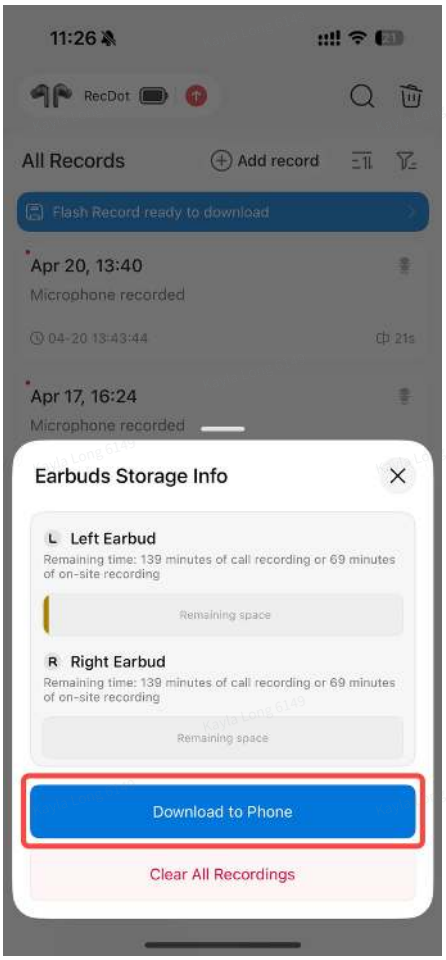
If RecDot still does not appear in the Bluetooth list after trying these steps, we recommend testing with another phone. If multiple devices cannot find RecDot, please contact our support team so we can help check the device status.

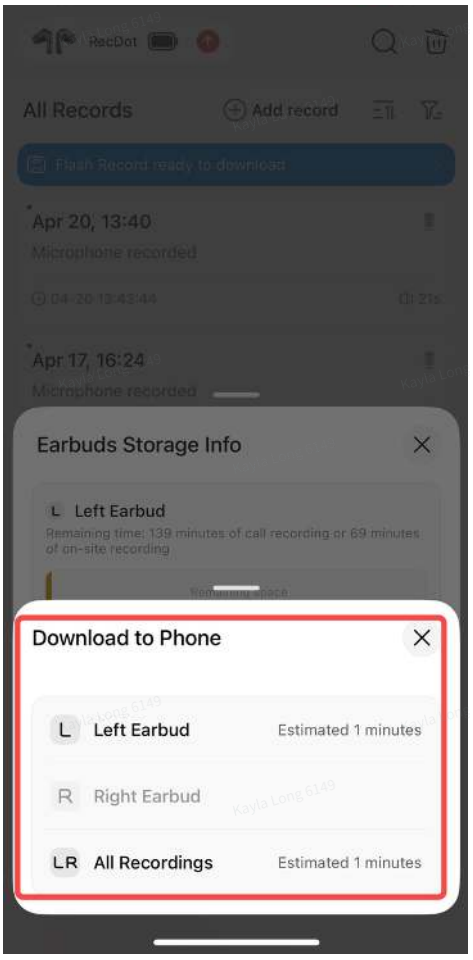
Q3: I used gesture touch control to start recording, but after the call ended, why can't I see the recording filein the app?

A: Recordings started by gesture touch control are saved through FlashRecord. FlashRecord files are stored in the earbuds’ internal memory first, so they may not appear in the app immediately after the call ends.

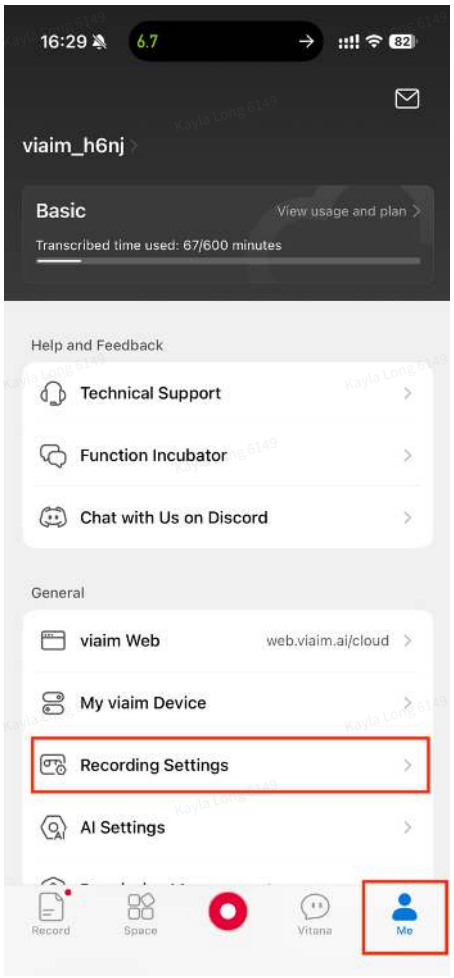
To view the file in the app, please connect the earbuds to your phone and open the viaim App. A blue notification prompt should appear within about 3 seconds. Tap the prompt to download the recording file. Once the download is complete, the recording will appear in the app’ s recording list.

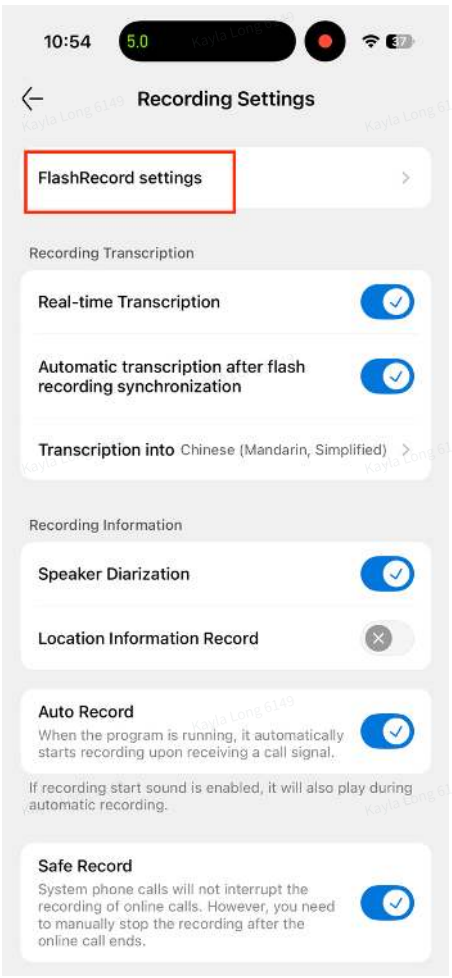


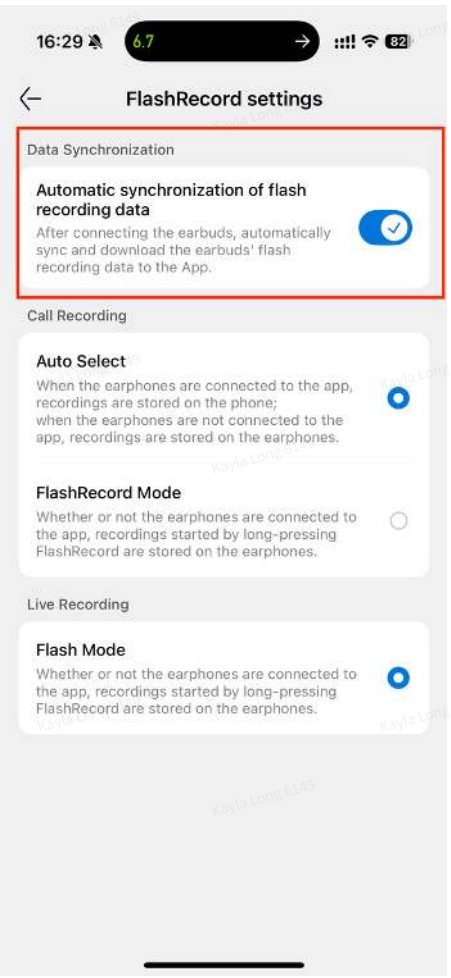




With app version 2.0.4 or later, FlashRecord also supports automatic syncing. You can check whether this feature is enabled by going to **Me > Recording Settings > FlashRecord Setting** in the viaim App. Please note that **FlashRecord Setting only appears when the earbuds are connected to the app**.







Please note that manual download may still be needed in the following cases:

The automatic sync switch is not enabled.

The automatic transfer fails due to Bluetooth connection, network conditions, or other temporary issues.

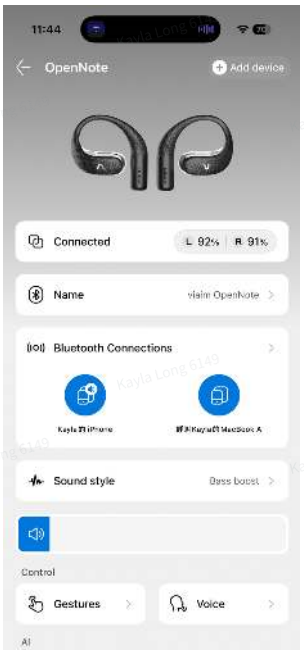
If the file does not sync automatically, please use the blue notification prompt to download it manually.

Q4：After using the left or right earbud for a while, it stops working? Or, after a few months of using the earphones, they can no longer record nor play music? ?

A: If one earbud stops working, or if both earbuds cannot record or play music, please try the following steps:

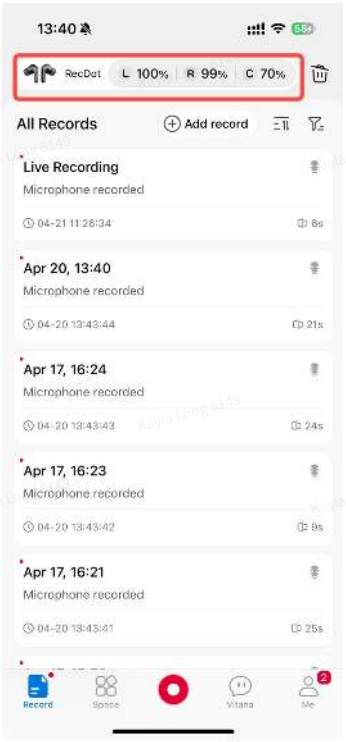
1. **Check the earbud battery level.**

After the earbuds are connected to the viaim App, tap the upper-left corner to enter the Device Management page. The battery level and connection status of the left and right earbuds will remain visible there.



2. **Check the charging case battery level.**

Currently, the charging case battery level is shown in the pop-up banner at the upper-left corner of the Home page when the earbuds connect to the viaim App. Please note that this pop-up will automatically disappear after 1 to 2 seconds. This feature is expected to be added to the Device Management page in a future app update.



3. **Check the charging contacts.**

Take the earbud out of the charging case, gently wipe the metal contacts on the earbud and inside the case, then place the earbud back into the case and make sure it is seated properly.

4. **Reset the earbuds.**

Place both earbuds in the charging case, then press and hold the button on the back of the charging case for more than 10 seconds. If both earbuds are affected, we recommend trying this reset step first.

If the steps above do not resolve the issue, our support team can help diagnose it further. Please contact us, and we will make it right.

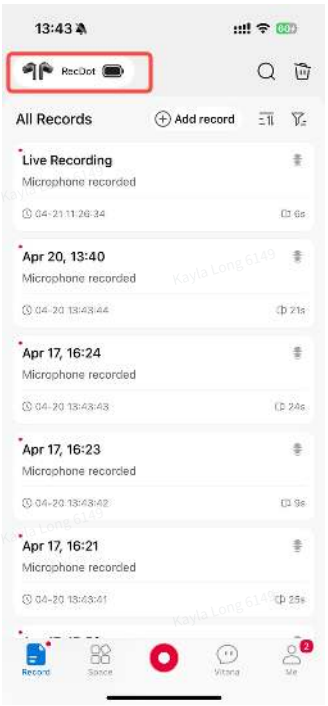
U.S. after-sales support phone: 657-836-2383，Phone support hours: Monday-Friday, 9:30 AM-5:30 PM PT
Support email: service@viaim.ai

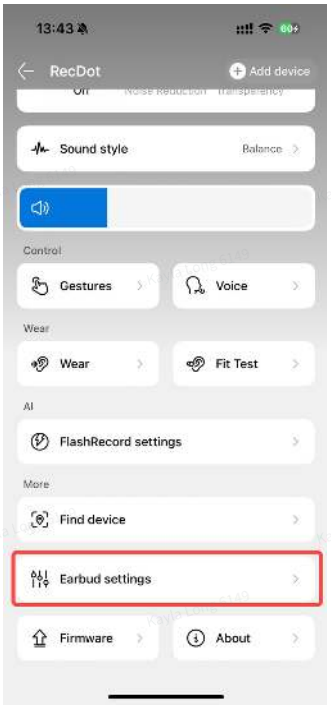
Q5: Why is there a beep/tone when recording? Will the other party know that the call is being recorded?

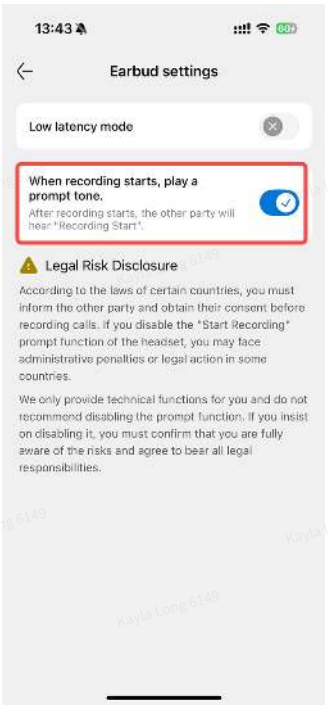
A: The beep or tone is designed to help comply with recording-related legal requirements in certain regions by notifying participants when recording starts.

Yes. When call recording starts, the other party will hear “Recording Start,” so all participants are informed that recording has begun.

You can customize the earbud recording settings in the viaim App according to the legal requirements of your location. Please make sure you follow all applicable local laws and obtain any required consent before recording a call.









Q6: What should I do if RecDot used to work normally but suddenly won’ t connect?

A: If RecDot was working normally before but suddenly won’ t connect, please try the following steps in order:

1. First, check whether the issue is with the phone’ s Bluetooth connection, or whether Bluetooth is connected but the viaim App cannot detect the earbuds.
2. If the viaim App cannot detect the earbuds, force close and reopen the app. You can also place the earbuds back into the charging case, close the lid, then take them out again and wait for the app to reconnect automatically.
3. If your phone cannot connect to RecDot via Bluetooth, go to your phone’ s Bluetooth settings, find RecDot, and select “Forget This Device” or “Unpair.” Then pair the earbuds again.
4. To re-pair RecDot, open the charging case lid, then press and hold the button on the back of the charging case for about 3 seconds. Release the button when the indicator light flashes white, then search for and connect to RecDot in your phone’ s Bluetooth list.
5. If it still cannot connect, place both earbuds in the charging case and keep the lid open. Press and hold the pairing button for about 10 seconds to reset the earbuds. After that, close the case, open it again, and search for RecDot to reconnect.
6. Also check whether the earbuds are currently connected to another phone, computer, or tablet. If so, disconnect or forget RecDot on that device first.
7. If the app cannot confirm the device binding status because of a network issue, switch to a stable network, then reopen the app and try again.

If RecDot still cannot be found or connected after resetting and testing with another phone, please contact our support team so we can help check the device status.

Q7: What should I do if RecDot disconnects or stops recording?

A: If RecDot disconnects or the recording stops unexpectedly, please try the following steps:

1. Make sure the earbuds remain connected to both your phone’ s Bluetooth and the viaim App. If the app cannot detect the earbuds, force close and reopen the app, or place the earbuds back into the charging case, close the lid, then take them out and reconnect.
2. If you are recording while the earbuds are inside the charging case, please keep the case lid open. Closing the lid during in-case recording may disconnect the earbuds and stop the recording. If you are wearing the earbuds while recording, closing the charging case will not affect the recording.

3. For recording or meetings, we recommend using 5 GHz Wi-Fi, or temporarily switching from Wi-Fi to mobile data. Some 2.4 GHz Wi-Fi environments may interfere with Bluetooth, which can affect connection stability, cause lag, or reduce recording quality.
4. If recording is frequently interrupted, we recommend using FlashRecord. FlashRecord does not require the app to stay open during recording, and the audio is saved locally in the earbuds first. After recording, connect to the viaim App to download the file to your phone.
5. Before using FlashRecord, please check the available storage space on the earbuds. If the storage is full, recording cannot continue. After the recording is downloaded to your phone, the earbud storage will be released automatically.
6. Please also note the recording time limits: a single recording through the connected app can last up to 4 hours. In FlashRecord mode, in-person recording can last up to 69 minutes, and phone call recording can last up to 139 minutes. Recording will stop automatically once the limit is reached.

If the issue continues after trying these steps, please restart the app and reset the earbuds, then try again. If it still does not recover, please contact our support team so we can help check the device status.

Q8：Can the device be used offline? Is transcription performed on the device or in the cloud?

A: The FlashRecord feature supports standalone local recording and does not require an internet connection while recording. The audio can be saved in the earbuds' internal memory first. For reference, FlashRecord supports up to 2 hours of phone call recording or about 1 hour of in-person recording.

Once recording is complete, connect your earbuds to the viaim App to transfer the audio. In the app, you can use AI transcription, generate summaries and to-do lists, then manage, play back, or share the file.

Transcription requires an internet connection and is processed in the cloud. You can record first and transcribe later once connected.

Q9: Can the transcribed text be exported? Can it be viewed on Windows? Can the recordings be downloaded to a computer?

A: Yes. You can export and share audio, transcriptions, summaries, and AI-generated mind maps directly from the viaim App, with supported formats including MP3, TXT, DOCX, PDF, Markdown, and JPEG. You can also save files to your local device directly from the app.

Viewing on Windows: Supported. You can view your files on a Windows computer through the viaim web portal: https://www.viaim.ai/cloud/cloudspace. Simply open the link in a browser

and sign in to your account.

Downloading recordings to a computer: Recording files can also be downloaded to your computer from the web portal, making it easy to back up, manage, or share your recordings and transcripts.

Q10: Can I use RecDot to record meetings on Windows or Mac?

A: Yes, RecDot can support computer meeting recording, but you need to download the viaim desktop app and sign in to your account first. The desktop app connects to your earbuds and starts the computer meeting recording.

After recording, transcriptions, summaries, and recording files can be viewed and used in both the viaim mobile app and viaim Cloud through the web portal. The desktop app also includes a one-click shortcut to the web portal.

You can download the viaim desktop app here: https://www.viaim.ai/en/nohead/download/index.

You can access viaim Cloud here: https://www.viaim.ai/cloud/cloudspace.

Q11：Does RecDot support call recording? What audio does it record?

A: Support: RecDot supports call recording.

During call recording, it records both sides of the call:

1. The audio the user hears from the other party.
2. The user’ s own voice.

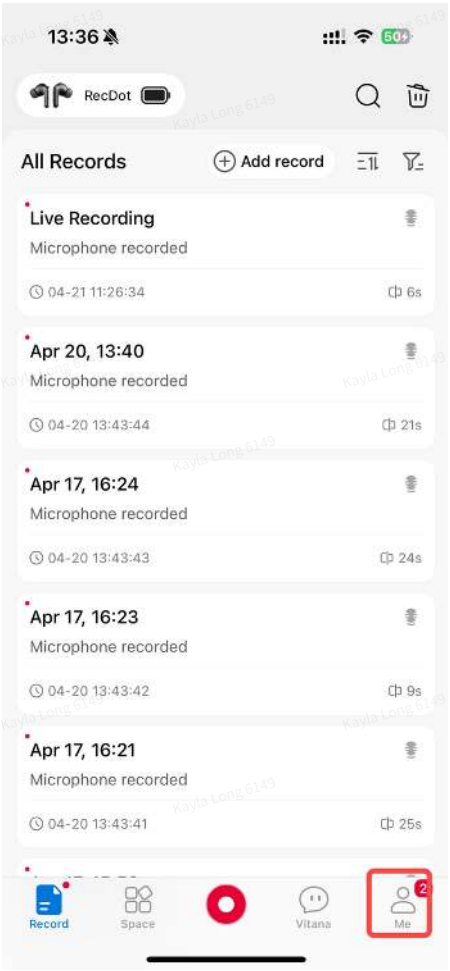
It does not support recording only one side of the call. Please also remind users to follow local laws and obtain consent where required before recording calls.

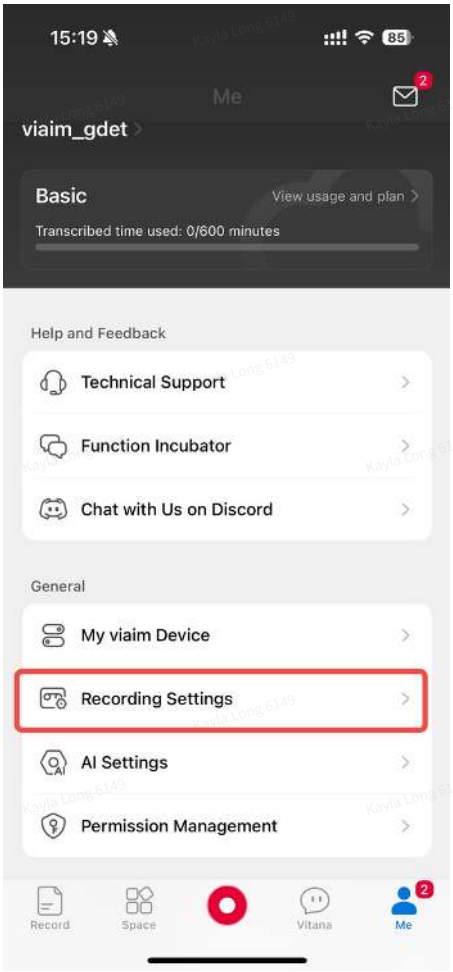
Q12: Is it supported on Android? Is it automatic recording?

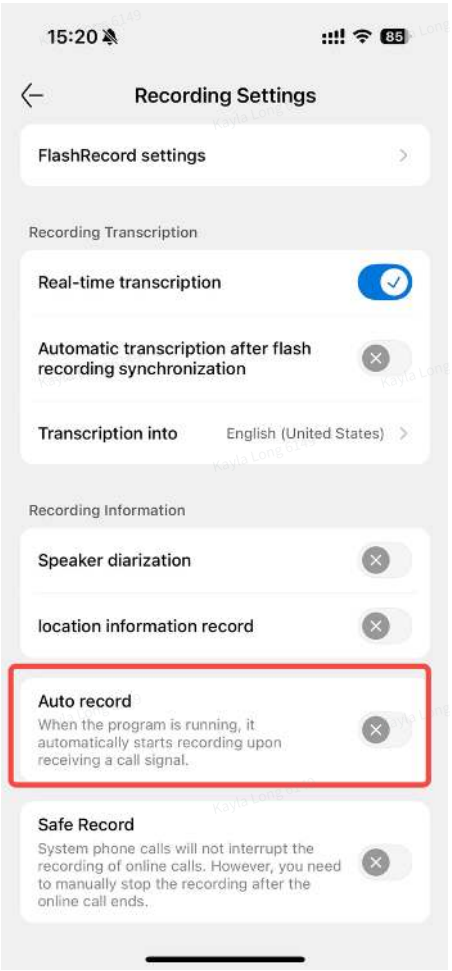
A: Yes. Call recording is supported on both iOS and Android.

By default, recording is started manually. If you want automatic recording, go to **Me > Recording Settings > Auto record** in the viaim App and enable it. Once enabled, RecDot will automatically start recording when a call is detected, without needing you to start it manually.

After the call, check the app to access your recording and AI transcription.







Q13：How should I set up Android permissions for the best recording experience?

A: For the best experience on Android, grant the viaim App full call and microphone permissions and disable battery-saving mode. This helps RecDot detect calls and record more reliably.

Q14: Number and specifications of microphones? Is there noise cancellation?

A: Each RecDot earbud is equipped with 3 silicon microphones and 1 bone-conduction pickup microphone, for a total of 8 microphones across both earbuds.

RecDot supports up to 48 dB Active Noise Cancellation (ANC) to help reduce surrounding noise, as well as Environmental Noise Cancellation (ENC) for clearer calls.

Q15: What recording format is supported, and what is the maximum recording duration?

A: Recordings made through the app can be exported as MP3 files.

When recording through the connected viaim App, you can record continuously for up to 4 hours. In FlashRecord mode, each earbud can store approximately 2 hours of phone call recordings or about 1 hour of in-person recordings.

Q16: What affects transcription or translation accuracy?

A: Transcription and translation accuracy can be affected by the selected language, how clearly people speak, background noise, internet connection quality, the audio source, mixed-language conversations, and the audio routing settings in your meeting software.

For the best results, choose the correct language in the app, speak clearly, reduce background noise when possible, keep a stable internet connection, and make sure your meeting software is using the correct microphone and audio output settings.