PLAUD

AI Voice Recorder
User Guide



Content

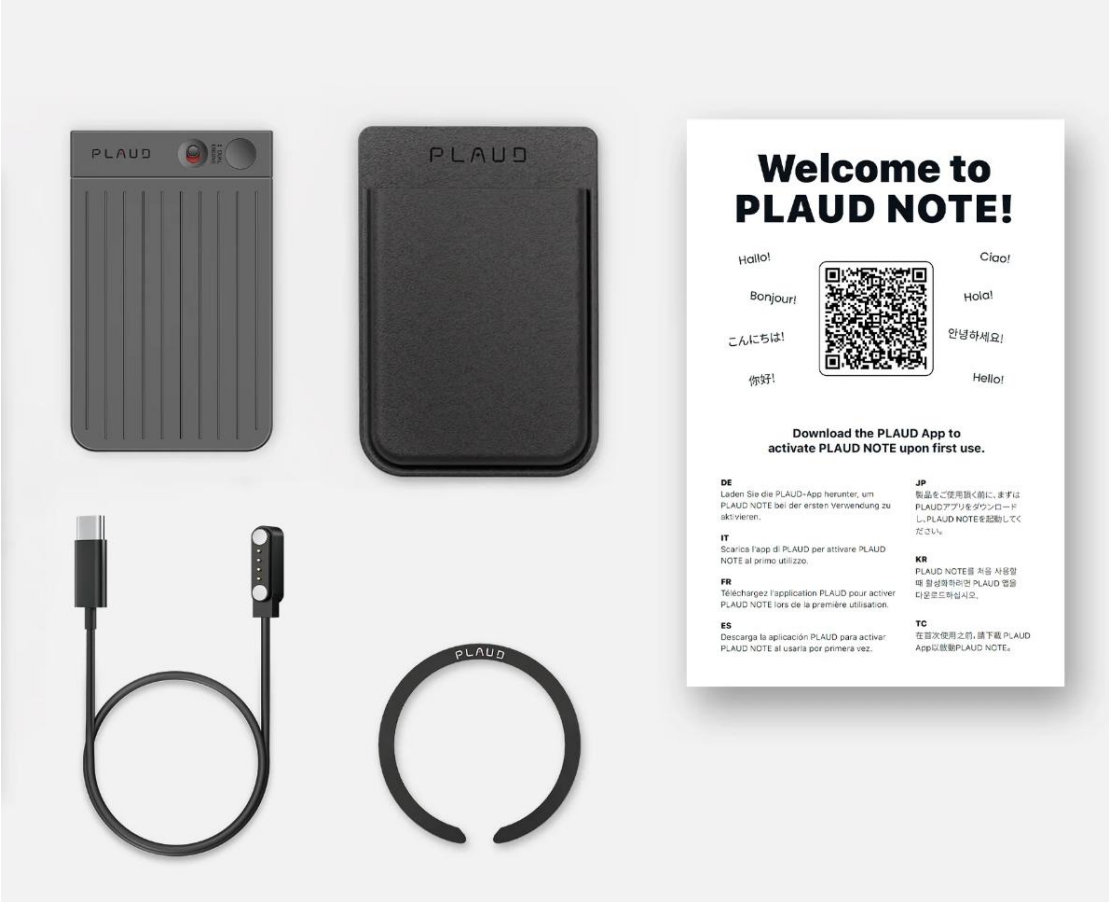
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1.Get Started

1.1.What's in the box



- 1 x PLAUD NOTE
- 1 x Black Magnetic Case
- 1 x Charging Cable
- 1 x Magnetic Ring
- 1 x Quick Start Guide

1.2.Main Components



1 Indicator Light 2 Recording Mode Switch 3 Record Button 4 Charging Port

1.3.Indicator Light

The recording indicator light is always on when recording.

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

1.4.Charging the PLAUD NOTE

1. Connect the charging cable to the charging port on the PLAUD NOTE.
2. Plug the other end of the cable into a power source. Please choose a power adapter that outputs at least 0.5A and says "DC-5V".
3. Charge the device until the LED indicator turns green.



Note: It is not suggested to charge the PLAUD via a PC.

Charging Safety Guidelines

We strictly recommend using standard chargers with an output of 5V ⎓ 1A or 5V ⎓ 2A and always using the original charging cable included in the package. Using high-power fast chargers, non-standard, or worn-out Type-C cables may cause the charging cable or connectors to overheat abnormally, trigger the internal fuse to blow, or cause poor contact. In extreme cases, this could permanently damage the device or pose serious safety hazards.

If you notice unusual heat, smoke, or a burning odor while charging, disconnect the power source immediately and stop using the device. Please contact our customer support team right away for further assistance.

1.5.Downloading the PLAUD App

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

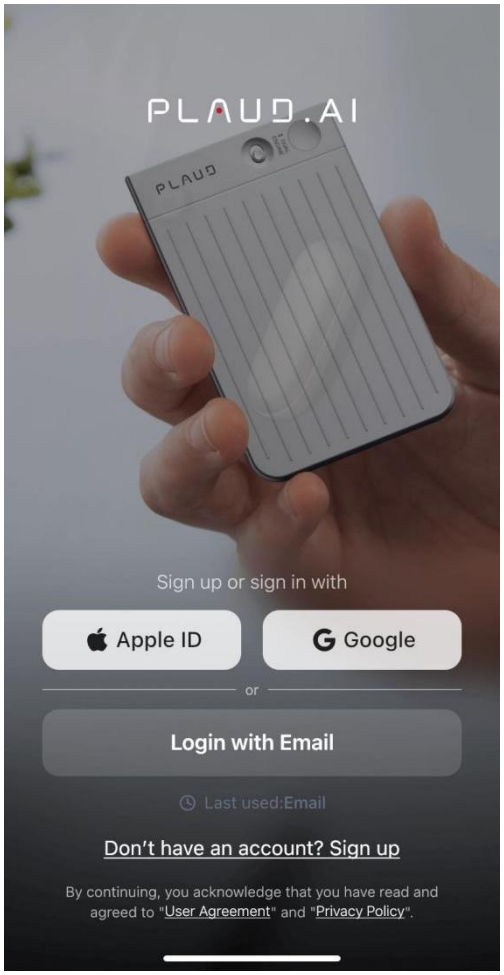
After you download the app, please turn on Bluetooth access for the PLAUD App on your phone settings so that you can connect the PLAUD NOTE to the App later.

- **iOS**: Go to your iPhone's Settings, find the "**PLAUD**" app to turn on Bluetooth permission.
- **Android**: Open your phone's Settings, and enable both Bluetooth and Location permissions for the PLAUD App. **Prior to Android 12, the Location service must be enabled for Bluetooth scanning.**

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

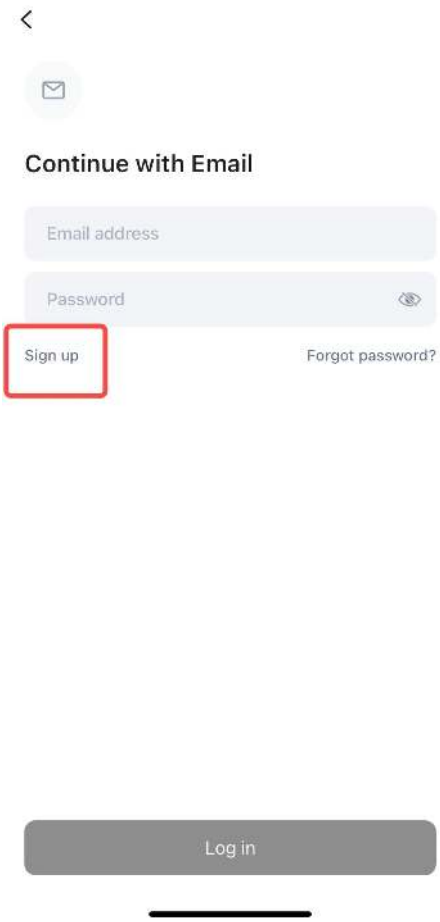
1.6.Creating an Account

You can choose to log into the PLAUD App directly from your existing Google or Apple account or create a PLAUD account via email.
Here are the steps:
1. Login via your existing Google or Apple account:
Click "**Apple ID**" or "**Google**" and follow the on-screen instructions to log into the App directly.

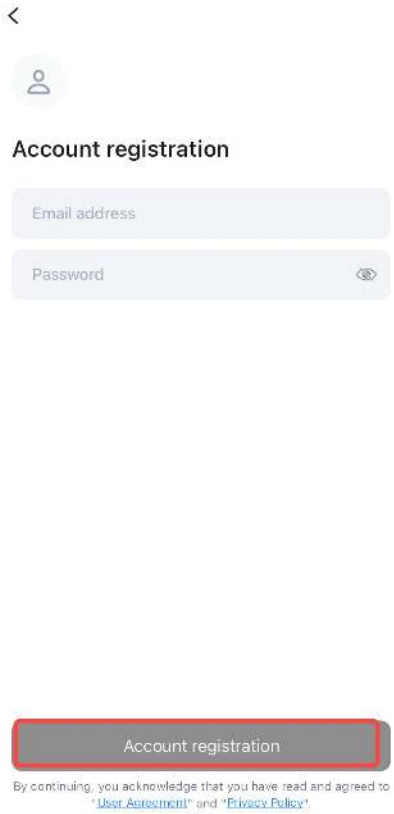


2. Create an account via email:

1) Enter "**Login with Email**" to click "**Sign up**" to create an account.



2） Enter your email address (make sure it's spelled correctly) and create a password with 6-16 characters, including both uppercase and lowercase letters and at least one number(no spaces). Then click "**Account registration**" to get a verification code.

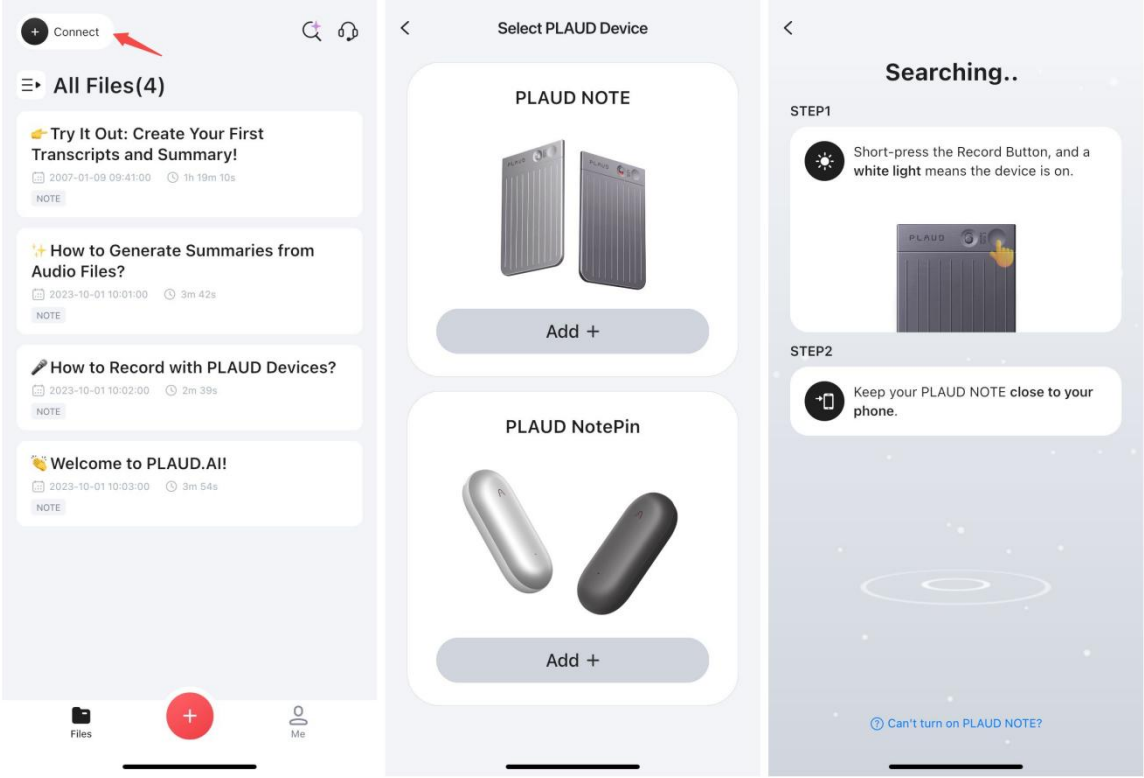


3） Enter the verification code to get started.



1.7.Binding the PLAUD NOTE

1. Open the PLAUD App and click the “**Connect**” button located in the top left corner.
2. Select the device labeled "**PLAUD NOTE**." Press and hold the record button on the PLAUD NOTE until the white light flashes. This indicates that the NOTE is ready for connection.
3. Then, the App will search for the PLAUD NOTE. Once it appears in the device list, you can connect to it.



2.PLAUD NOTE Device

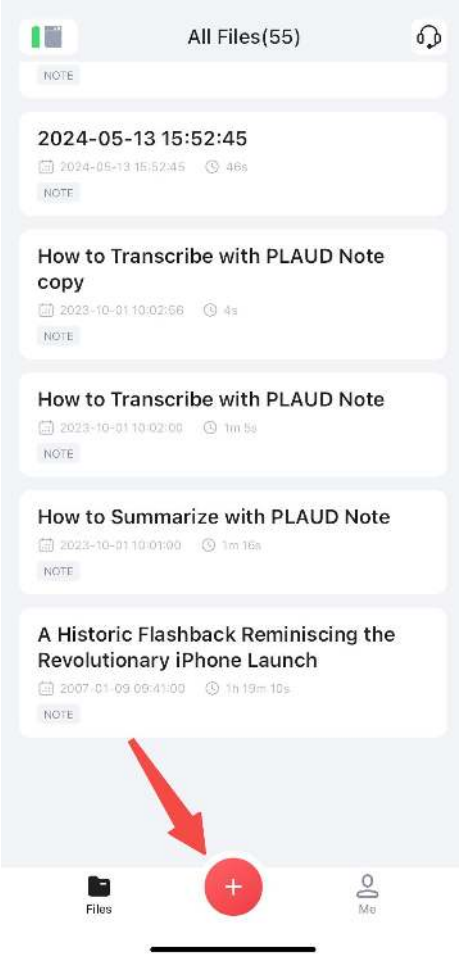
2.1.How to start a recording?

The PLAUD NOTE can be used in many scenarios, including meetings, lectures, interviews, voice memos, and calls.
Here are the steps to start a recording:

1. Toggle down the Recording Mode Switch to start Note Recording or Phone Call Recording.
2. Long-press the Record Button and hold it for 1 second until you feel 1 vibration, indicating that the recording has started.
3. Long-press the Record Button and hold it for 1 second until you feel 2 vibrations, indicating that the recording has stopped.



4. Or open the App to click the recording button to start a recording (please make sure the PLAUD NOTE keeps connecting to the app in this kind of situation).

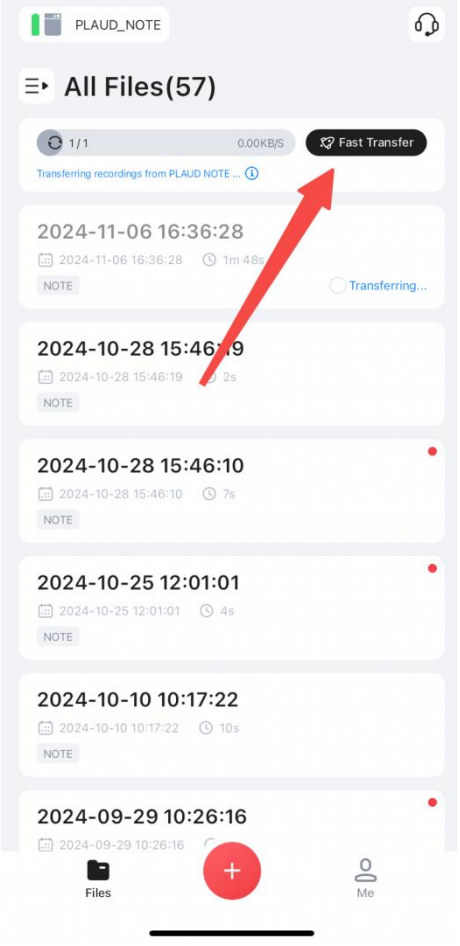


2.2.How to sync recordings to the PLAUD App?

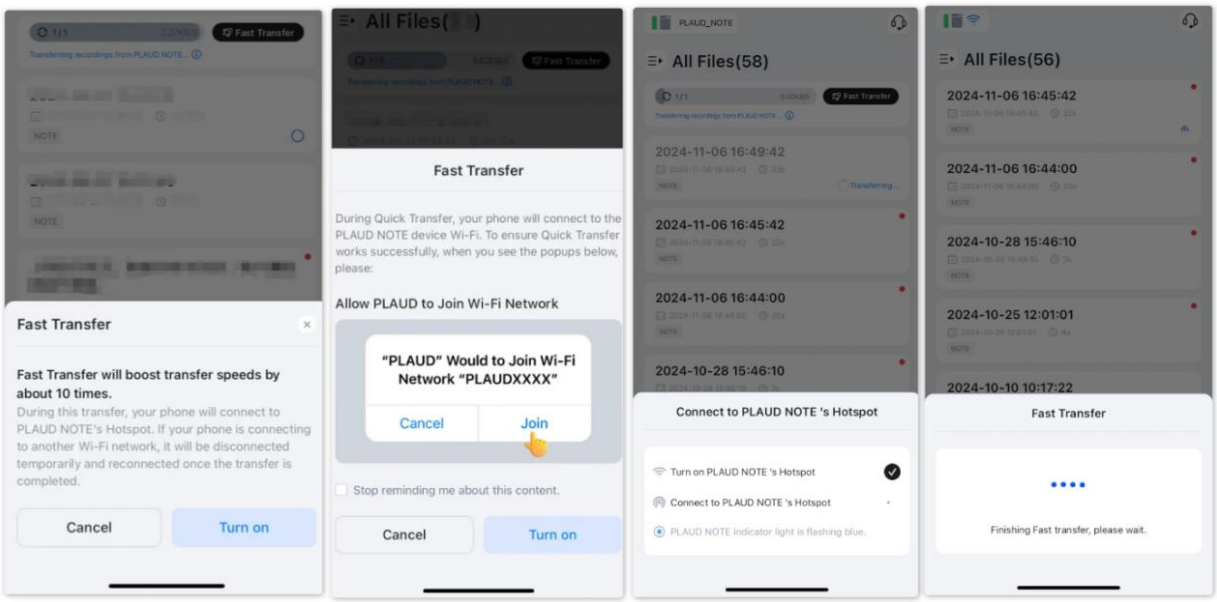
After the recording is finished, open your app to connect the PLAUD device, and the recording files will be automatically transferred to the App. The recordings in the PLAUD NOTE will be automatically deleted once the files transferred to the app are finished.

The PLAUD NOTE has a fast transfer feature for quicker data transfer. To use this feature:

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



2. **Switch to Wi-Fi Connection**: The app will guide you in switching from a Bluetooth connection to a Wi-Fi connection with the PLAUD NOTE. Please follow the on-screen instructions and remain within the app until the transfer is complete.
3. **Automatic Reversion to Bluetooth**: After the transfer is finished, the app will automatically revert to the Bluetooth connection mode and display the main interface.



2.3.Can I locate my PLAUD NOTE?

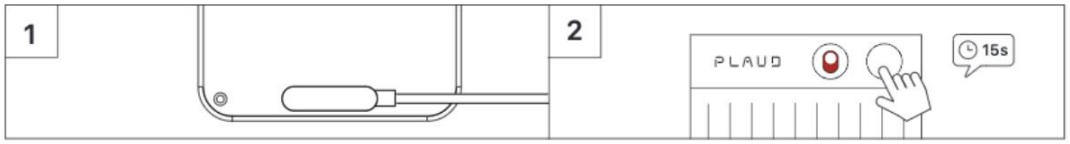
Currently, the PLAUD NOTE does not support GPS tracking capabilities.

2.4.How long does it take to fully charge the PLAUD NOTE?

Generally, it will take 2~3 hours to fully charge the PLAUD NOTE.
When the PLAUD NOTE is plugged into your power source, the indicator light will stay on purple which means the device is charging. After the device is fully charged, the indicator light will turn solid green.

2.5.How to reset my PLAUD NOTE?

To reset your PLAUD NOTE, connect it to a power source using the original charging cable and press the Record button for 15 seconds.
If the light flashes after a few seconds, this indicates that your PLAUD NOTE has been reset.



2.6.Can the indicator light be turned off?

To comply with privacy regulations and ensure user privacy, the PLAUD NOTE does not support turning off the indicator light.
This light not only signals when recording is in progress but also changes colors to indicate other status, such as charging and Bluetooth connecting. This feature helps prevent unauthorized recordings and provides clear visual cues about the device's status, enabling users to better understand and manage their devices.

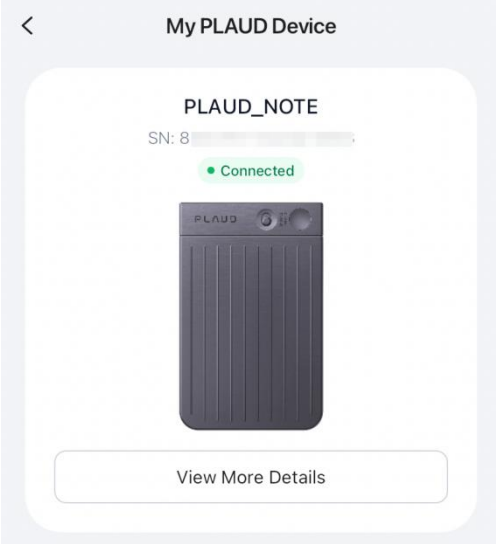
2.7.How to find the Serial Numbers of the PLAUD NOTE?

The Serial Number is a unique identifier that is utilized to identify and distinguish devices. It is commonly used for product management, device maintenance, and warranty services.
Here are several methods to locate the SN:

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



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

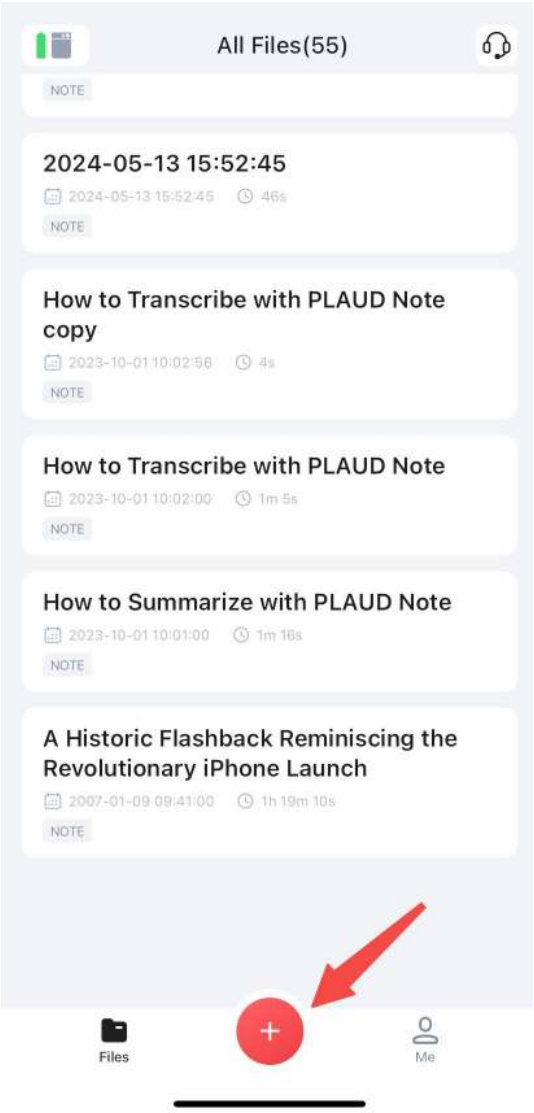


3. Connect your PLAUD NOTE to your PC and look for a "**MODEL**" text document. The SN is listed in this document.



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

The recording can be paused through the PLAUD App by tapping the button within the app when the PLAUD NOTE is connected to the PLAUD App. However, it is not supported to pause recording via pressing the Record button on the PLAUD NOTE.

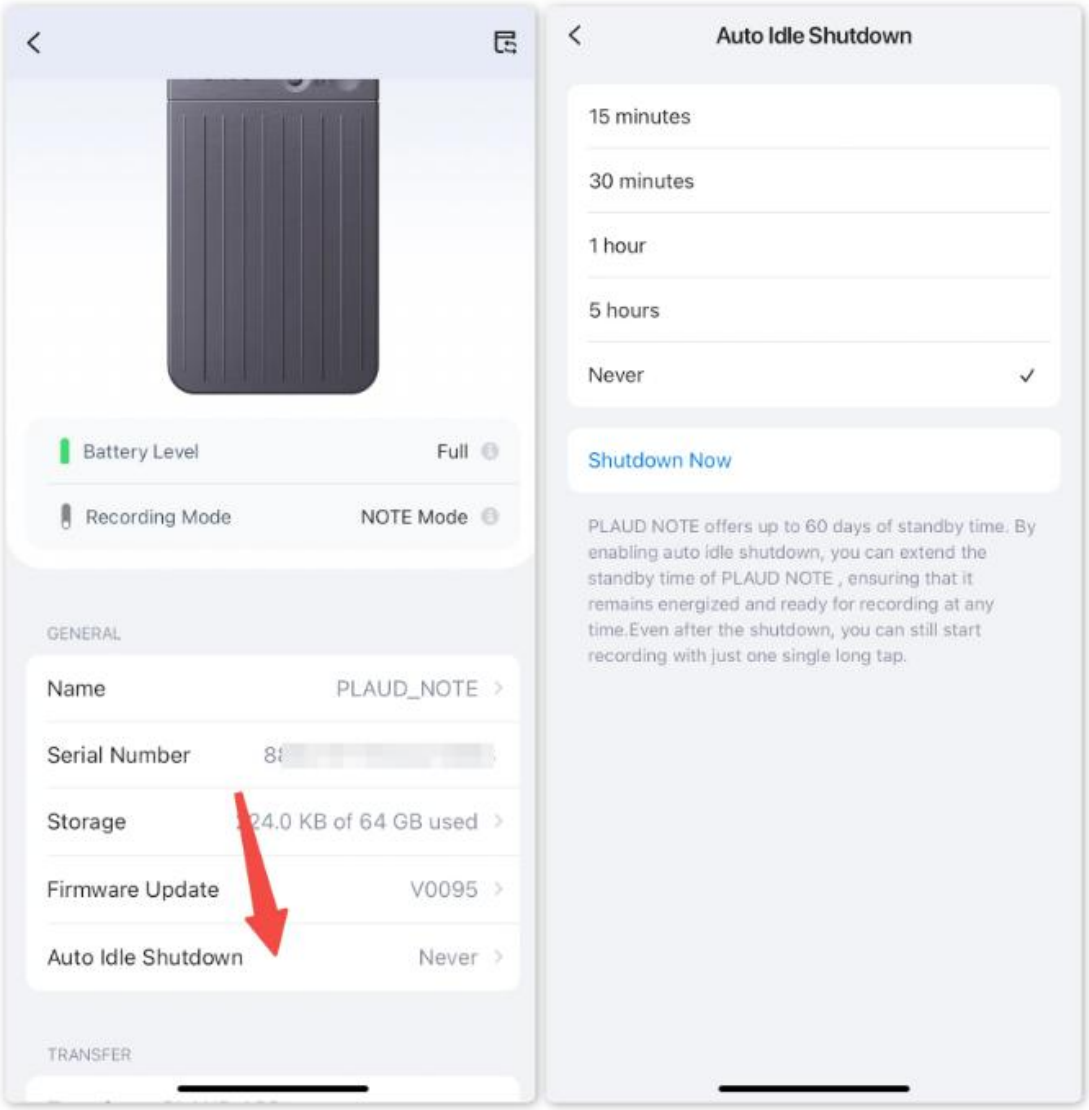


2.9.How does “Auto Idle Shutdown” feature work ?

PLAUD NOTE will enter standby mode automatically if not used for a long time. It offers up to 60 days of standby time.
It's designed to power down the PLAUD NOTE only when it's not actively recording, transferring files, or performing any operations in the PLAUD app. This is to prevent any disruption to the device's current operations.
When the device enters this idle state, it will automatically disconnect from the app.
Here are the steps to set up “**Auto Idle Shutdown**” time on the app:

1. Go to the "**Me**" page in the App.
2. Access "**My PLAUD Device**"— “**View More Details**".

3. Tap "**Auto Idle Shutdown**" to choose the time.



2.10.Do I need my phone during a recording?

It depends on your usage scenarios.
For meetings, lectures, or interviews in NOTE Recording Mode, your PLAUD NOTE does not require your phone. However, for Phone Call Recording Mode, ensure PLAUD NOTE is closely attached to the back of your phone.

2.11.Does PLAUD NOTE support recording meetings

on Zoom, Teams, or other similar platforms?

Yes, the PLAUD NOTE supports recording Zoom and Teams meetings, as well as meetings from other platforms, in both Note Recording mode and Phone Call Recording mode.

1. **Phone Call Recording Mode:** To record a meeting, enable the Phone Call Recording mode and attach the PLAUD NOTE to the back of your phone. Ensure your phone is in call mode, as this works similarly to recording a phone call.
2. **Note Recording Mode:** Enable Note Recording mode, turn on the speaker of your phone or PC, and place the PLAUD NOTE nearby to capture the meeting effectively.

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

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

2.13.Does the PLAUD NOTE always need to be connected to the App for recording?

The PLAUD NOTE can be used independently without a constant connection to the app. Simply press the Record button on the device to start recording. Later, you can connect the device to the PLAUD app to transfer the recordings.

2.14.What is the maximum recording distance?

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

2.15.Why is the folder empty when I connect the

PLAUD to my computer?

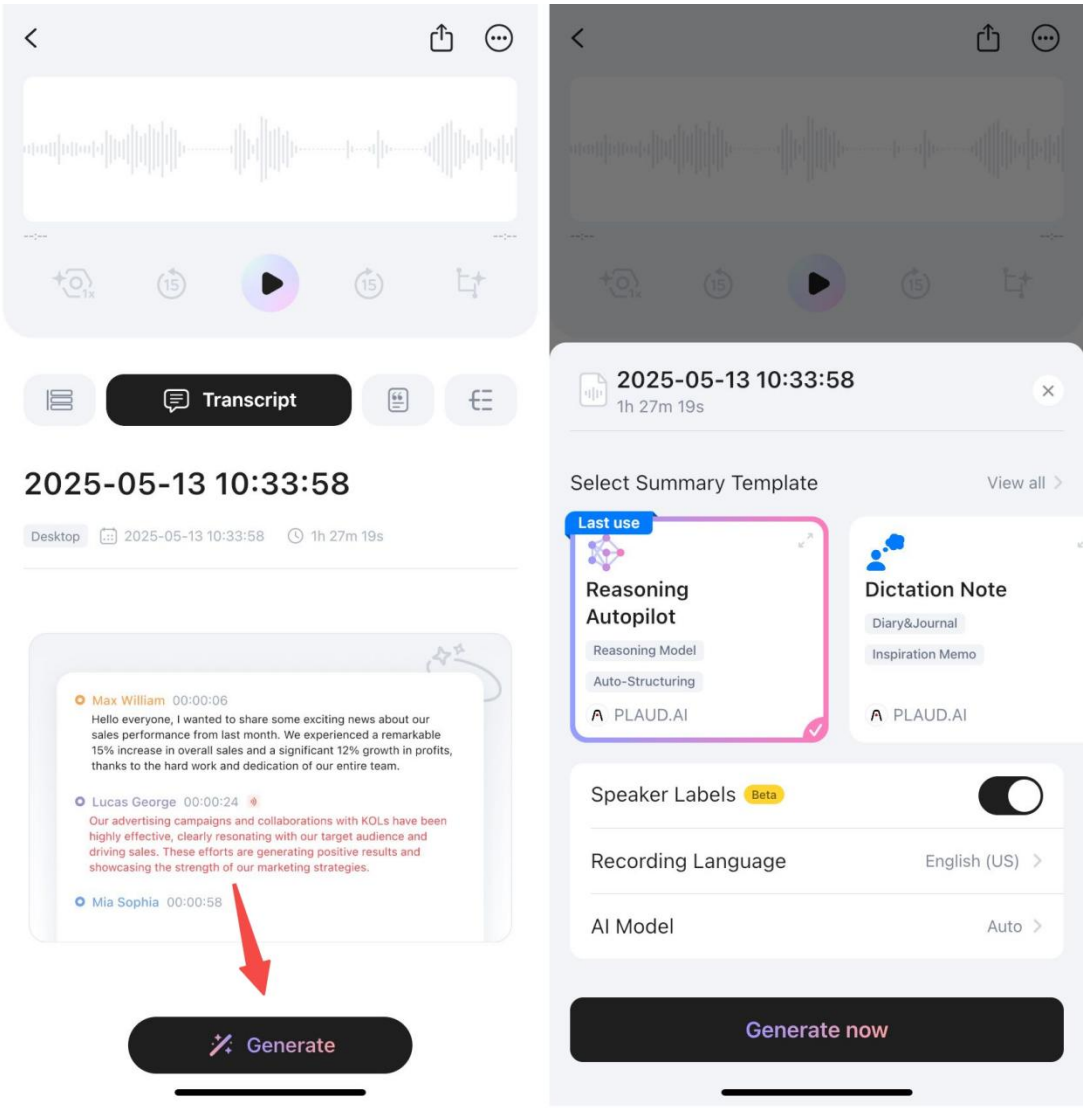
Files in the PLAUD NOTE are deleted automatically after connecting to the app to ensure space for new recordings. You can export files from the PLAUD APP if you want to transfer them to your computer.
If you prefer to access the recording file directly from your computer, you can log in to **PLAUD WEB**(https://app.plaud.ai/) with your existing PLAUD account to seamlessly access your transcriptions and summaries on a PC or any device anywhere, anytime.
Just make sure you turn on the "**Private Cloud Sync**" option in the PLAUD App.

3.PLAUD App

3.1.How to generate transcripts and summaries?

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

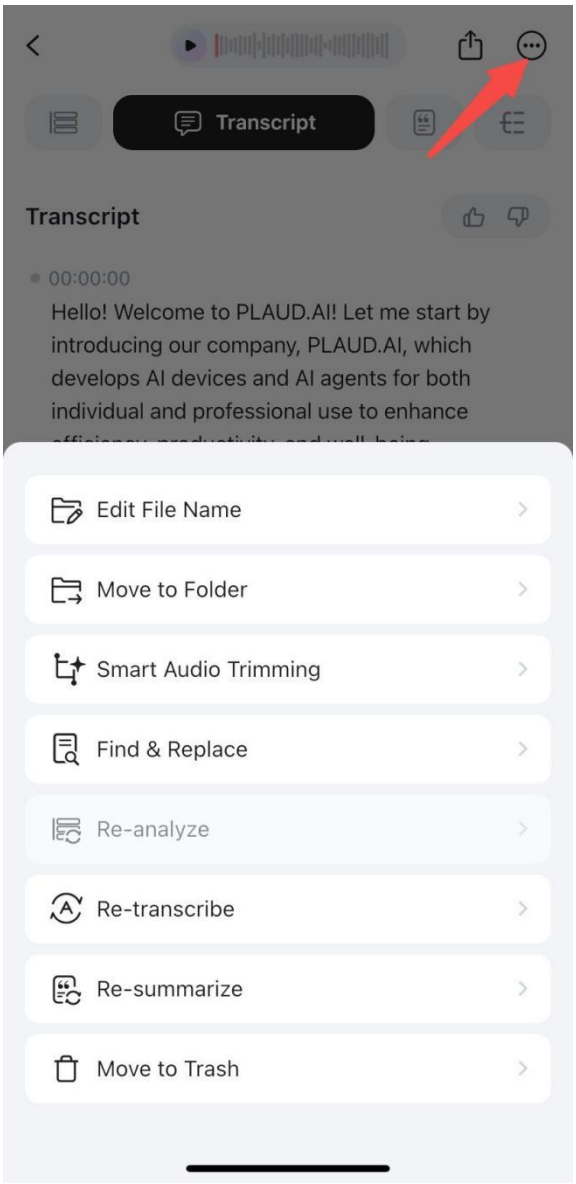
1. Enter the file you want to transcribe.
2. Tap "**Generate**".
3. Choose the summary template, language, and AI model.
4. Tap "**Generate Now**"to start the transcription.



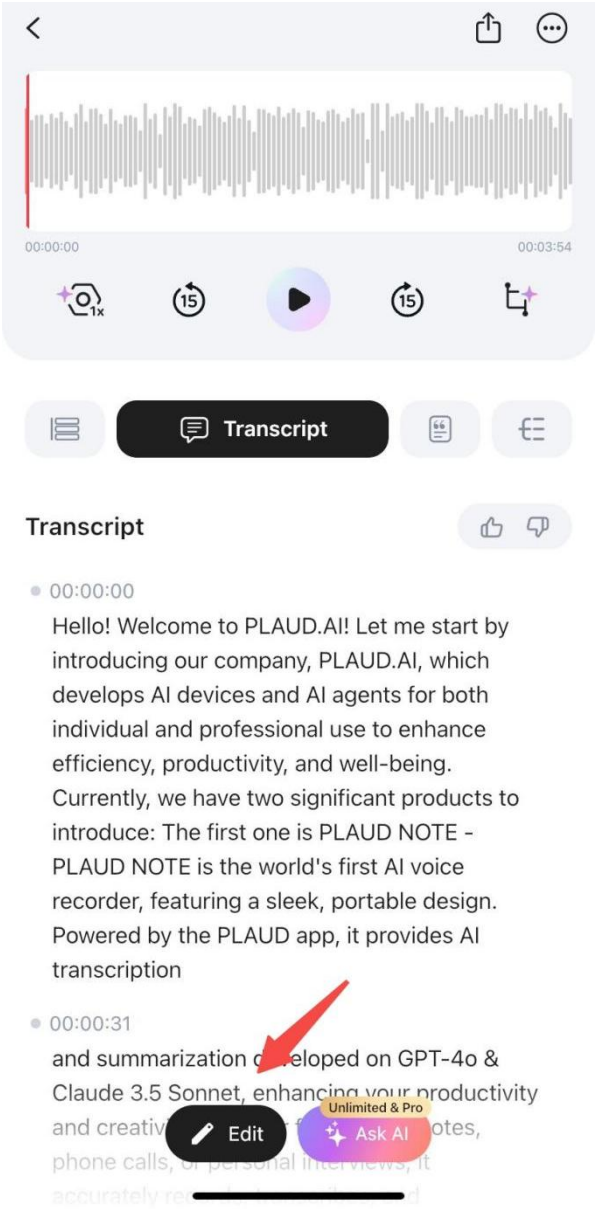
After transcription is done, the summary and mind map are automatically generated.
Note: Please choose the recording language as the one used in the audio before transcribing.

3.2.How to manage recordings, transcripts, and summaries?

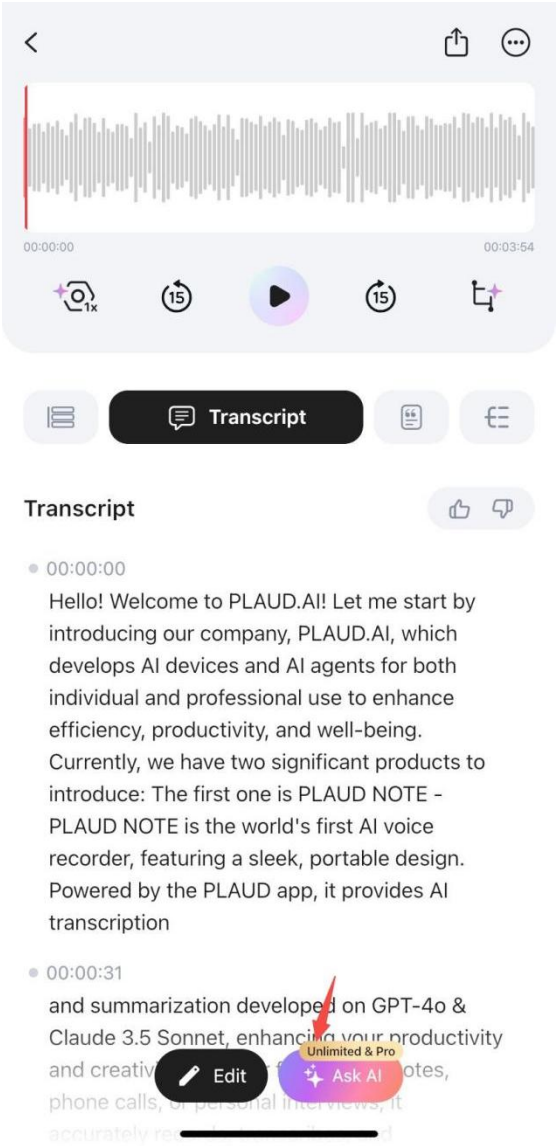
After the transcription is finished, you can choose to edit the file name, move it to your customized folders, trim the audio, find & replace the words, etc.
If you are not satisfied with the transcription or summary, you can re-transcribe or re-summarize the file.(*Note: Re-transcription will still deduct your transcription minutes.)*



You can also edit the transcripts and summaries manually. To edit a summary, simply click the text, and the keyboard will appear.

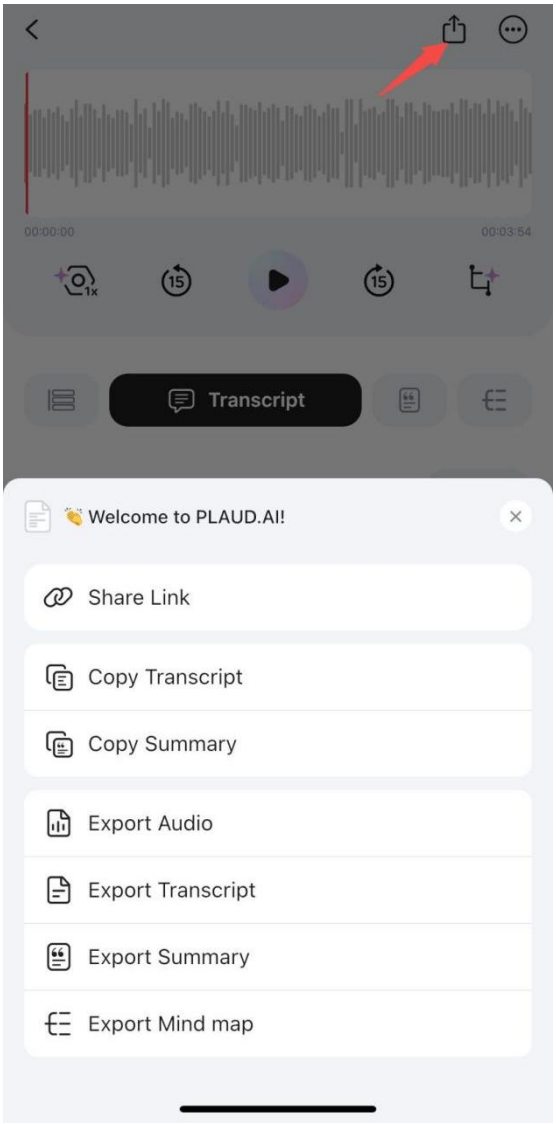


If your membership is Backer/Pro/Unlimited Plan, you can enable the “**Ask AI**” feature to quickly access the information you want and perform other operations to enhance your efficiency.



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

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



When you export audio, transcript, summary, and mind-map, there are several formats you can choose:

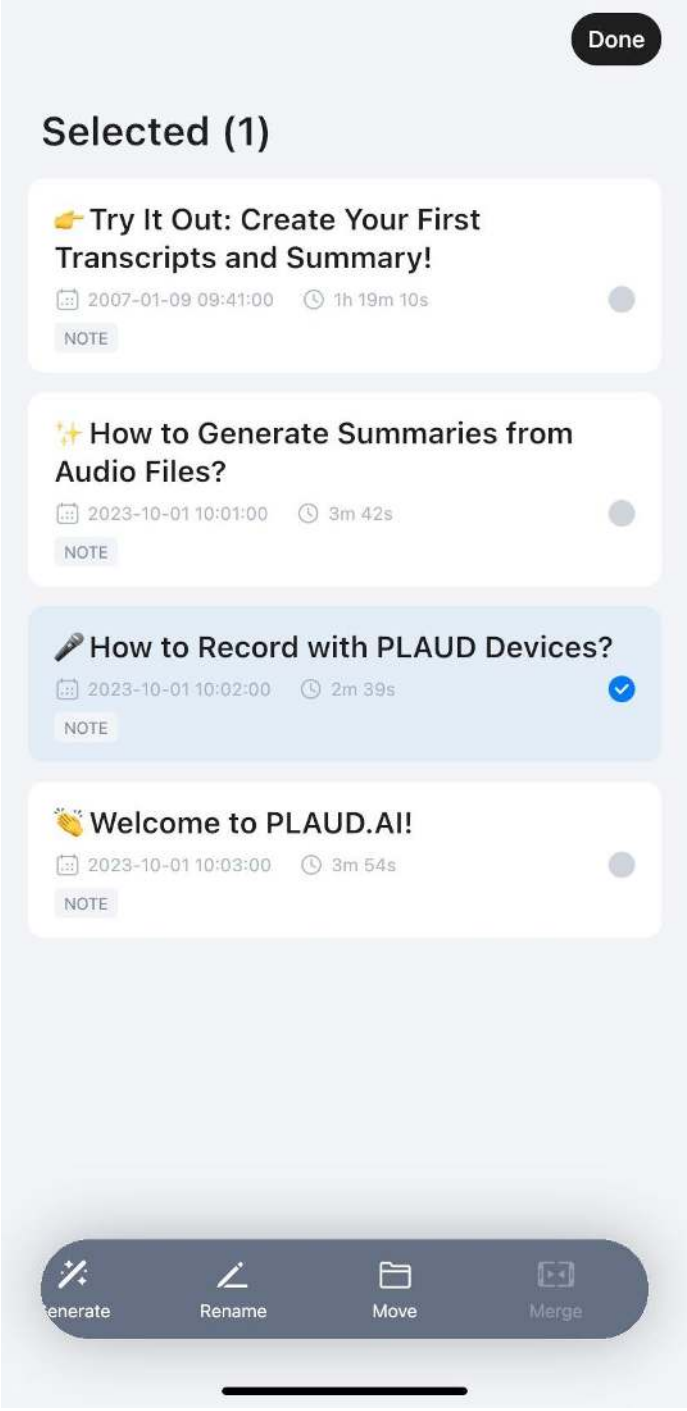
Transcription	TXT, SRT, DOCX, PDF
Summary	TXT, Markdown, DOCX, PDF
Mind-map	JPEG, Markdown
Audio	MP3, WAV

3.4.How to manage multiple files?

To manage multiple files, please follow these steps:

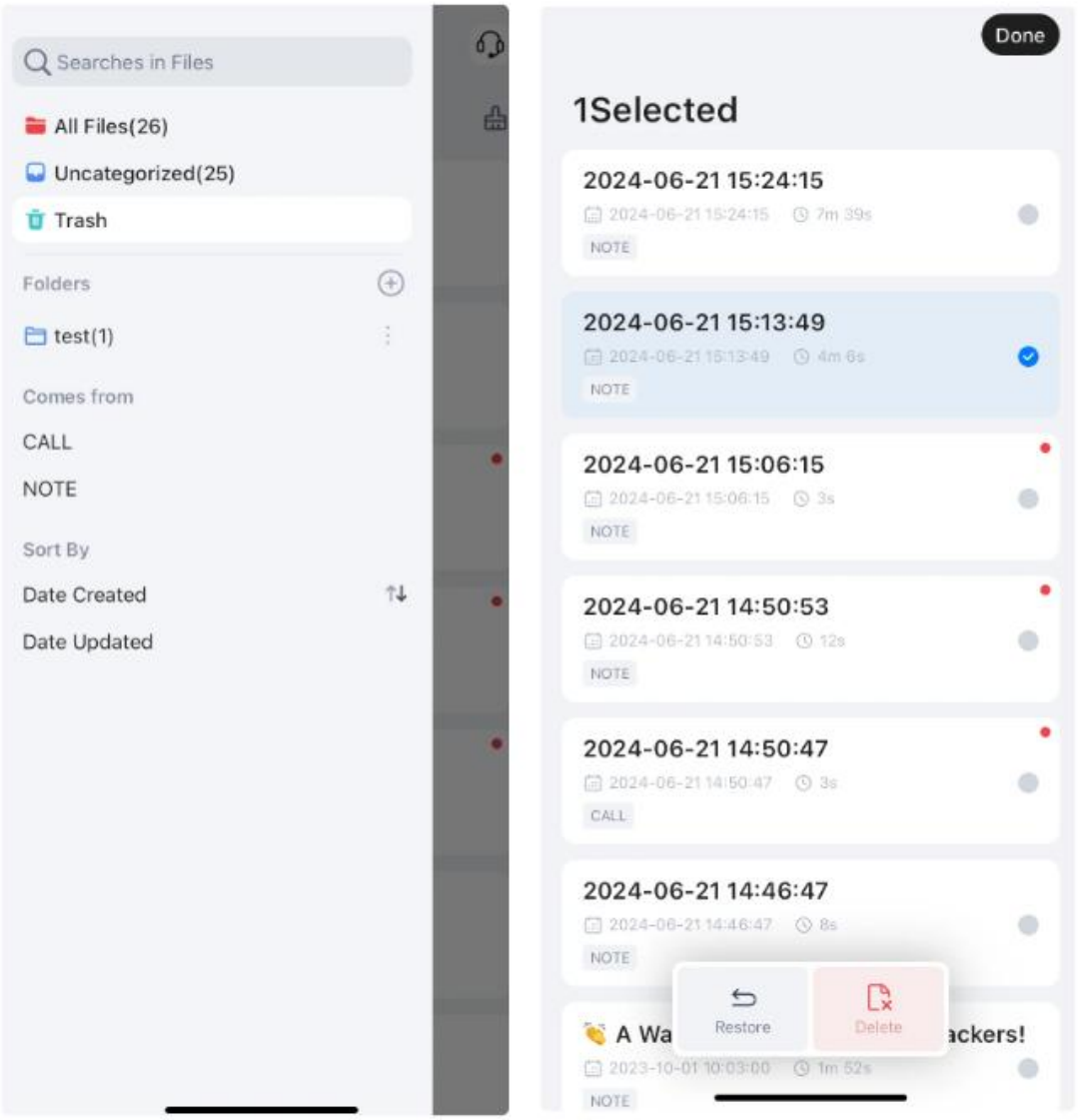
1. Find the document you intend to manage.

2. Swipe left, and you will see “**Generate,**” "**Rename**," "**Move**," "**Merge**," and "**Delete**."
3. You can select multiple files to generate transcripts at the same time.
4. Tap "**Delete**" to delete the file. Or tap "**Move**" to move it to the folder you create.
5. Alternatively, tap "**Rename**" to rename the file.
6. Or, select two or more files to merge them into one.



To restore deleted files, please follow these steps:

1. Tap the icon " " in the top left of the "**Files**" page.
2. Tap "**Trash**".
3. Select the file you want to restore and click "**Restore**" on the bottom.



3.5.What is V.C.S Gain? How to adjust it?

V.C.S Gain refers to the sensitivity of voice capturing during the phone call recording mode and **it can only change when the PLAUD NOTE is in Phone Call recording mode**.

It primarily helps dynamically control the input gain of audio signals to achieve clear and balanced recording quality. The higher the gain, the louder the other side's voice will be recorded during the call.

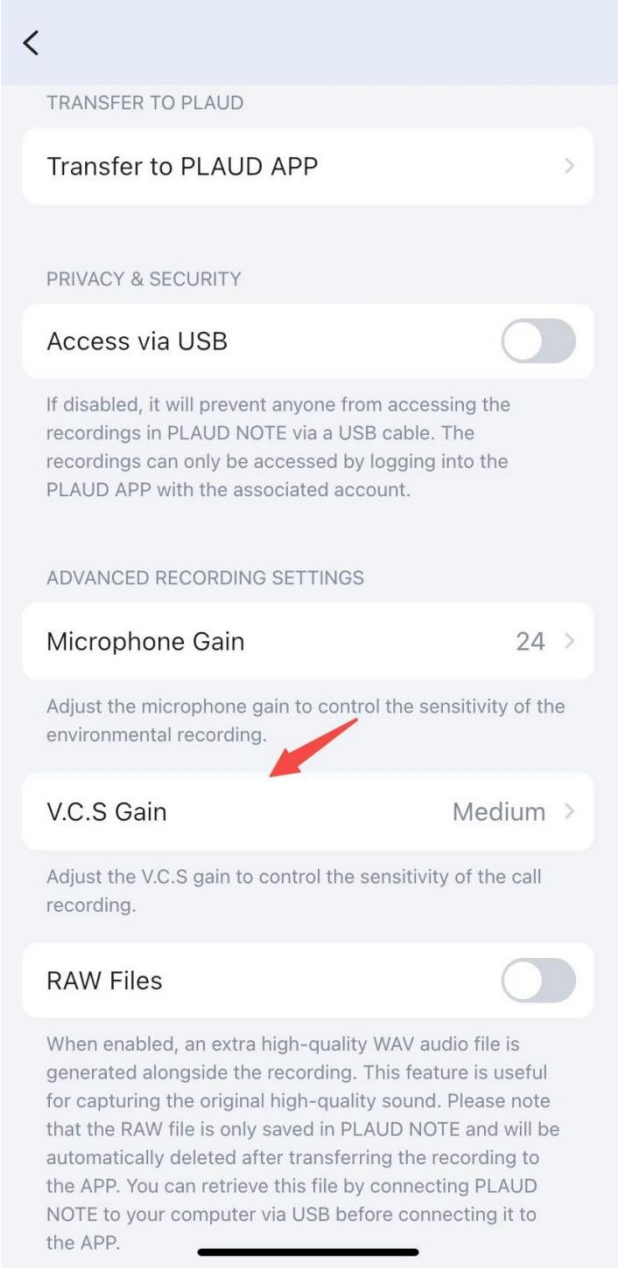
The V.C.S Gain provides three modes: **Low, Medium,** and **High.**

You can adjust the parameters on the V.C.S Gain page according to your

needs. For example, if the voice volume in the call is too low, you can adjust the V.C.S Gain to **High** next time.

Follow these steps to adjust the V.C.S Gain on your device:

1. Go to the "**Me**" page of the app.
2. Access "**My PLAUD Device**"-->"**View More Details**"
3. Navigate to "**ADVANCED RECORDING SETTINGS**".
4. Adjust the "**V.C.S Gain**" parameter.



3.6.What is Microphone Gain? How to adjust it?

Microphone gain refers to the adjustment of the input signal’s strength so that the sound picked up by the microphone reaches an appropriate volume level. The purpose of gain is to amplify the original sound signal received by the microphone, making it clear and loud enough for subsequent audio processing and output.

1. **Key Points for Adjusting Gain:**

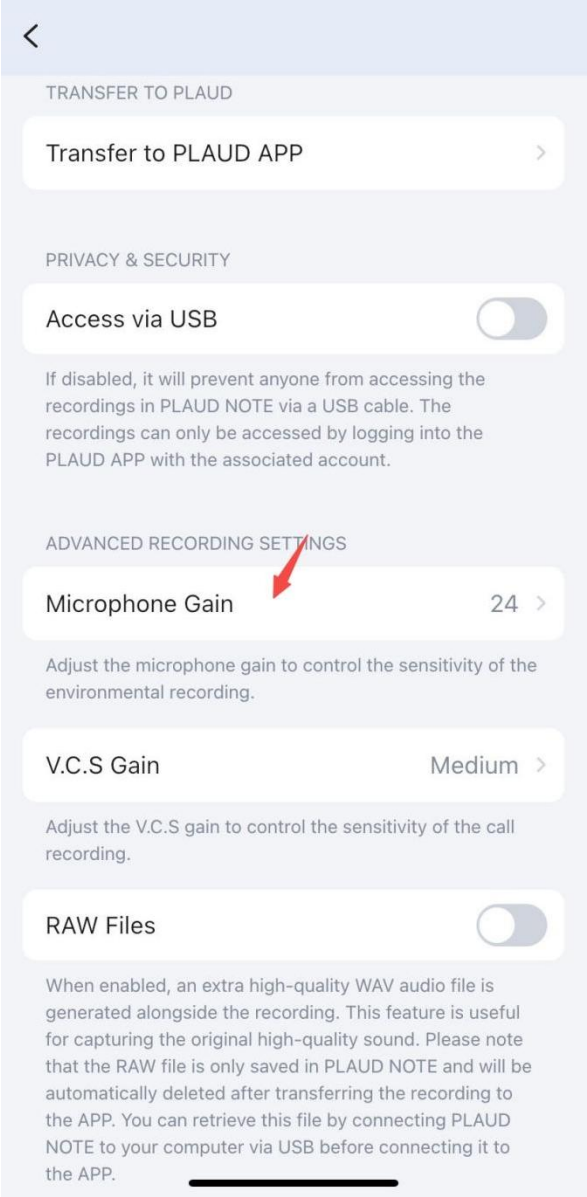
- **Gain Too Low**: The sound will seem weak or muffled and may also include background noise.
- **Gain Too High**: It will lead to sound distortion, causing clipping or peaking, especially at high volumes.

2. **How to Adjust the Gain:**

- **In Lower Environmental Volume**: Increase the gain to enhance the microphone's sensitivity (example: up to 28 or higher), allowing it to capture softer sounds more effectively.
- **In Higher Environmental Volume**: Lower the gain to reduce the microphone's sensitivity and minimize distortion(example: down to 20 or lower).

Regarding how to adjust the MIC Gain on the PLAUD App, please refer to the steps below:

1) Go to the "**Me**" page of the App.
2) Access "**My PLAUD Device**"-->"**View More Details**".
3) Navigate to "**ADVANCED RECORDING SETTINGS**".
4) Adjust the "**Microphone Gain**" parameter.

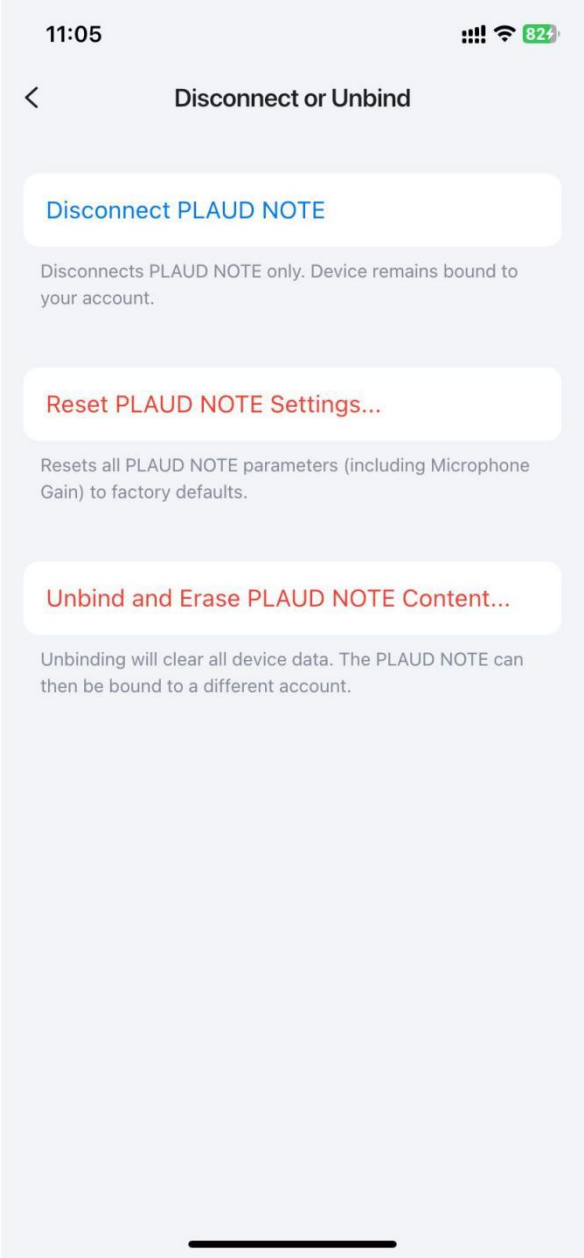


3.7.How to unbind or disconnect my PLAUD NOTE?

To unbind the PLAUD device with your account:

1. Go to the "**Me**" page in the App.
2. Access "**My PLAUD Device**"— "**View More Details**".
3. Scroll your screen down to reach the end.
4. Select "**Disconnect or Unbind**"— "**Unbind and Erase...**"

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



To disconnect the PLAUD device with the PLAUD App:

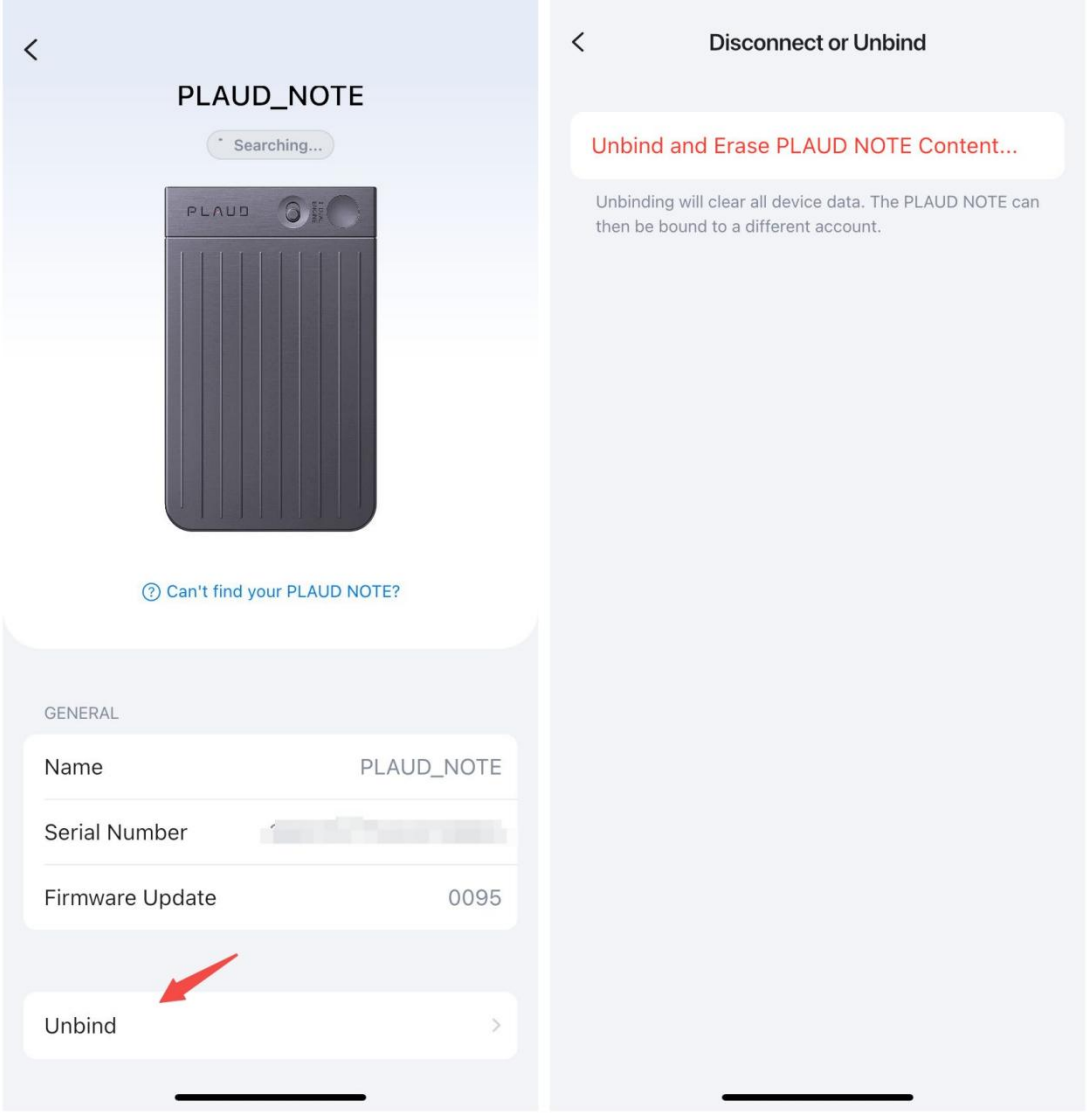
1. Go to the "**Me**" page in the App.
2. Access "**My PLAUD Device**"— "**View More Details**".
3. Scroll your screen down to reach the end.
4. Select "**Disconnect or Unbind**".
5. Click "**Disconnect PLAUD NOTE**".

3.8.Can I unbind the PLAUD NOTE even if it is not

with me?

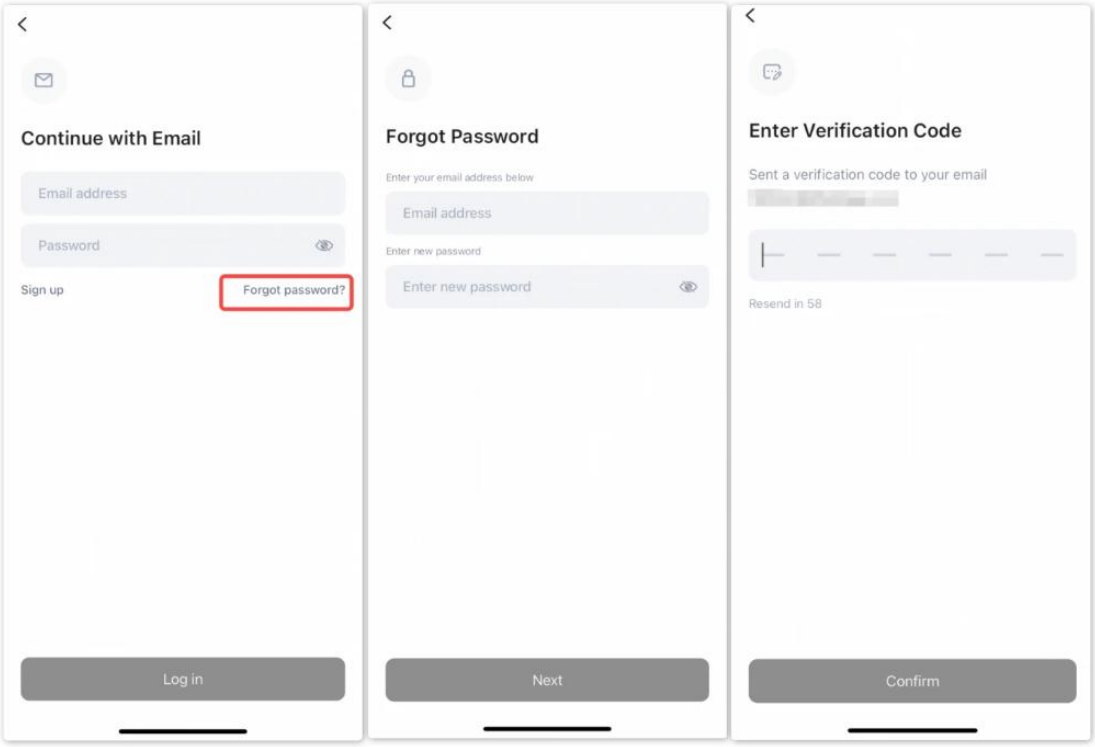
Yes, you can remotely unbind the device. Here are the steps:

1. Go to the "**Me**" page in the App.
2. Access "**My PLAUD Device**"— "**View More Details**".
3. Scroll your screen down to reach the end.
4. Select "**Unbind**"— "**Unbind and Erase...**"



3.9.What can I do if I forget my login password for my email account?

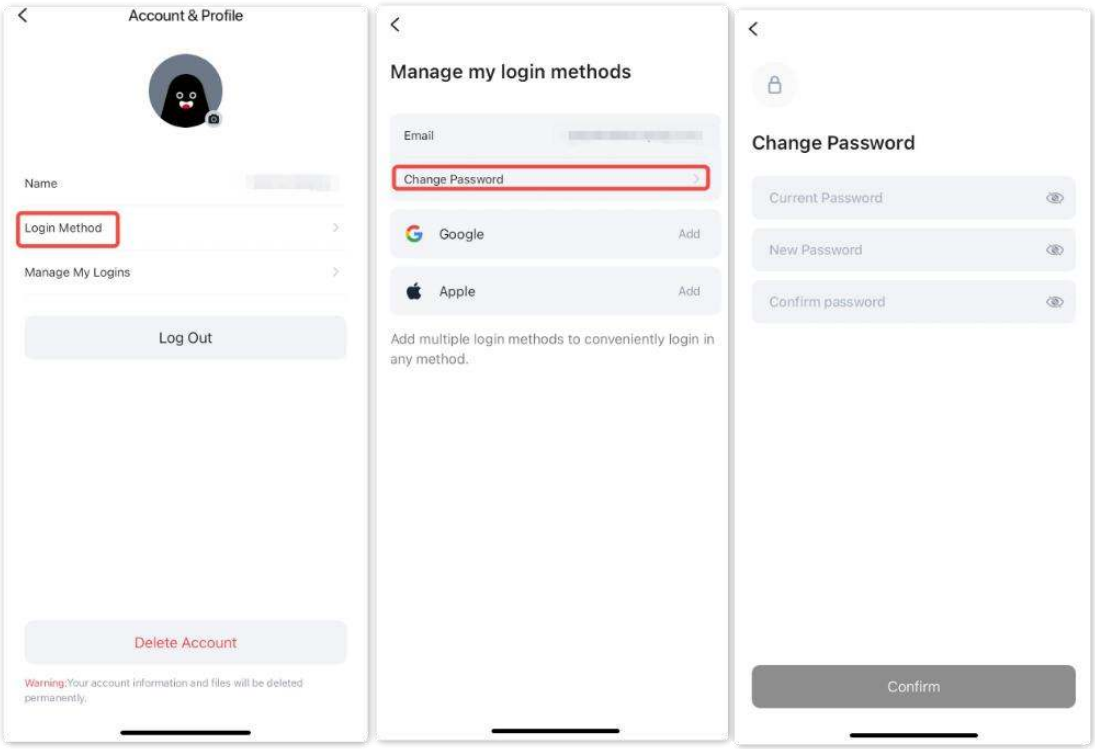
1. Tap "**Forgot password**" on the login page.
2. Enter your email address and a new password. Then click "**Next**".
3. Enter the verification code and click "**Confirm**". Then, you can log into your account with new passwords.



3.10.How can I change my login password for my email account?

If you want to change your password, please follow the steps below:

1. Go to the "**Me**" page in the PLAUD app.
2. Navigate to the "**Account & Profile**" page.
3. Tap on "**Login Method**"— "**Change Password**".
4. Enter your old password and new password. Then, click "**Confirm**" to complete the process.



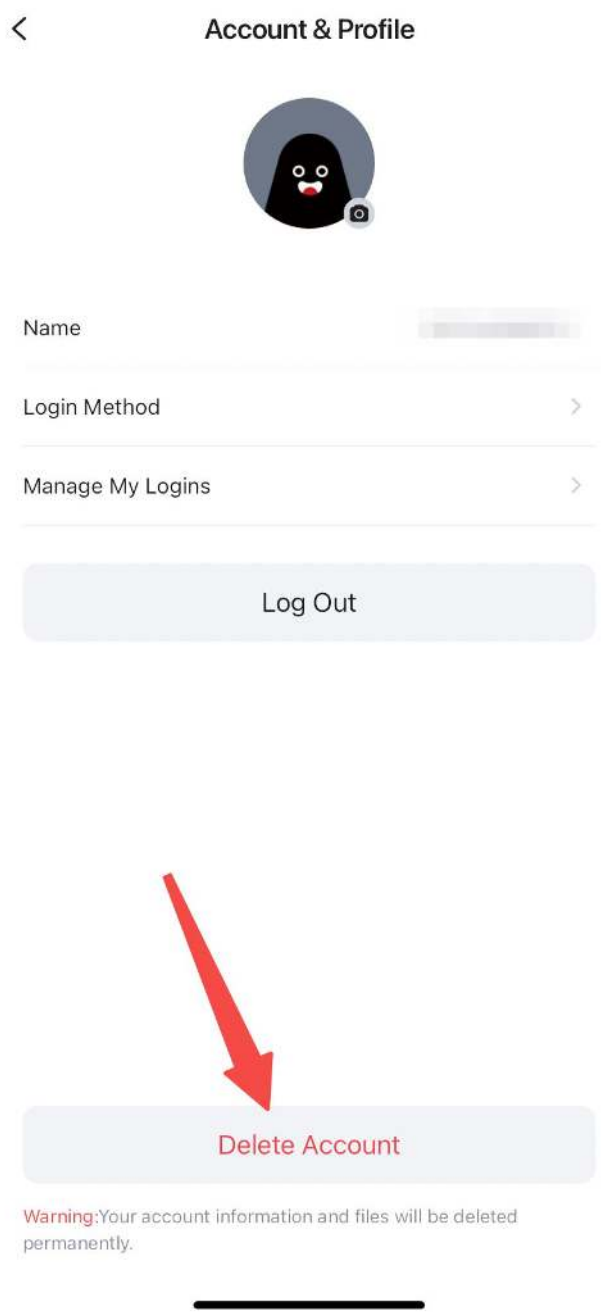
3.11.How to delete the PLAUD account?

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.

Deleting your account is irreversible, and you will need to register again to use the app in the future.

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

1. Go to the "**Me**" page in the PLAUD app.
2. Tap the arrow in the top right corner.
3. Enter the "**Account & Profile**" page and select "**Delete Account**".



Note: Before deleting your account, please unbind the PLAUD devices first.

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

PLAUD NOTE allows you to change its Bluetooth name for easier recognition. Follow these steps to change PLAUD NOTE's Bluetooth name:

1. Go to the "**Me**" page of the app.
2. Access "**My PLAUD Device**"— "**View More Details**".
3. Navigate to "**GENERAL**".
4. Click "**Name**" to change the Bluetooth name and save it.

Note: Changing the name of the PLAUD NOTE will trigger an automatic restart

to update the new name. During this process, there will be a brief disconnection.

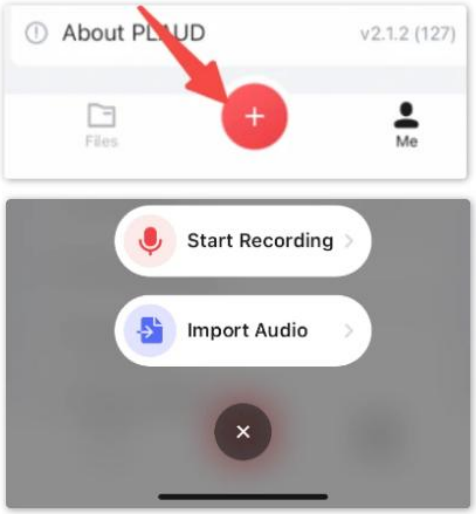
3.13.How to import audio to the PLAUD App?

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

1. **Import files from your local files:**

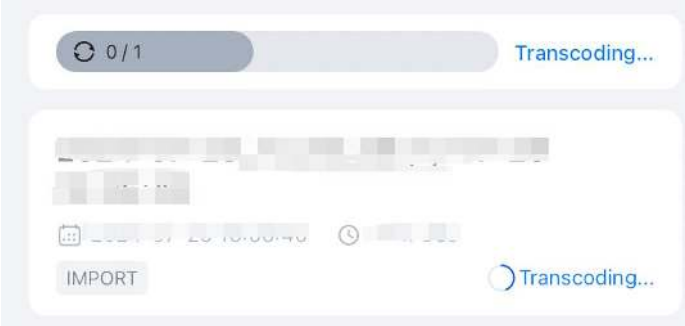
1) Launch your PLAUD App to click the "**Record**" button.

2) Click "**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.



2. **Import files from other apps:**

1）Voice Memos



- In the Voice Memos, find the voice recording to be imported and tap "..." next to the recording name.
- Select "**Share**".
- Tap on "**PLAUD**".

2) Other Apps



- In the third-party App, locate the target file and select an option like "**Share**"/"**Open with other apps**"/"**Open in**".
- Tap on "**PLAUD**".

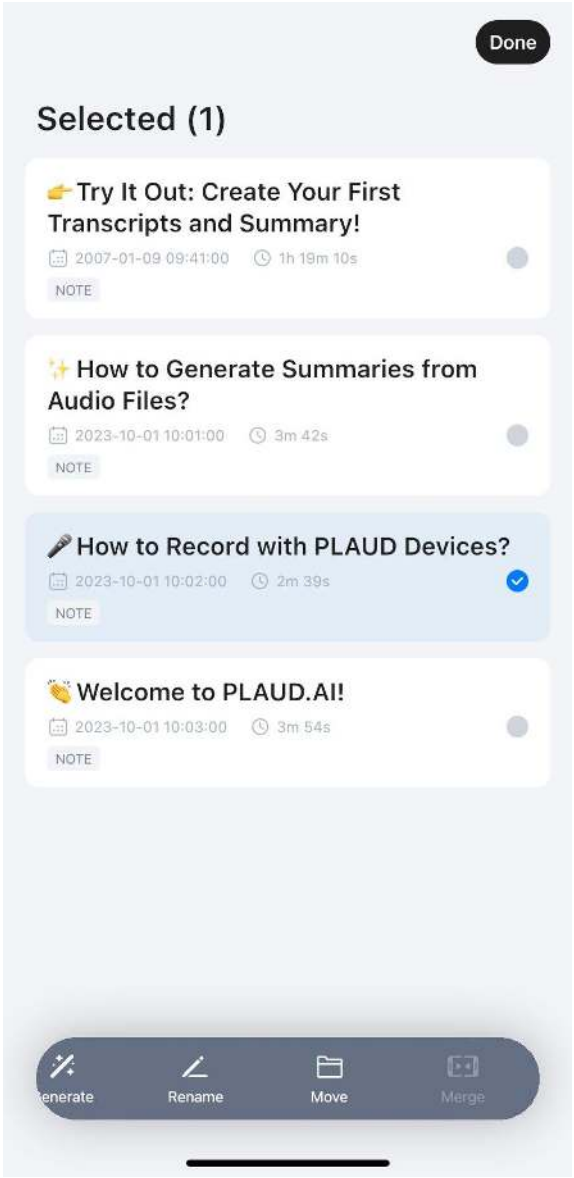
3.14.How many devices can I bind to my PLAUD account?

There is no limit to the number of devices that can be linked to your PLAUD account.
Please note that you can connect only one device at a time. This means you need to disconnect the current device before connecting to another.

3.15.Can I merge two or more audio into one?

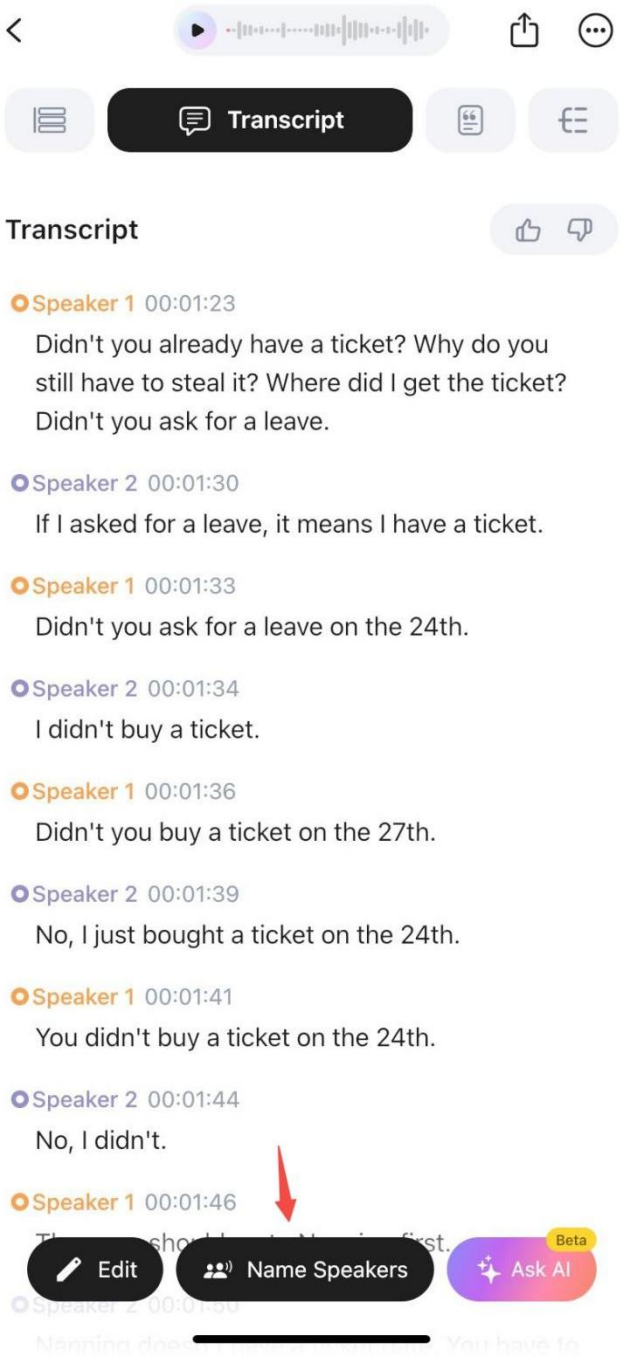
Yes, you can combine two or more files into one.
Here are the steps:

1. Find the file you intend to merge.
2. Swipe left, and you will see the "**Merge**" option.
3. Select two or more files and click "**Merge**" to combine them into one.

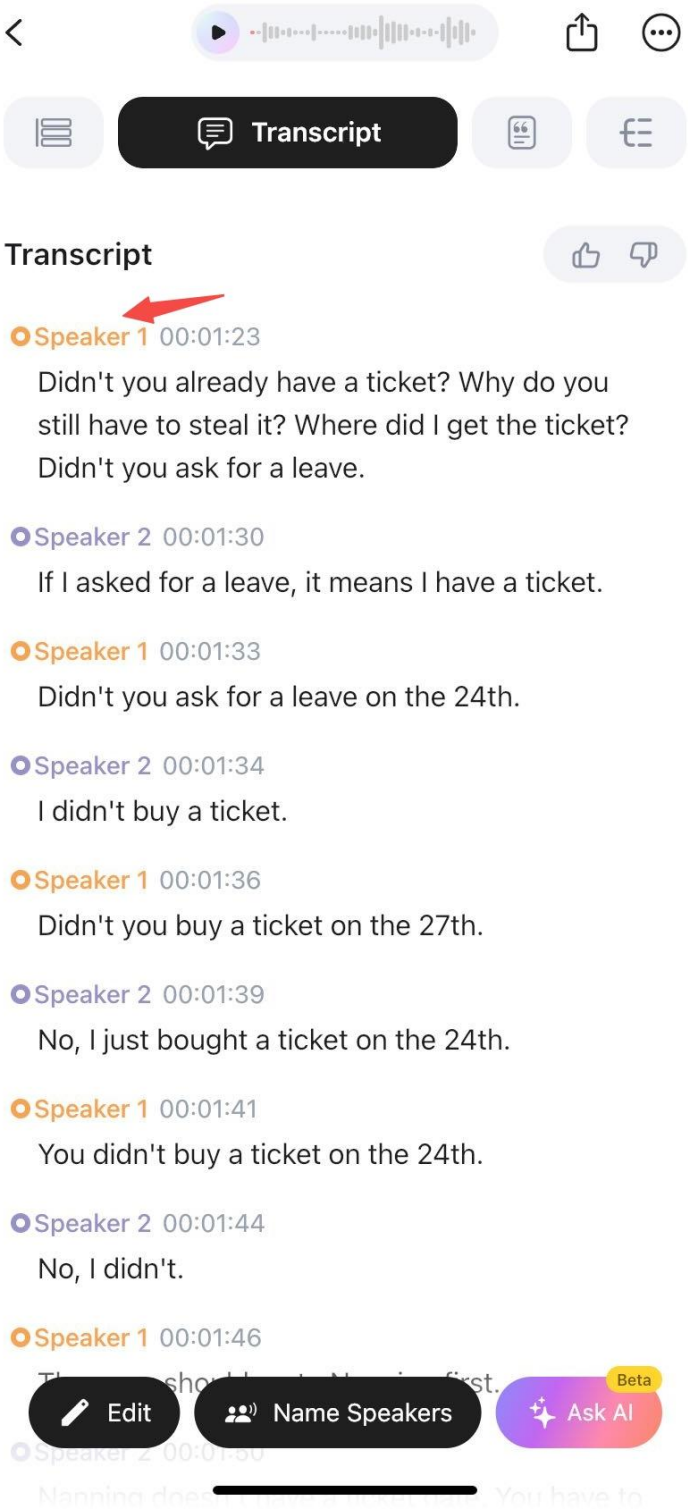


3.16.How to name speakers?

You can click the "**Name Speakers**" button on the "**Transcript**" page to name the speakers. The names will then be automatically updated in the summary.

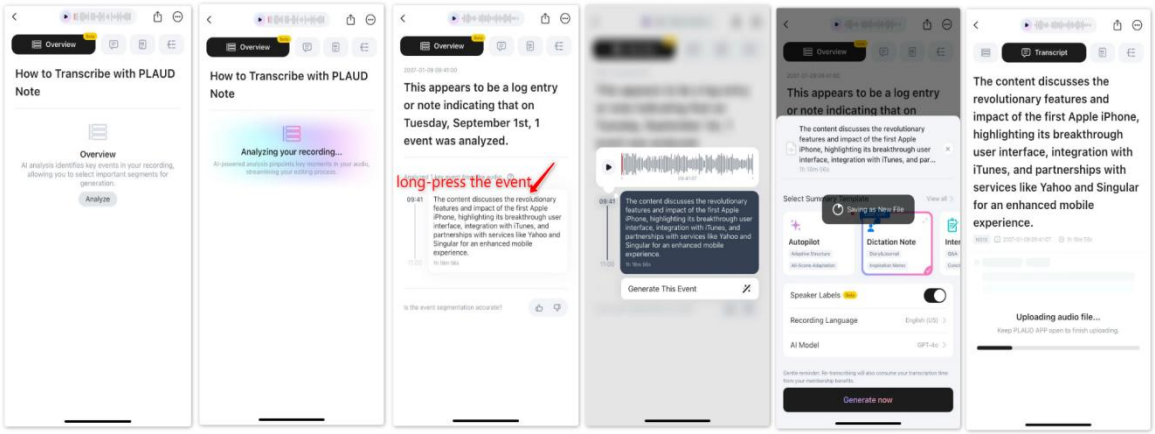


Or you could click the “**Speaker**” directly to name it:


Transcript
Transcript
Speaker 1 00:01:23
Didn't you already have a ticket? Why do you still have to steal it? Where did I get the ticket? Didn't you ask for a leave.
Speaker 2 00:01:30
If I asked for a leave, it means I have a ticket.
Speaker 1 00:01:33
Didn't you ask for a leave on the 24th.
Speaker 2 00:01:34
I didn't buy a ticket.
Speaker 1 00:01:36
Didn't you buy a ticket on the 27th.
Speaker 2 00:01:39
No, I just bought a ticket on the 24th.
Speaker 1 00:01:41
You didn't buy a ticket on the 24th.
Speaker 2 00:01:44
No, I didn't.
Speaker 1 00:01:46
Edit
Name Speakers
Beta
Ask AI

3.17.What is the purpose of the "Overview" tab on the transcript page?

The new "**Overview**" tab on the transcript page is designed to analyze and extract events from long-duration recordings. In the "**Overview**", you can select the event you want to process, using the existing workflows for transcription, summary, and more, helping users effectively manage files.



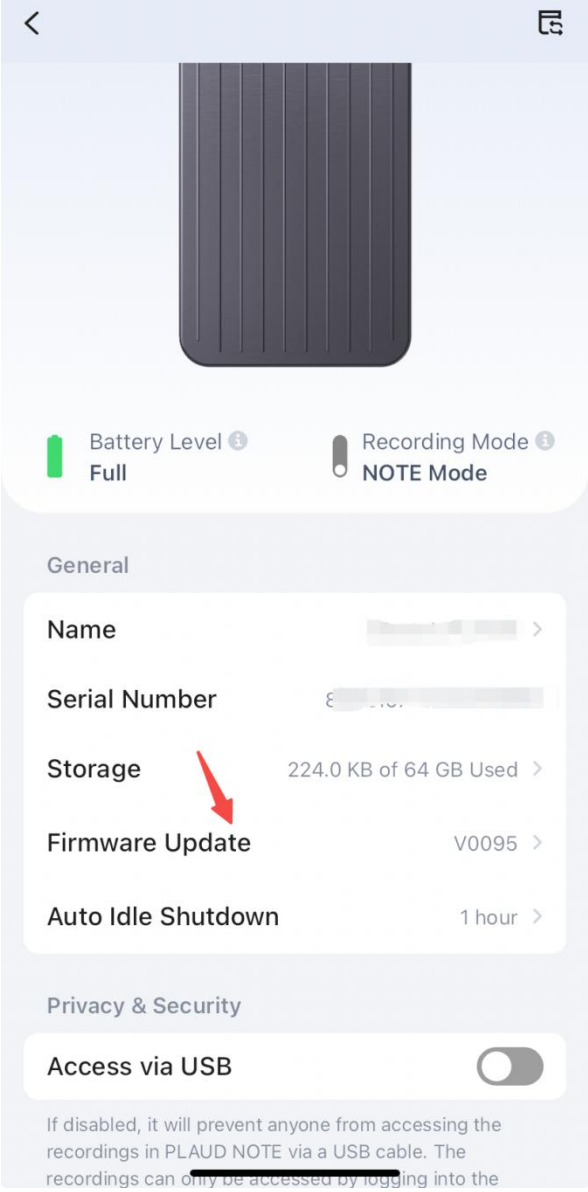
3.18.How to update the firmware of my PLAUD NOTE?

Keeping the firmware up-to-date can help ensure the best and most current experience with the PLAUD device.
Before updating, please ensure that the PLAUD device meets the following three conditions:

- Keep the PLAUD device charging (using a charger, not connected to a computer).
- Ensure the PLAUD device is not in recording mode (No Red Light).
- Connect your PLAUD device to the PLAUD app first.

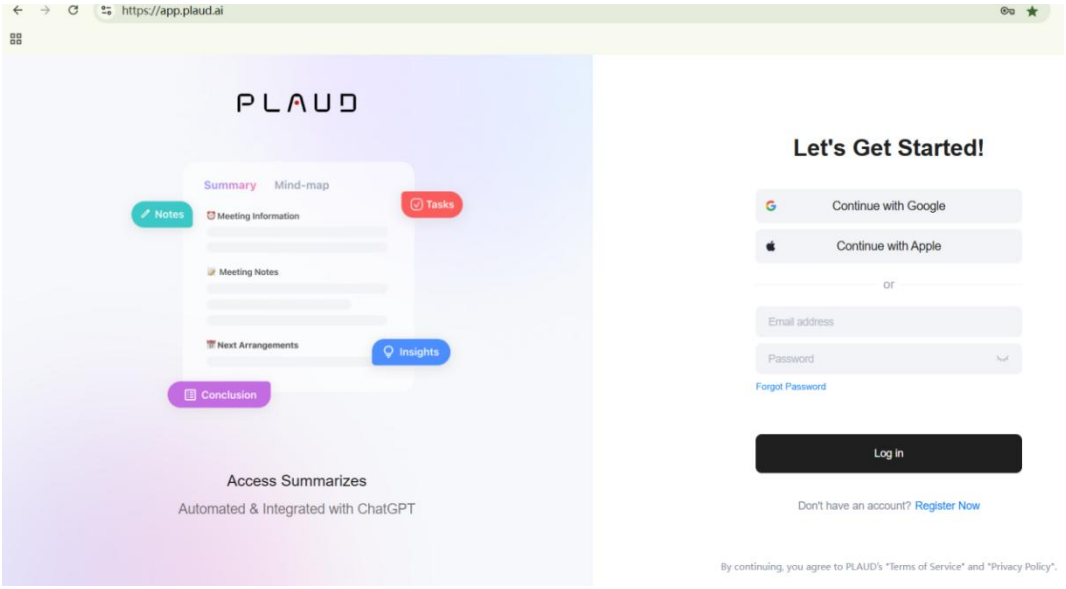
To update the firmware, please follow the steps below:

- Go to the "**Me**" page in the app. Access "**My PLAUD Device**".
- Find the device you want to update.
- Scroll down and tap on "**Firmware Update.**" The system will automatically check your current version. "**Up to Date**" means your firmware is the latest version.

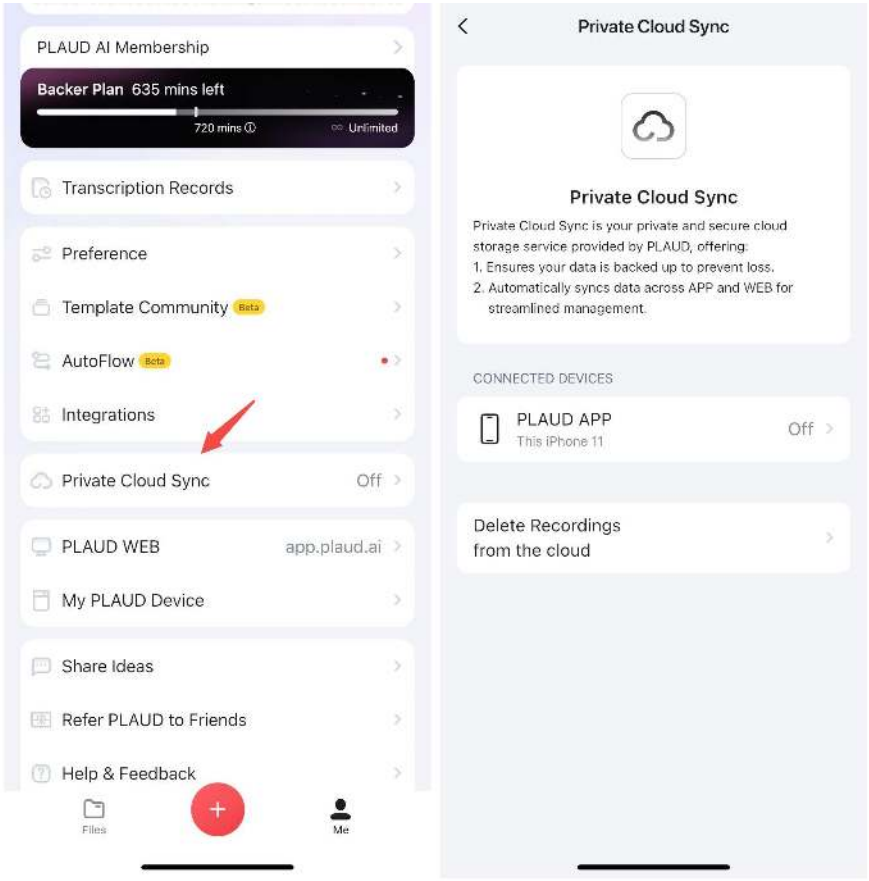


4.PLAUD WEB

If you prefer large-screen operation or you need to process the data in a more complex way, you can log into the PLAUD WEB: https://app.plaud.ai/ with the same account you use on the PLAUD App.



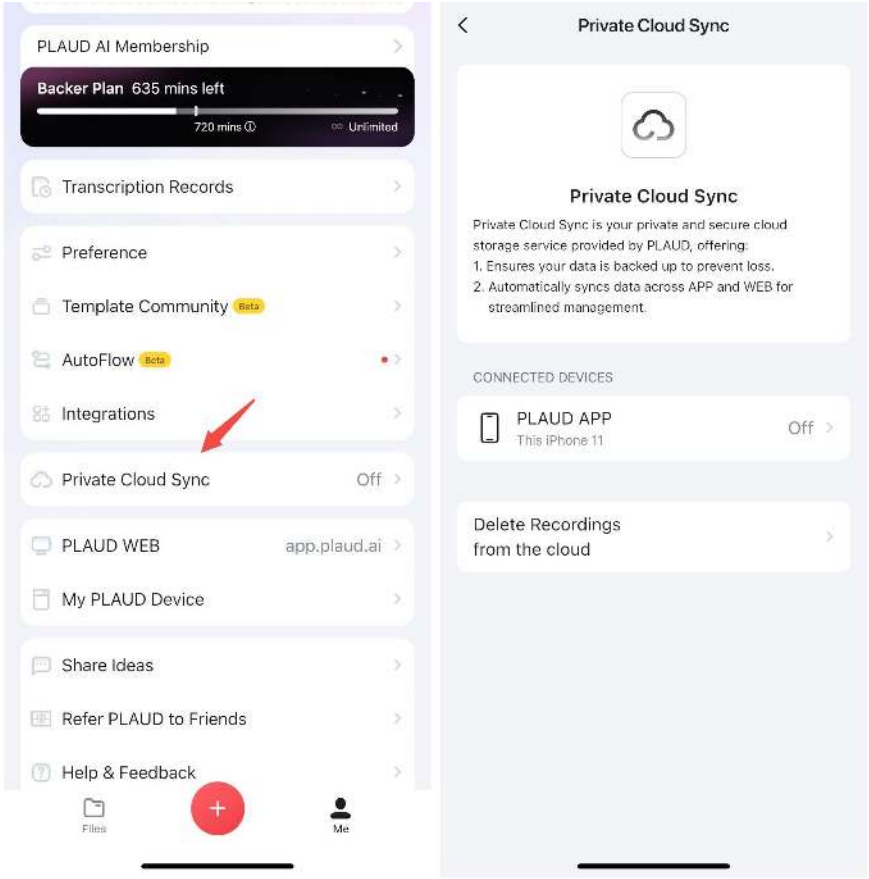
Please make sure the **Private Cloud Sync** is enabled in the PLAUD App first. Once enabled, files will be synced to PLAUD WEB for access on any device.



4.1.How do I get files from the phone App to the PLAUD WEB?

Please make sure the "**Private Cloud Sync**" is enabled.
Once you activate the **Private Cloud Sync** in the PLAUD App, you can log into the PLAUD WEB using the same account you use for the App. Then, your files will show up on the PLAUD WEB.
Here are the steps to enable " **Private Cloud Sync**":

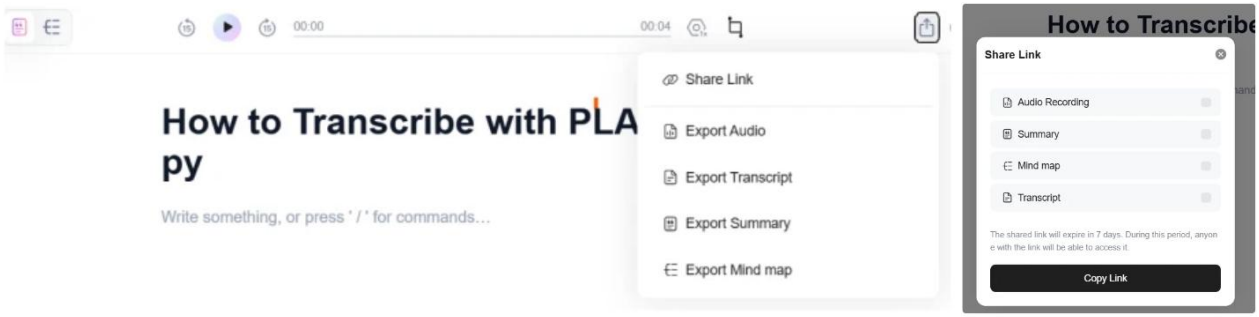
1. Go to the "**Me**" page on the App.
2. Click " **Private Cloud Sync**" to turn it on.



4.2.How to share or export files from the PLAUD WEB?

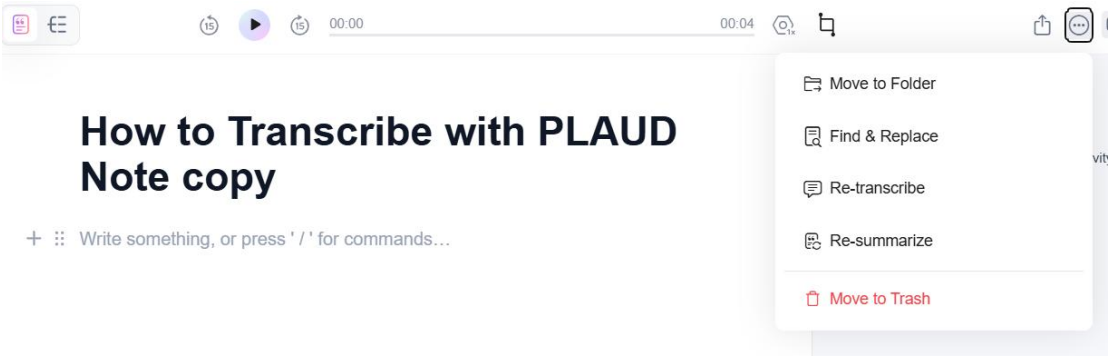
To share or export files from the PLAUD WEB, please follow the steps below:

1. Enter the file that you want to export or share.
2. Click the  icon on the top right of the page. You can choose to export the audio, transcript, summary or mind-map. Or share them via a link.

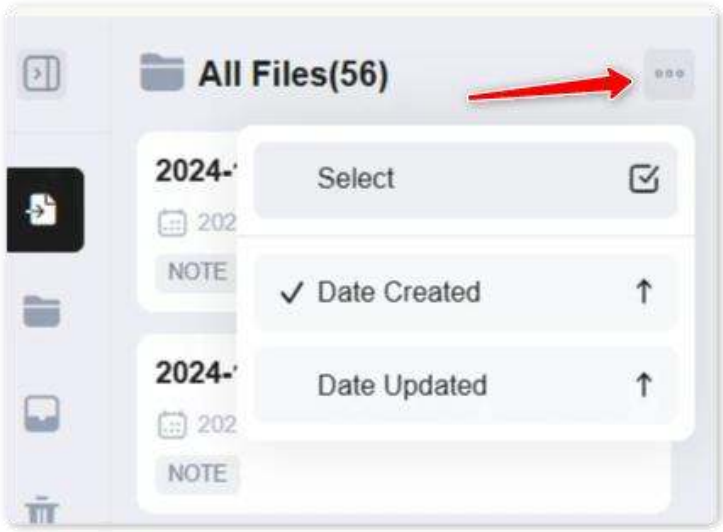


4.3.How to manage my files on the PLAUD WEB?

1. Enter the file you want to deal with.
2. Click the “...” icon on the top right corner.
3. You can choose to move the file to a folder, re-transcribe, re-summarize, find & replace words in the transcript or summary, or move it to trash.



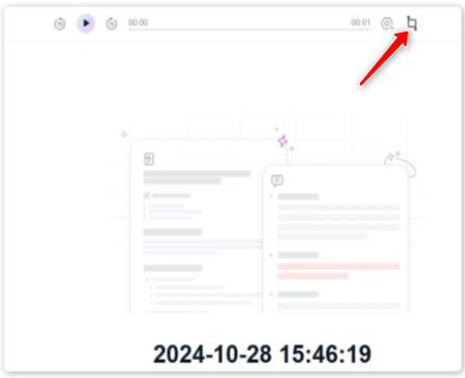
4. To move multiple files to a folder or trash, just click the “...” icon near the “**All Files**” bar.

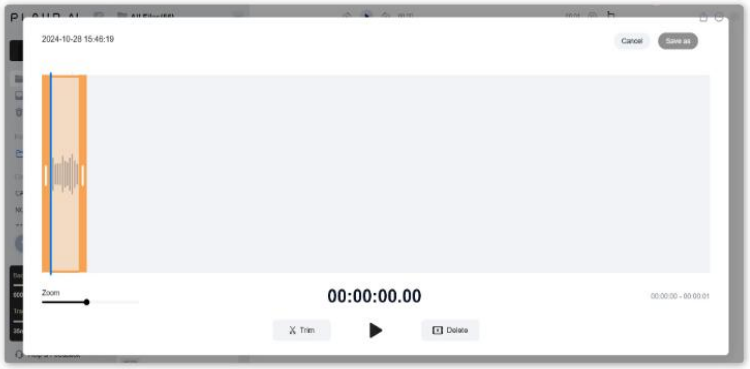


4.4.How can I trim audio on the PLAUD WEB?

To trim audio on the PLAUD WEB, please refer to the steps below:

1. Enter the audio file you want to trim.
2. Click the icon to start trimming. After it's finished, you can save it as a new file.

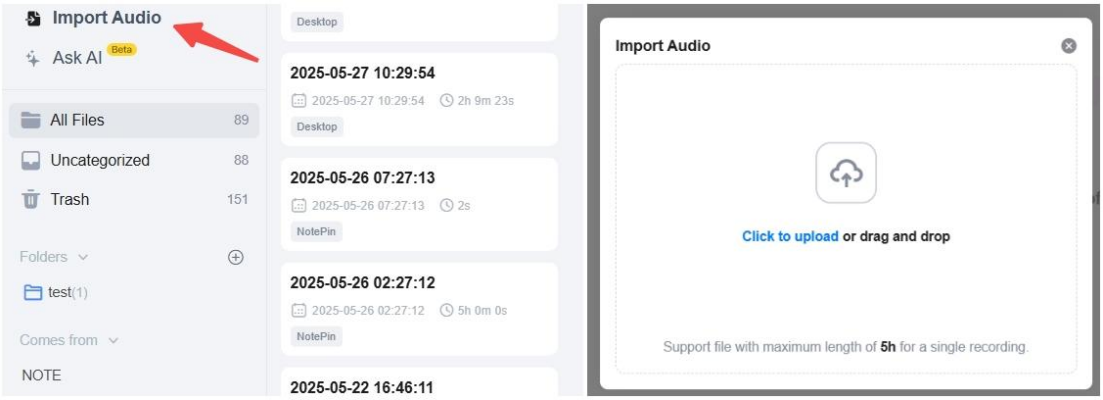




4.5.Can I import audio on the PLAUD WEB?

Here are the steps to import audio on the PLAUD WEB:

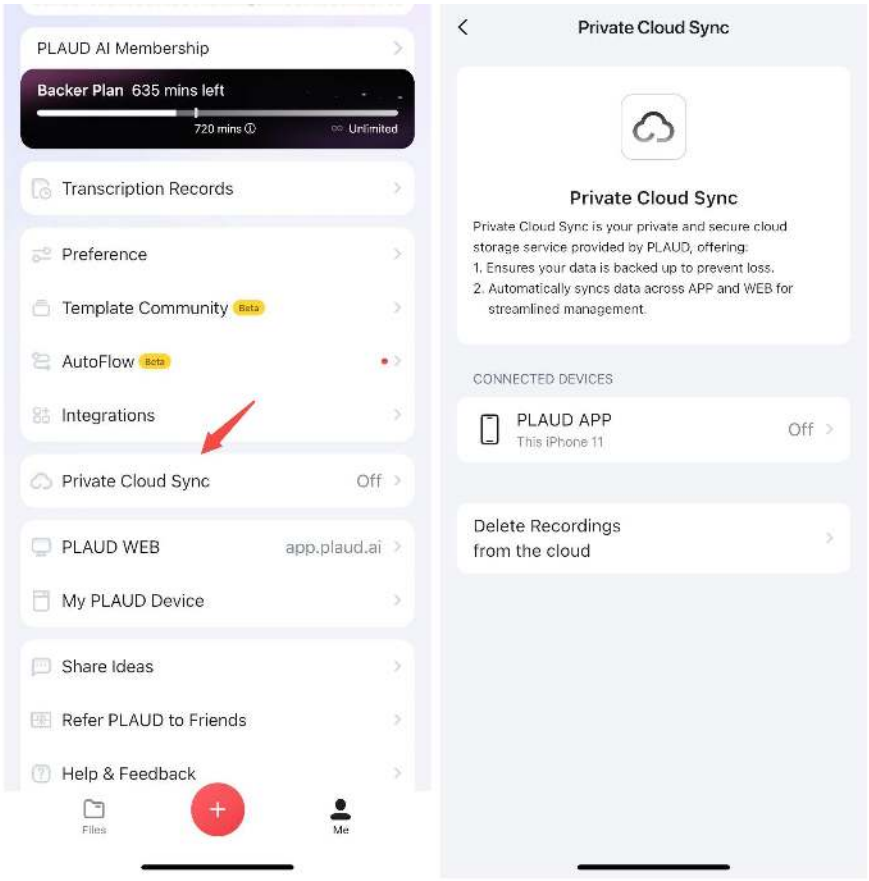
1. Log into the PLAUD WEB page.
2. Click the "**Import Audio**" button on the top left to import audio.
3. Click to upload the file or drag and drop the files directly.



4.6.Why my files don't show up on the PLAUD WEB page?

If the files are present on the PLAUD App on your phone, but they don't show up on the PLAUD web page, please check the two steps below:

1. Please log into PLAUD WEB using the same account you used for the PLAUD App.
2. Please ensure you have enabled "**Private Cloud Sync**" on the App.



5.PLAUD AI Service & Membership

5.1.Enhanced AI features

- **Audio Transcription**: save time to take notes in a meeting, call, or lecture, and don't miss details.
- **Distinguish Speakers**: this feature could bring you clearer, more organized transcripts with each speaker’s contributions distinctly marked in the transcription.
- **AI Summary**: PLAUD generates a summary automatically based on audio transcription, which helps to save time to synthesize.
- **Multiple AI Summary Templates**: PLAUD offers several summary templates, including meetings, lectures, and calls, tailored to meet your diverse needs.
- **Customize Templates**: you can customize summary prompts based on your own needs and use these prompts to generate the summaries you want.
- **Visualized Mind Map**: PLAUD generates mind maps from summaries to help you digest insights visually.

- **Ask AI:** Retrieve anything from notes, get questions answered or any smart tasks done by PLAUD Intelligence.

5.2.PLAUD AI Membership

Once you activate your PLAUD device, your membership is the Starter Plan by default, which includes 300 minutes of Free Transcription & Summary each month. If you require more transcription time, you can upgrade to the Pro Plan(1200 min/month) or the Unlimited Plan(unlimited min/month).
In addition, the Pro and Unlimited plan has more features to provide a better AI experience, such as more summary templates, Ask AI, and Custom Templates, etc.
The table below shows the difference between the three plans:

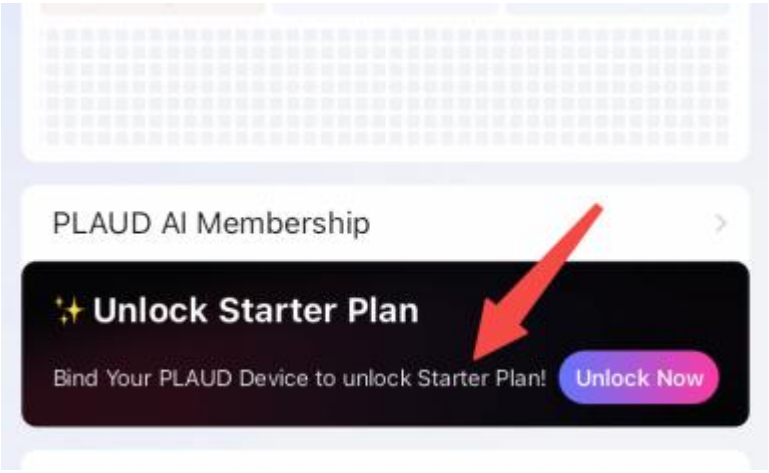
	Starter Plan	Pro Plan	Unlimited Plan
Monthly Transcription Minutes	300 min/month	1200 min/month	unlimited/month
Professional Summary Templates	15+Professional Summary Templates	30+Professional Summary Templates	30+Professional Summary Templates
Industry Glossary	×	√	√
Customize Templates	×	√	√
Ask AI	×	√	√
Visualized Mind Map	√	√	√
Smart Audio Trimming	√	√	√
Speaker Labels	√	√	√
Audio Import	√	√	√

Merge Recordings	√	√	√
AI Speech Enhancement	√	√	√
Multiple Export Formats	√	√	√
Private Cloud Sync	√	√	√

Note: The price of the Pro and Unlimited Plan varies by country. Please refer to the actual price in the PLAUD App/WEB.

5.3.How do I get my free 300 minutes?

If you haven’t bound a PLAUD device to your account, it will show “**Unlock Starter Plan**” on your membership page.



To receive the free 300 minutes(Starter Plan), simply bind the PLAUD device to your account. Once this is done, the Starter Plan will be unlocked.
Your membership begins on the day you activate the membership plan.
For example, if you activate the membership plan in the PLAUD app today, your membership will start today and will renew on the same date next month.

5.4.Will I have a total of 1500 minutes after upgrading to the Pro Plan(1200 min) from the Starter(300 min)?

No, minutes from the Starter and Pro Plans do not accumulate.
After upgrading from the Starter Plan to the Pro Plan, you will receive a total of

1200 minutes per month. The Starter Plan will be temporarily paused during your Pro Plan subscription and will automatically resume once the Pro Plan expires, unless renewed.

5.5.Will the free Starter Plan expire?

PLAUD offers users 300 minutes of free transcription services each month as a complimentary benefit with their purchase.
This service is provided as a token of appreciation for our customers' support, and there is currently no expiration date for it.
If there are any changes to this offer in the future, we will notify you in advance through our official website (https://www.plaud.ai/) and via your registered contact information.

5.6.What if I exceed my free 300 minutes?

Once your free 300 minutes are used up, you'll need to wait for the next reset. Alternatively, you can upgrade to the Pro Plan(1200 min/month) or the Unlimited Plan(unlimited min/month).
Or you can purchase more transcription quota. After you run out of the original 300 minutes, it will start deducting the additional transcription quota you purchase every month, until it is used up.
Here are the steps:

1. Go to the "**Me**" page on the App.
2. Click "**PLAUD AI Membership**".
3. Scroll down the page, and you will see "**Upgrade your Plan**".
4. Click to subscribe to the annual or monthly Pro/Unlimited Plan based on your own needs.
5. Or, purchase more transcription quota under “**Buy More Transcription Time**”.

Note: Prices of the Pro/Unlimited Plan and transcription quota vary by country. Please refer to the actual price in the PLAUD App/WEB.

5.7.Do I need to subscribe to the membership to use the PLAUD device?

No, you don't have to subscribe to use the PLAUD device(record, transcribe, summarize).

Currently, we provide a free Starter Plan of 300 transcription minutes. If you want more transcription minutes and experience more features, it is suggested to upgrade to the Pro Plan(1200 min/month) or the Unlimited Plan(unlimited min/month) or purchase more transcription quota.
Here are the steps:

1. Go to the "**Me**" page on the App.
2. Click "**PLAUD AI Membership**".
3. Scroll down the page, and you will see "**Upgrade your Plan**".
4. Click to subscribe to the annual or monthly Pro/Unlimited Plan based on your own needs.
5. Or, purchase more transcription quota under "**Buy More Transcription Time**".

Note: Prices of the Pro/Unlimited Plan and transcription quota vary by country. Please refer to the actual price in the PLAUD App/WEB.

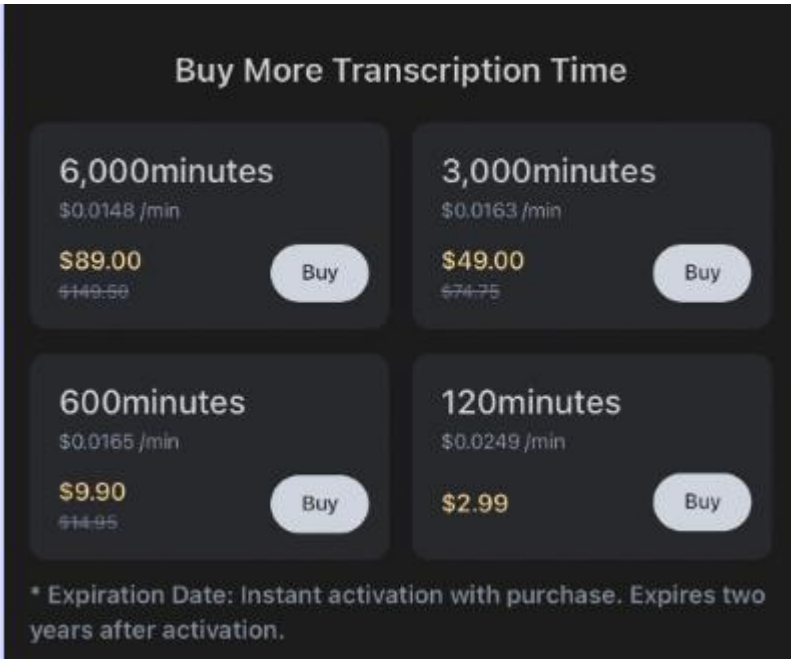
5.8.What is the difference between the transcription quota and Starter/Pro/Unlimited Plan?

1. Starter/Pro/Unlimited Plan

The Starter Plan includes 300 minutes, the Pro Plan provides 1200 minutes of transcription, and the Unlimited Plan offers unlimited transcription minutes. In addition to all the features that the Starter Plan offers, Pro and Unlimited Plan users can enable Ask AI, customize summary templates, and access more summary templates.

2. Transcription quota

This is an add-on that provides extra transcription minutes when you've used up your current membership allowance. The 300 minutes from the Starter Plan or 1200 minutes from the Pro Plan will be used first. Once those are exhausted, the additional minutes from your transcription quota will be utilized. The additional transcription minutes can only be used for transcribing audio.



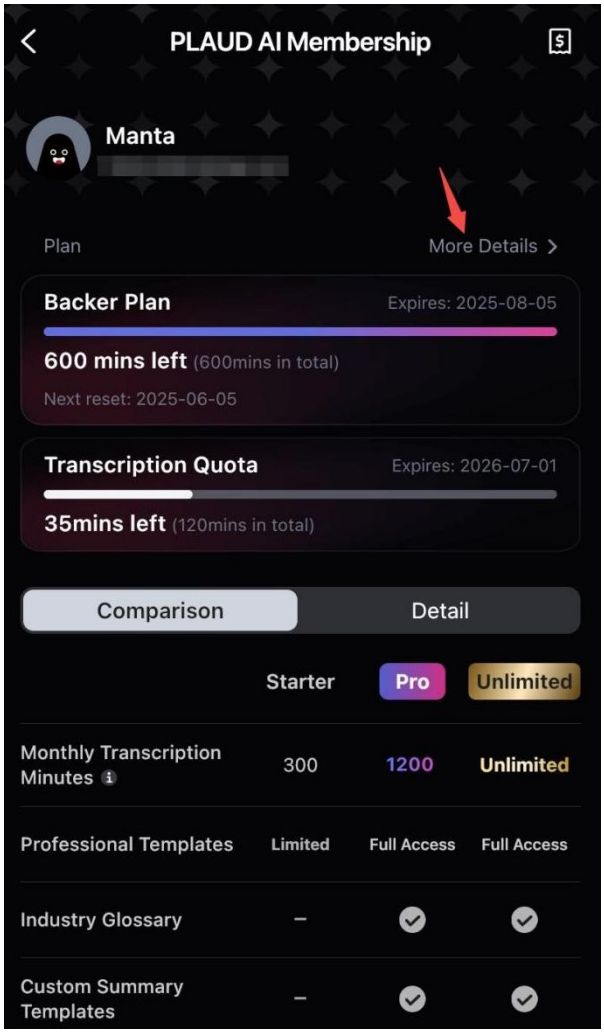
5.9.Do unused transcription minutes roll over to the next month?

No, unused transcription minutes do not roll over. Your transcription minutes will reset every month.

5.10.Where can I check the details of my membership?

You can view more details on your membership card within the PLAUD App. Here are the steps:

1. Navigate to the “**Me**” page.
2. Click on the "**PLAUD AI Membership**".
3. Click "**More details**". You will see your ongoing plan, start date, next reset time, and when the plan will expire.



5.11.What happens to my original subscription when I downgrade or upgrade?

PLAUD AI membership priority:

Unlimited annually>Unlimited monthly>Pro annually>Pro monthly.

1. Upgrading to a Higher-Tier Plan

Your new, higher-tier membership takes effect immediately. What happens to your existing plan depends on the platform:

- iOS: Remaining days from your previous plan are automatically prorated and refunded.
- Android: Remaining days are automatically prorated and added to your new higher-tier plan.
- WEB: Remaining days are prorated and applied to your new payment.

2. Downgrading to a Lower-Tier Plan

Your lower-tier membership will start after your current higher-tier plan expires, regardless of the platform:
Applies to iOS, Android, and WEB subscriptions.

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 you wish to switch subscriptions across different platforms, you need first to cancel the original subscription on the original platform.

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

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

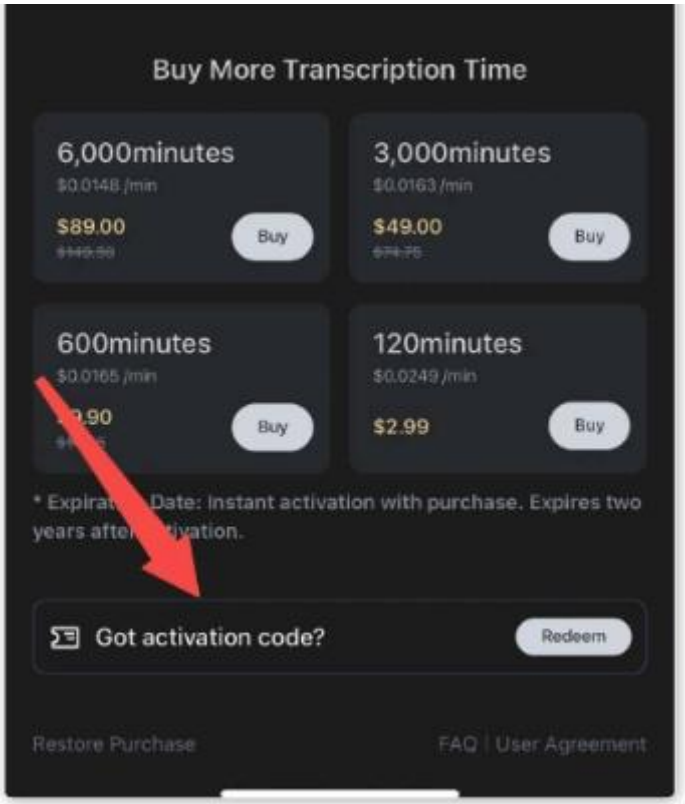
5.13.Will my Starter/Backer plan be canceled if I upgrade to the Pro/Unlimited Plan?

If you upgrade to the Pro/Unlimited Plan, your Starter/Backer plan will be temporarily "**paused**." Once your Pro/Unlimited Plan expires, your membership will automatically revert to the Starter Plan or Backer Plan.

5.14.How to redeem the activation code?

After you purchase a transcription quota or Pro Plan from our official website, an activation code will be sent to you via email. To redeem the code, please refer to the steps below:

1. Go to the "**Me**" page.
2. Tap on the membership card.
3. Scroll down the page to the bottom to redeem the code.



If you receive the message “**Incorrect activation code entered! Please try again**," please check the following steps:

1. Apply the code with all CAPITAL letters; we recommend copying the code and pasting it into the app.
2. Check for any spaces before or after the code.
3. Verify whether you have previously redeemed an activation code within the same account.

5.15.Will I still be able to record audio and save it locally if I run out of transcription minutes?

Yes, even if you run out of transcription minutes, you can continue to start recording and enable other features of the PLAUD app, such as playback of recordings.

6.Private Cloud Sync

6.1.What is Private Cloud Sync?

Private Cloud Sync is a private and secure cloud storage service provided by

PLAUD. It offers the benefits below:
1. Ensure your data is backed up to prevent loss.
2. Automatically syncs data across APP and WEB for streamlined management.

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

Private Cloud Sync is powered by the leading cloud service provider, AWS(Amazon Web Services).

You can choose to upload your audio, transcript, and summary to PLAUD cloud or not, allowing you to free up the PLAUD device's storage space.

PLAUD cloud is completely free and offers unlimited cloud storage for users.

7.Policy & Warranty

7.1.What is your shipping policy?

We provide global free shipping. Here are the details:
1. **Processing Time**: Orders are typically shipped out within 1-2 business days after placing your order.
2. **Delivery Time**: The delivery time for each country is as follows.

Region	Country	Estimated Delivery Time (Days)
Americas	United States (US)	3-7 days For remote areas such as Hawaii, Alaska ,and Florida:10-15 days. Note: Delivery may be delayed up to 7 business days due to peak periods, weather, or carrier issues.
	Canada (CA)	3-7 days Note: Delivery may be delayed up to 7

		business days due to peak periods, weather, or carrier issues.
	Mexico (MX)	16 days
	Other American countries	15 days
Europe	United Kingdom (UK)	12 days
	Germany (DE)	15 days
	France (FR)	15 days
	Spain (ES)	15 days
	Italy (IT)	15 days
	Netherlands (NL)	12 days
	Sweden (SE)	13 days
	Switzerland (CH)	12 days
	Other European Countries	20 days
Asia	Japan (JP)	3 – 7 days
	China (CN)	3 days
	South Korea (KR)	12 days
	Singapore (SG)	12 days
	India (IN)	12 days
	Malaysia (MY)	9 days
	Thailand (TH)	9 days
	Other Asian Countries	20 days
Oceania	Australia (AU)	3-7 days Note: Delivery may be delayed up to 7 business days due to peak periods, weather, or carrier issues.
	New Zealand (NZ)	12 days
Middle East & Africa	United Arab Emirates (AE)	13 days
	South Africa (ZA)	12 days
	Israel (IL)	18 days

	Saudi Arabia (SA)	15 days
	Other MEA Countries	18 days

3. **Track your order**: If you placed the order on our official website, please log in to https://plaud.ai using the email address you provided during your purchase, and click on "**Orders**" to check the status. If you need further assistance, please contact us(https://www.plaud.ai/pages/contact-us).

Note:

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

If you haven't received an update on your shipment within approximately 3 business days, please contact us(https://www.plaud.ai/pages/contact-us), and we'll assist you promptly.

7.2.What is your return and refund policy?

If you are unsatisfied with your purchase for any reason, you can return it for a full refund within 30 days of receipt.

If you receive a damaged, incorrect, or nonfunctional item, you can return it for an exchange or a full refund within 7 days of receipt. You can contact us(https://www.plaud.ai/pages/contact-us) to get more assistance from our after-sales service team.

Important note:

For **purchases made from an Authorized Reseller**, you must return the initial purchase (including the hardware, and accessories) **to the original point of sale for a refund**, subject to the Authorized Reseller's return policy. PLAUD will not directly issue a refund for purchases made from an Authorized Reseller, third-party retailer, or third-party marketplace.

For **purchases made through our social media shops, such as TikTok**, you must initiate a return within your TikTok account and obtain a return label to return your item(s). Once your return is received at our TikTok warehouse, we will process your refund, which you will receive in 5-10 business days.

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

7.3.What is the product warranty?

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

1. The Recorder is not dismantled, repaired, maintained, resold, or modified without permission.
2. The Recorder is not operated in an abnormal environment.
3. The Recorder is not damaged due to a violation of the user's guide.
4. The Recorder has not experienced a collision, falling, or bending due to improper storage or faults, and significant deformations due to liquid leakage in humid places.

If you encounter any problems while using this device, please contact us here https://www.plaud.ai/pages/contact-us.

7.4.What is your privacy policy?

User privacy is of utmost importance to us. By default, recordings are only stored on PLAUD device and the associated PLAUD APP.
When transcribing and summarizing, recordings may need to be uploaded to servers for processing. The entire transmission process is encrypted and user information is anonymized.

For more details, you can refer to https://www.plaud.ai/policies/privacy-policy

8.Accessories

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

You can purchase MagSafe cases in different colors on our official website: https://www.plaud.ai/products/plaud-note-case

8.2.Where can I buy a PLAUD NOTE accessory kit?

You can purchase the PLAUD NOTE accessory kit here: https://www.plaud.ai/products/plaud-note-accessory-kit