PLAUD

Note Pro User Guide



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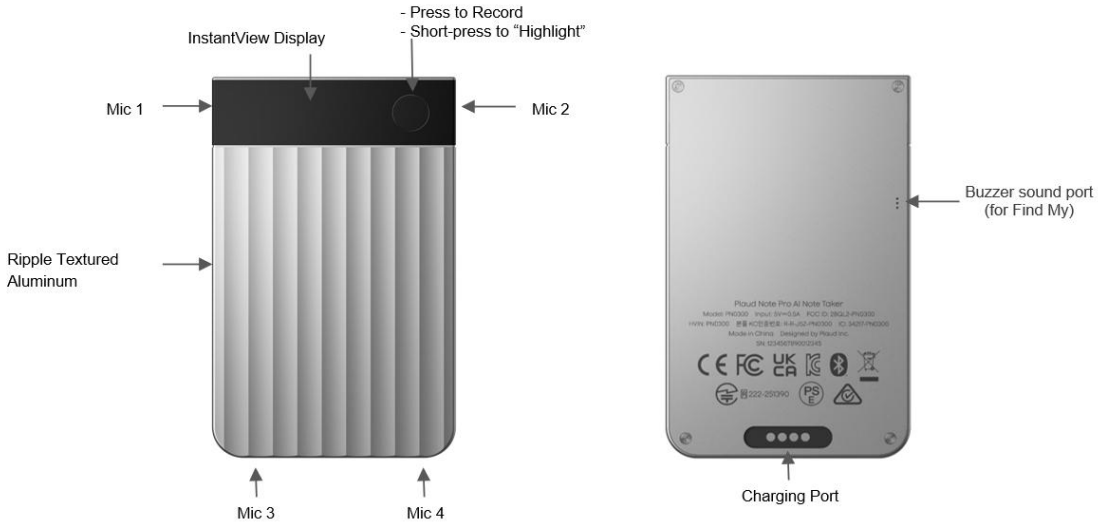
1. Get Started

1.1 What's in the Box



- Plaud Note Pro
- Magnetic Case
- Magnetic Ring
- Charging Cable

1.2 Main Components



Front Back

1.3 Instant View Display Status Indicators



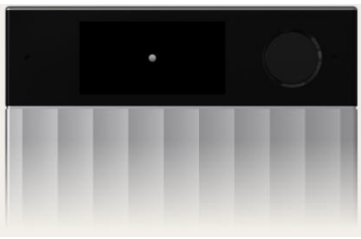
Power on



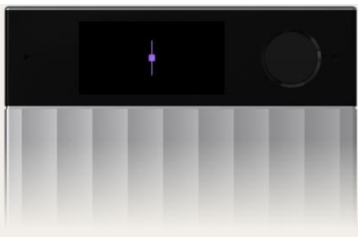
Scan the QR code to download the App



Recording



Recording—screen off



Highlight



Pause recording through the App



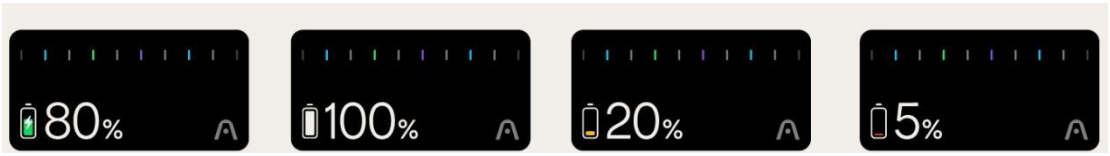
Not connected to the App



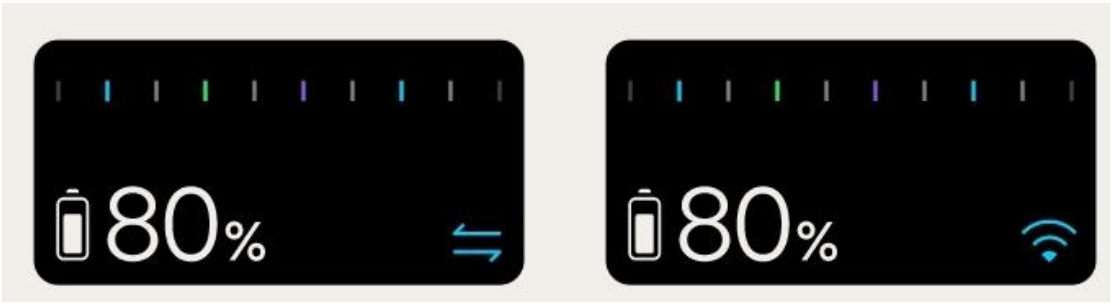
Connected to the App



Not connected & untransfered file detected



Charging Fully charged 20%~5% 5%



BLE transfer WiFi transfer



Update firmware



Full storage Charging required

1.4 Turn on the Device

Press the record button, and you will see the "PLAUD" logo.

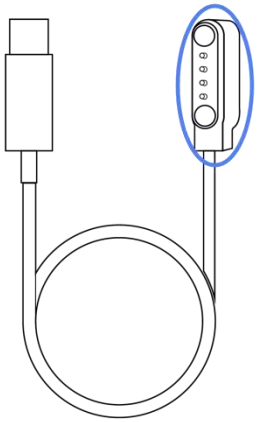


1.5 Charge the Device

1. Connect the charging cable to the Plaud Note Pro's charging port.
2. Plug the other end of the cable into a compatible power adapter.

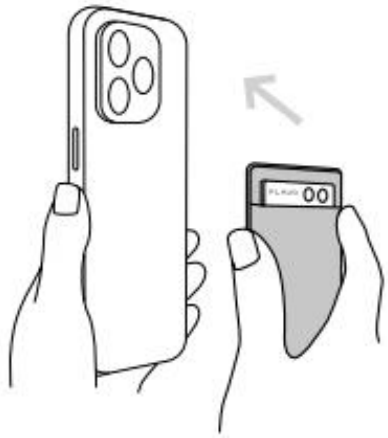


Note: Avoid charging the device via a computer USB port or using non-original or similar charging cables from other brands. There are four pins on the original charging cable.

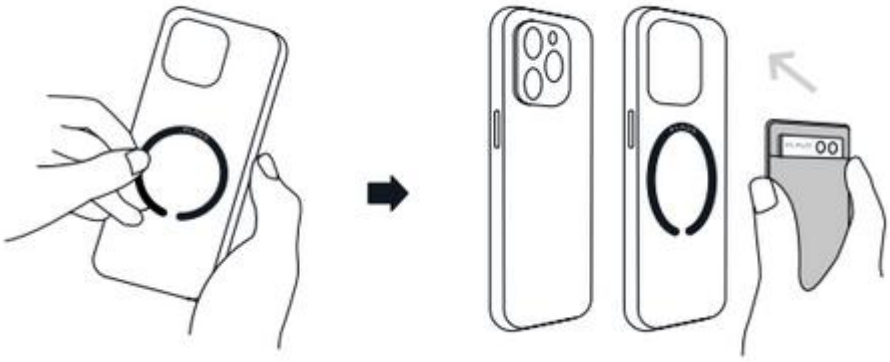


1.5 Attach Plaud Note Pro to Your Phone

MagSafe Back: Snap the MagSafe Case directly to the MagSafe back.



Non-MagSafe Back: Remove the plastic holder on the MagSafe Ring. Then stick the MagSafe Ring on the non-MagSafe back to enable the MagSafe feature.



1.6 Download the Plaud App

Scan the QR code below to download the Plaud App:



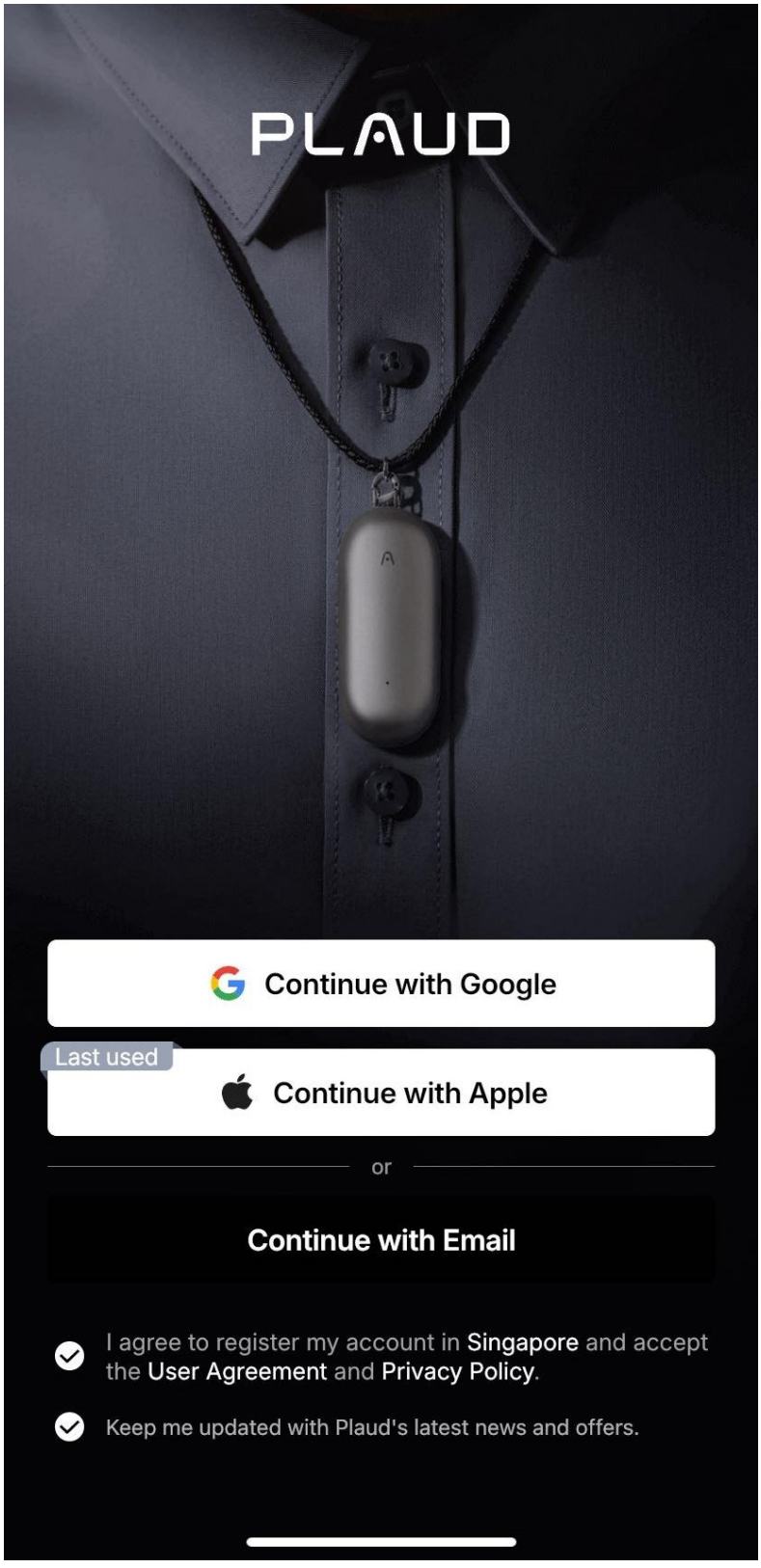
After you download the Plaud App, please enable the permission for Bluetooth for the App in your phone's settings:
iOS: Go to your iPhone's Settings, and find the "Plaud" app to turn on Bluetooth access.
Android: Open your phone's Settings, and enable both Bluetooth and Location permissions for the Plaud App. Prior to Android 12, the Location service must be enabled for Bluetooth scanning.

Note:
The language setting of the Plaud App is automatically adjusted based on the language setting of the phone. It supports English, Japanese, Korean, French, German, Spanish, Portuguese, Italian, Traditional Chinese, and Simplified Chinese.
If you can't install the App, please check your phone version. The system version should meet the requirements below:
Android: Android 6 or above.
iPhone: iOS 14 or above.

1.7 Create a Plaud Account

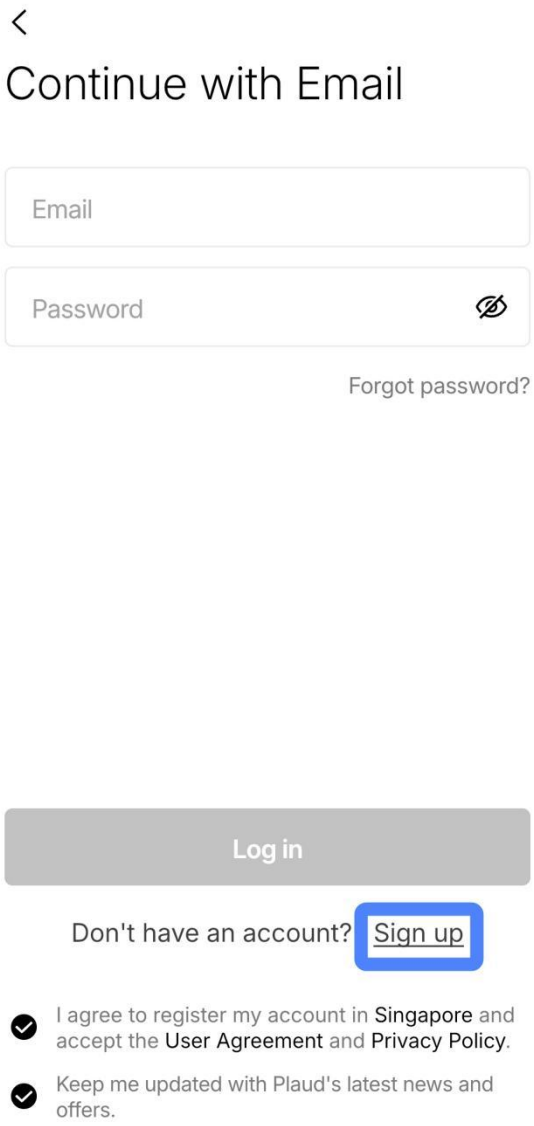
You can choose to log into the Plaud App directly from your existing Google or Apple account or create a Plaud account via email. Here are the steps:

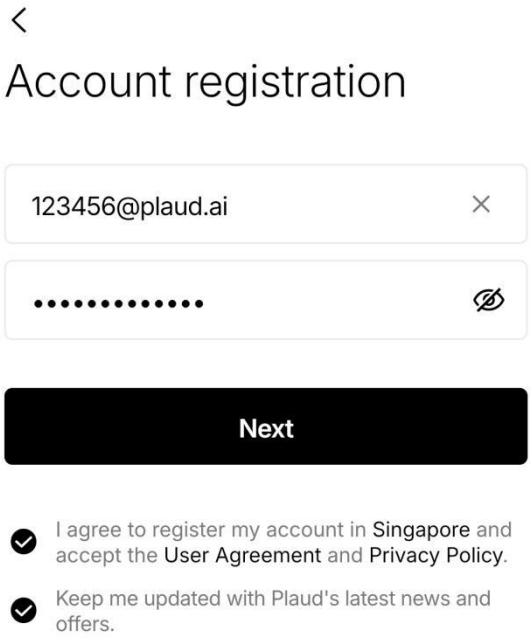
1. Login via your existing Google or Apple account:
Click "**Continue with Apple**" or "**Continue with Google**" and follow the on-screen instructions to log in to the App directly.



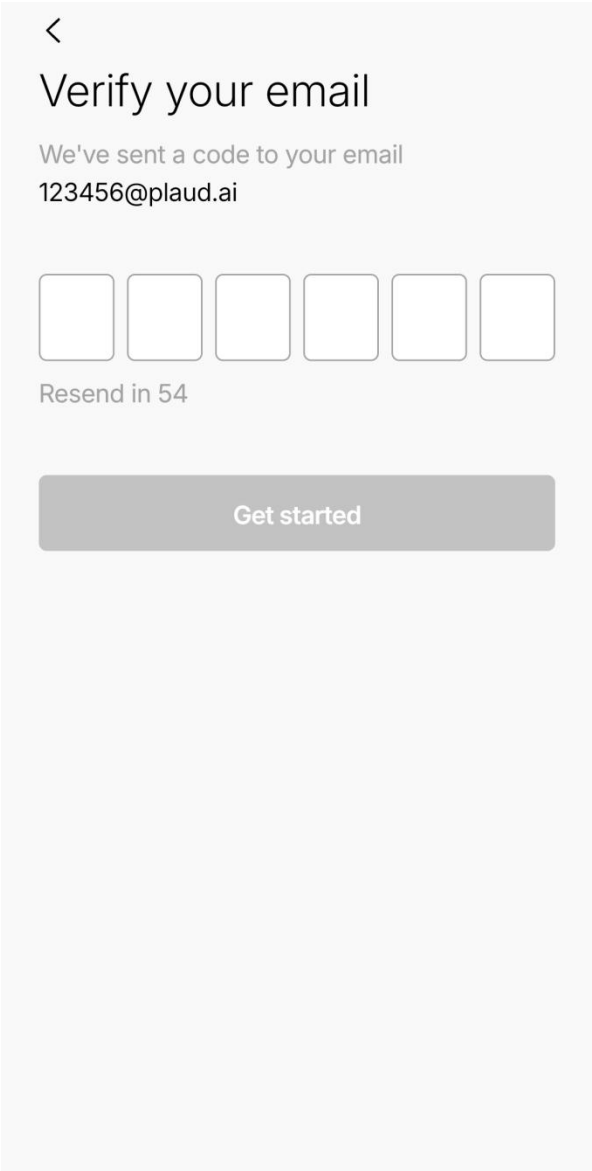
2. Create an account via email:

- Enter "**Continue with Email**".
- Click "**Sign up**" to create an account.
- 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.





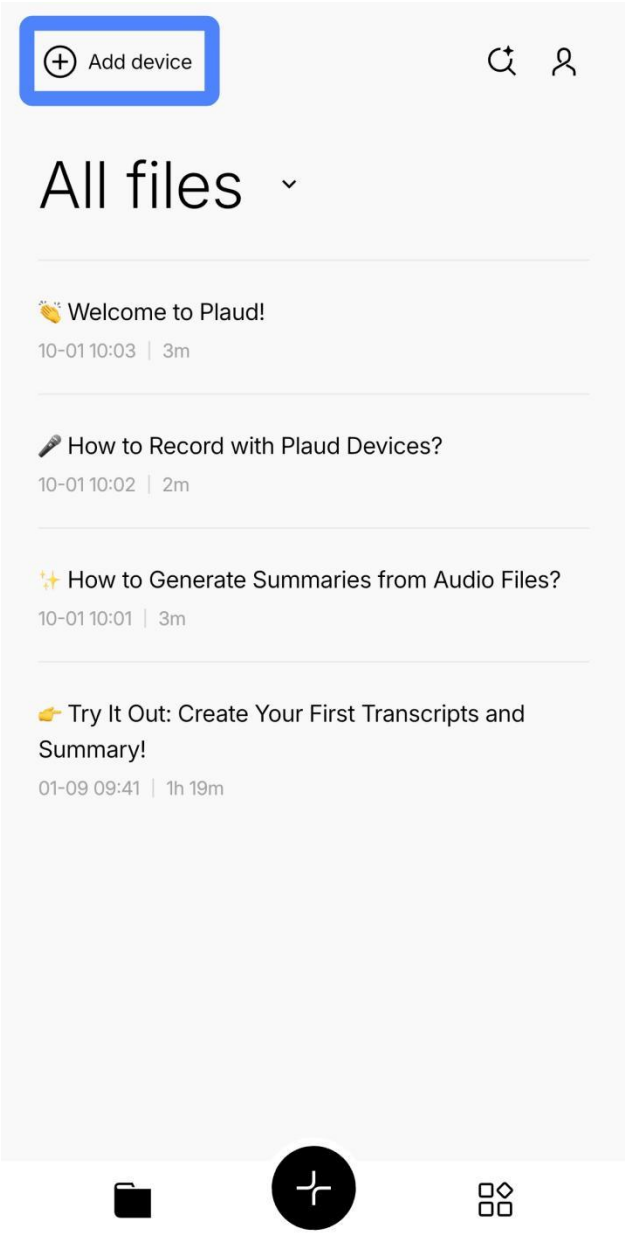
- Enter the verification code to get started.



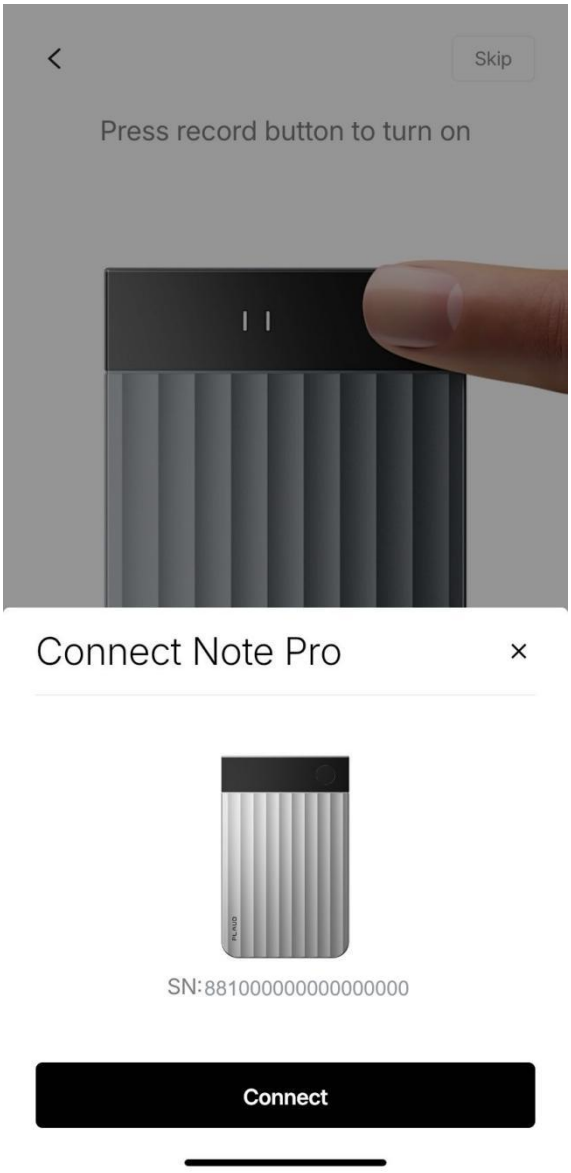
1.8 Bind the Device

After creating your Plaud account and logging in successfully, please follow these steps to bind your device:

1. Open the Plaud App and click the "**Add**" button located in the top left corner.



2. Select your Plaud device, then press the record button to turn on the device.
3. Then, the app searches for the device. Confirm the serial number and then click "**Connect**".



1.9 Start Recording

Activate Recording

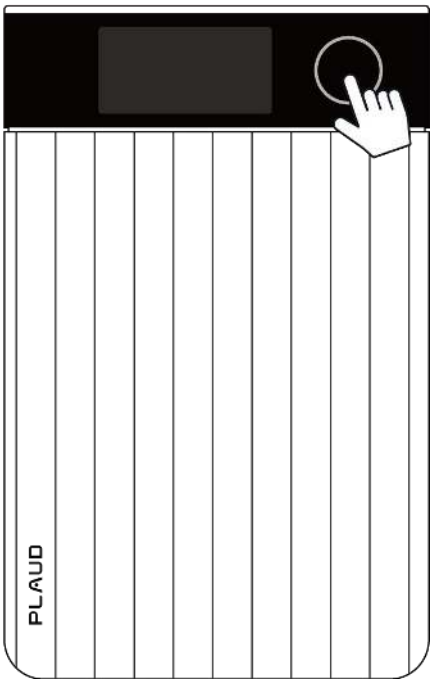
Press and hold the Record button until the device vibrates once.

Stop Recording

Press and hold the Record button again until the device vibrates twice.

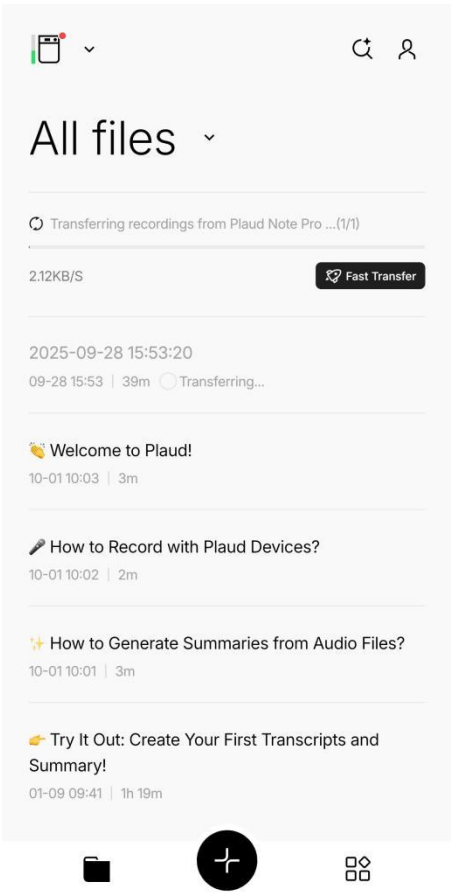
Press to Highlight

During recording, short-press the Record button to highlight a specific moment.

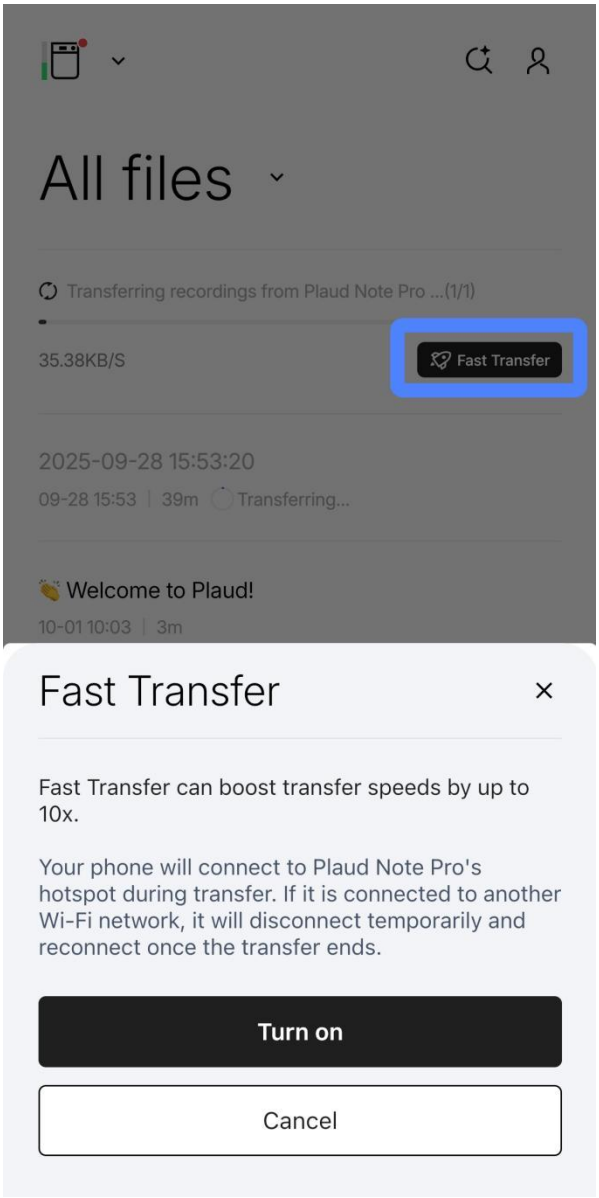


1.10 Transfer Files

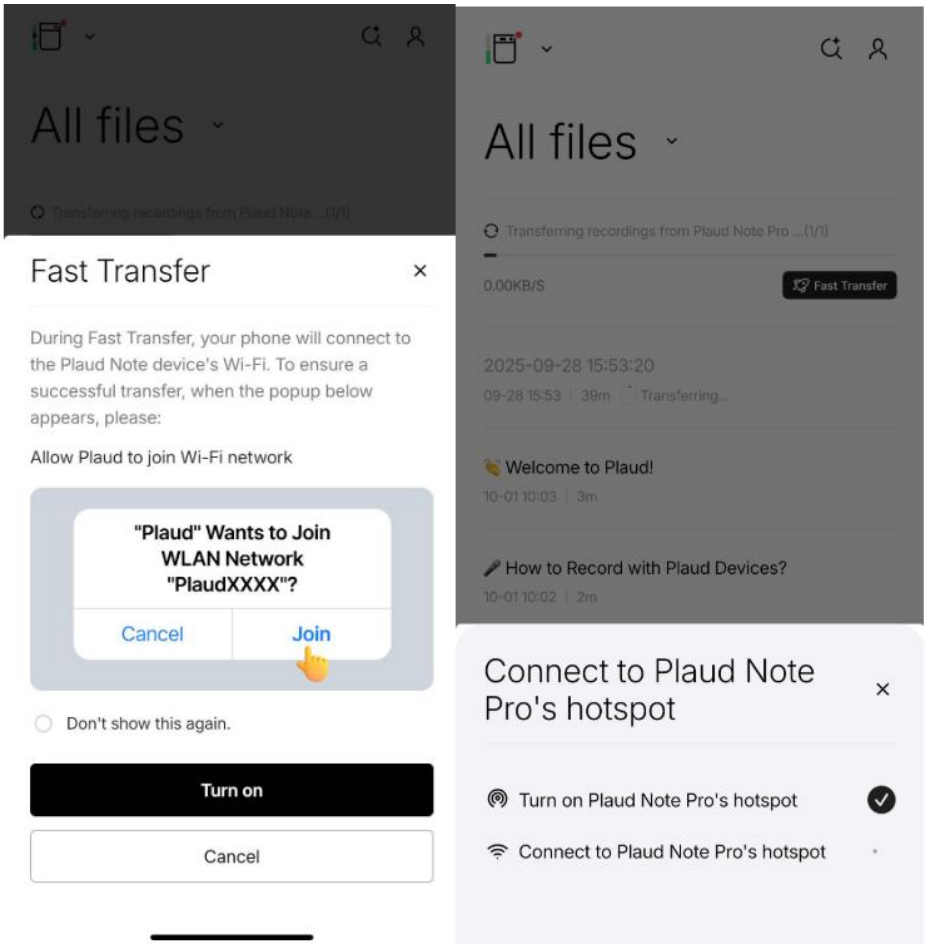
After you finish recording, the audio will be saved on your device automatically. To transfer files, please connect your device to the Plaud App.



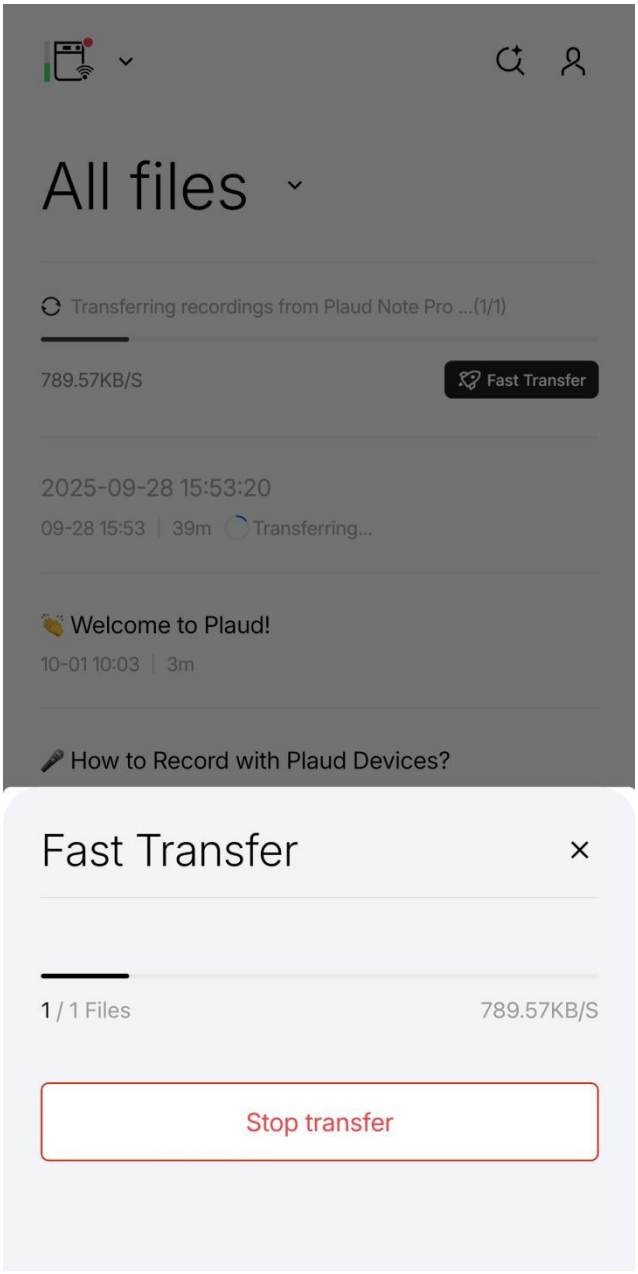
You can choose "**Fast Transfer**", which leverages the Wi-Fi capabilities of both the Plaud device and your phone for quicker data transfer.
To use this feature:
1. **Initiate Transfer**: Once your phone is connected to the Plaud device, a prompt to try the fast transfer will appear in the upper right 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 device. Please follow the on-screen instructions and remain within the app until the transfer is complete.



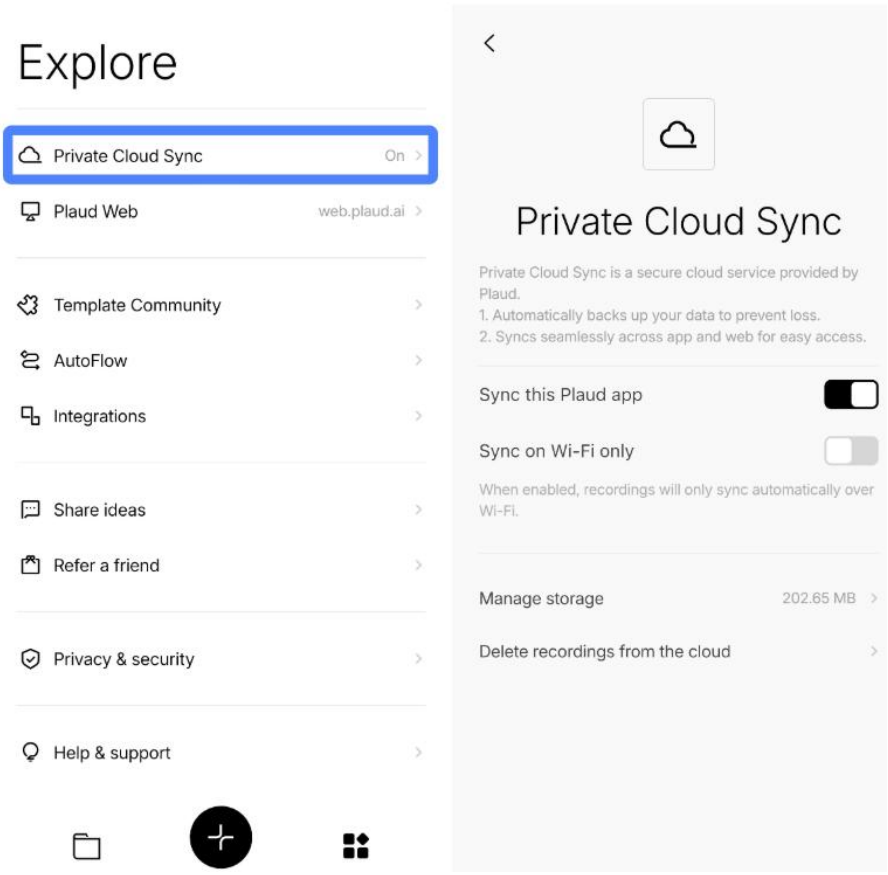
3. **Automatic Reversion to Bluetooth**: After the transfer is finished, the app will automatically revert to the Bluetooth connection mode and display the main interface.



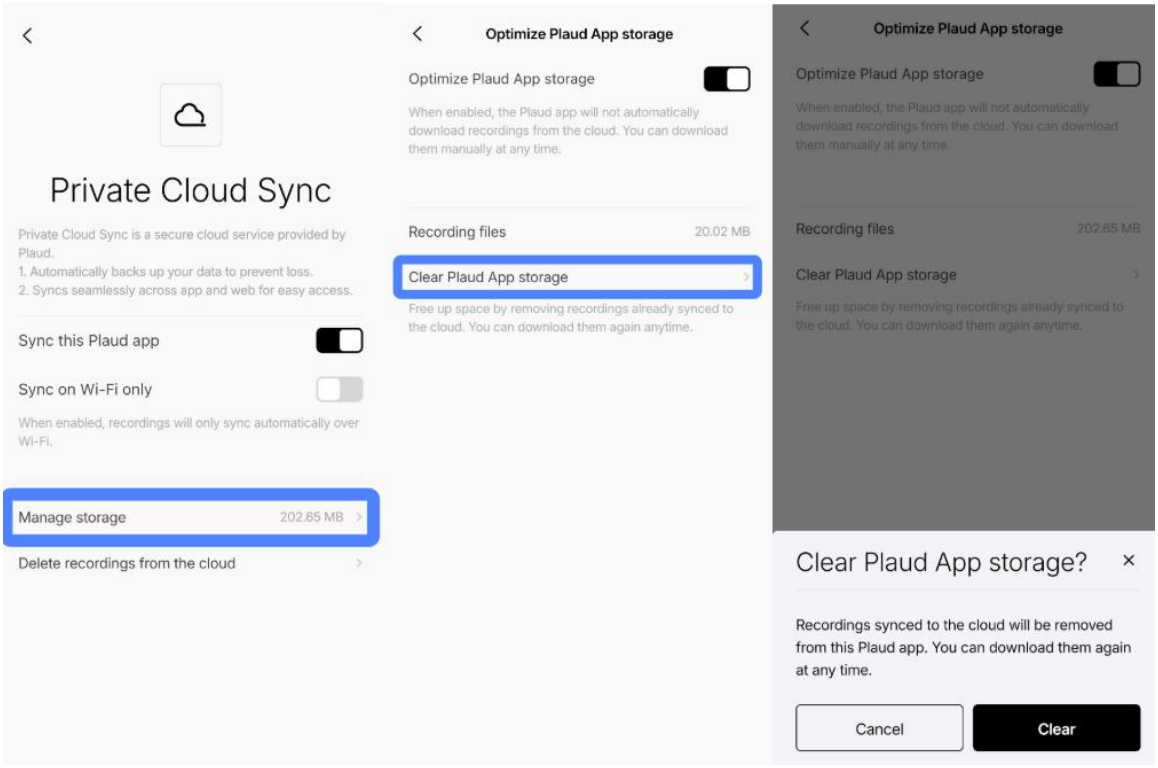
2. Plaud App

2.1 Private Cloud Sync

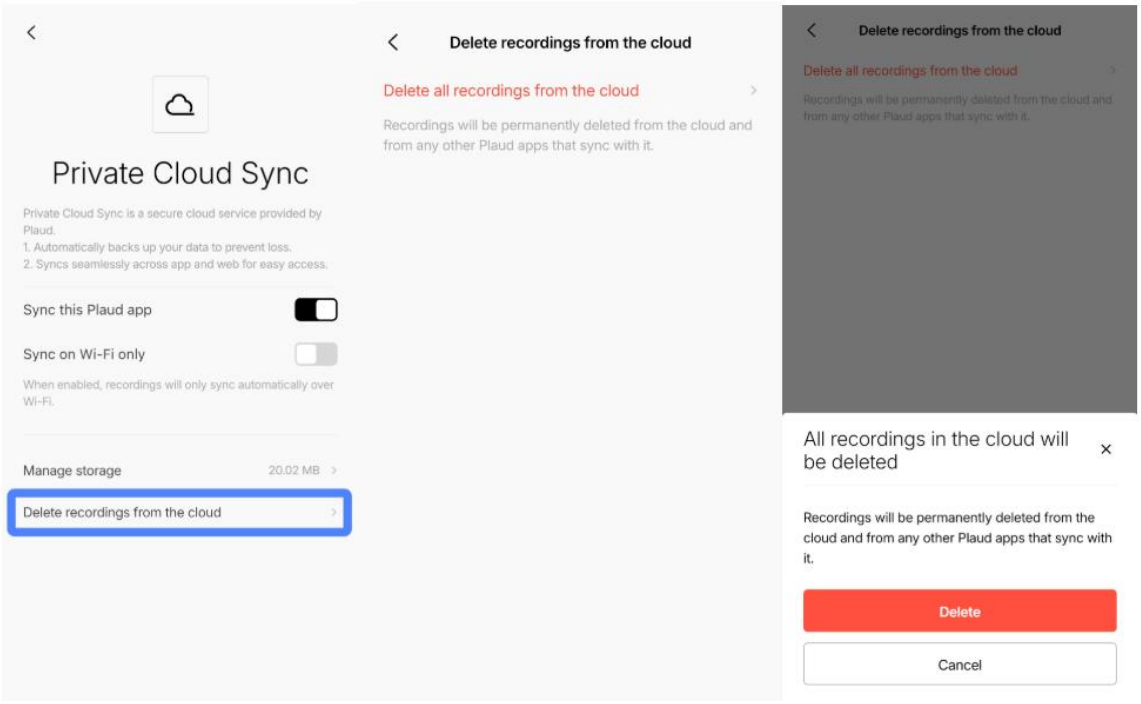
Plaud offers the Cloud storage feature. You have the option to upload your recordings to Plaud Cloud or not, allowing you to back up your data and access and manage your files from multiple terminals.



After enabling the cloud service, you can manage storage.



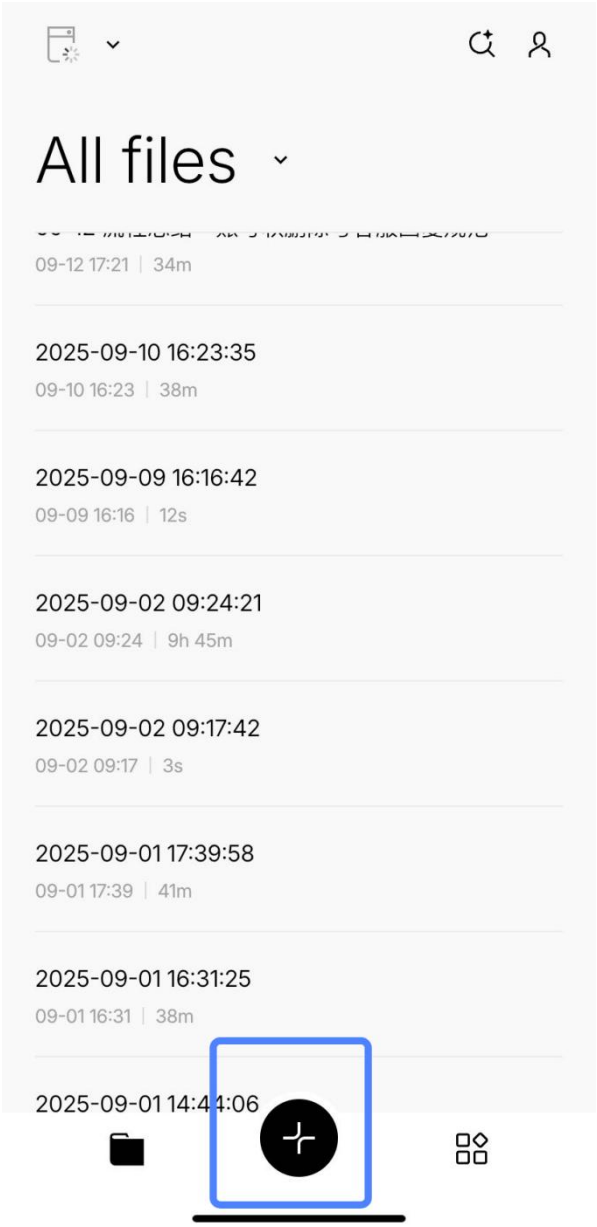
If you want to delete the recording from the cloud, please see below.

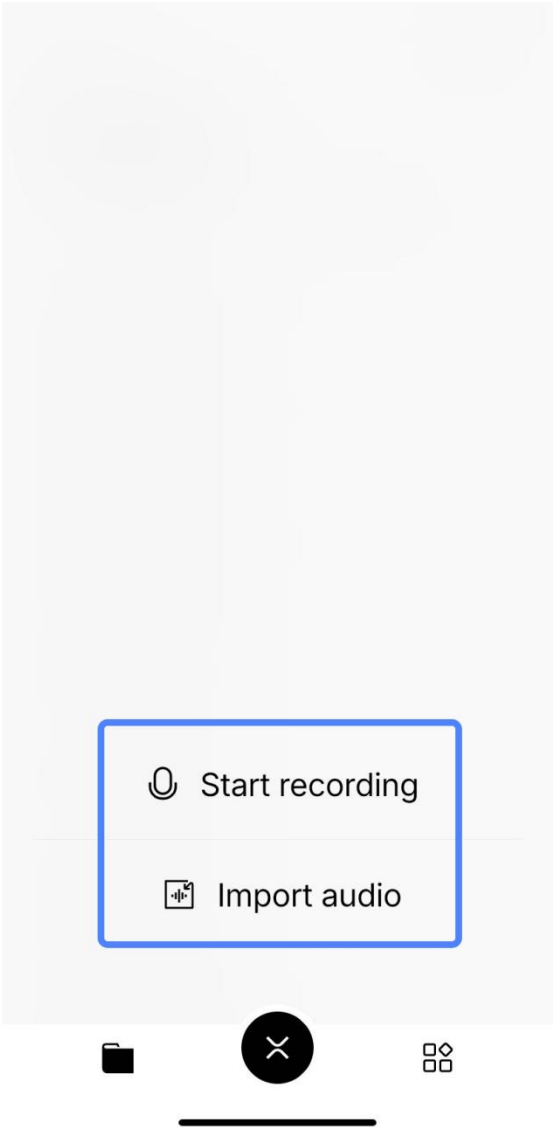


2.2 Process Audios

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.


All files
09-12 17:21 | 34m
2025-09-10 16:23:35
09-10 16:23 | 38m
2025-09-09 16:16:42
09-09 16:16 | 12s
2025-09-02 09:24:21
09-02 09:24 | 9h 45m
2025-09-02 09:17:42
09-02 09:17 | 3s
2025-09-01 17:39:58
09-01 17:39 | 41m
2025-09-01 16:31:25
09-01 16:31 | 38m



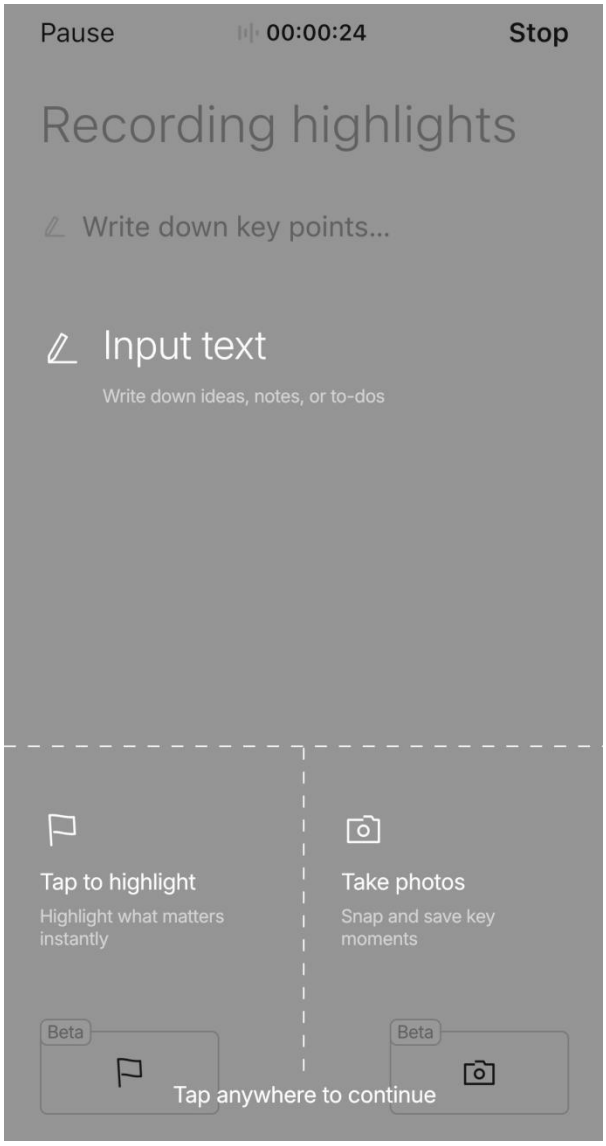
You can also press the record button directly on the Plaud device to start recording—no app connection required. The device records independently.

2. Highlight

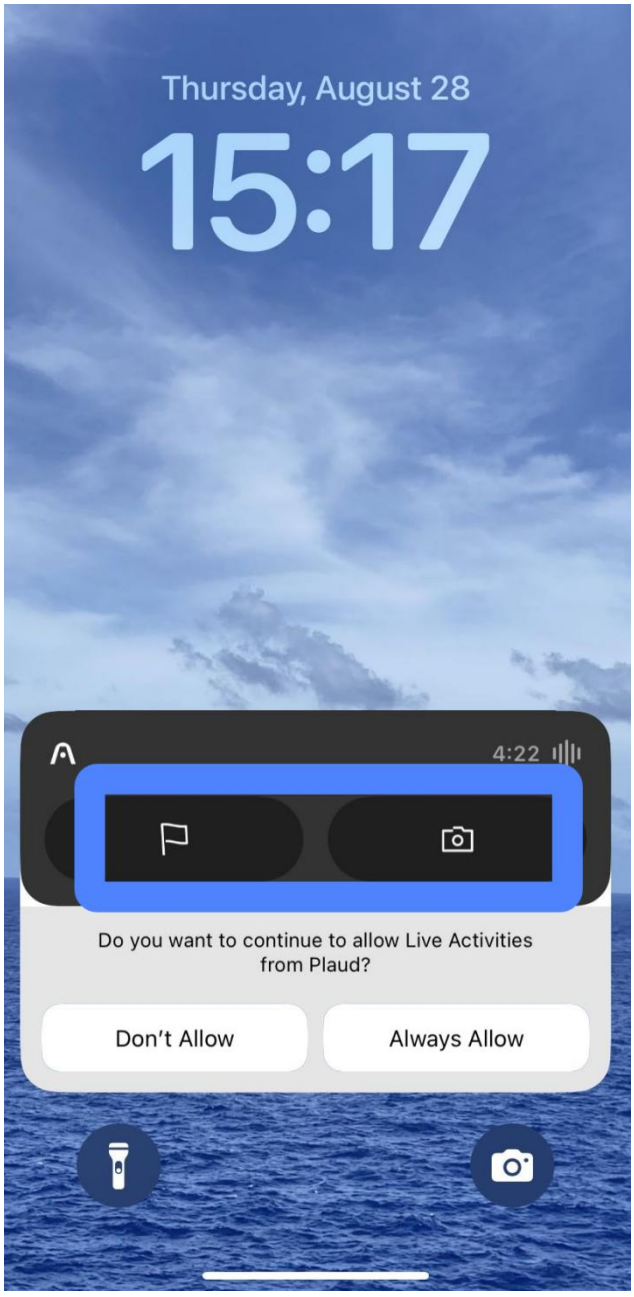
The Highlight feature is designed to help you capture and prioritize key information during recording. It addresses the common frustration of important details getting lost in lengthy audio transcripts, whether in meetings, lectures, or interviews. By allowing you to mark significant moments in real 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. A purple stamp on the screen means the highlight is added.

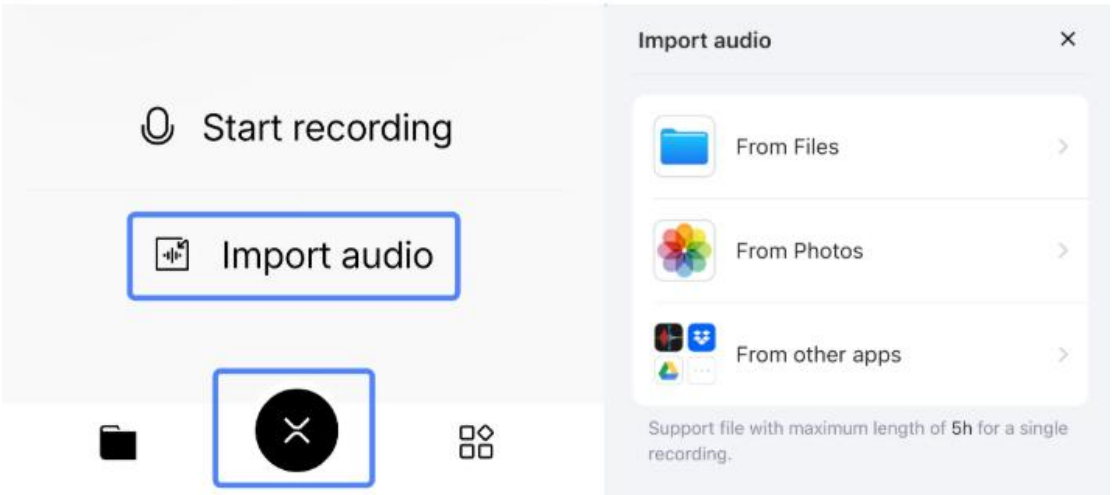


3. Import Audio

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:

- Launch your Plaud App to tap on the "Record" button.
- Tap on "Import Audio".
- Choose "From Files" /"From Photos" to select the local files you want to import.
- Then, it will start transcoding and importing.



Import files from other apps:

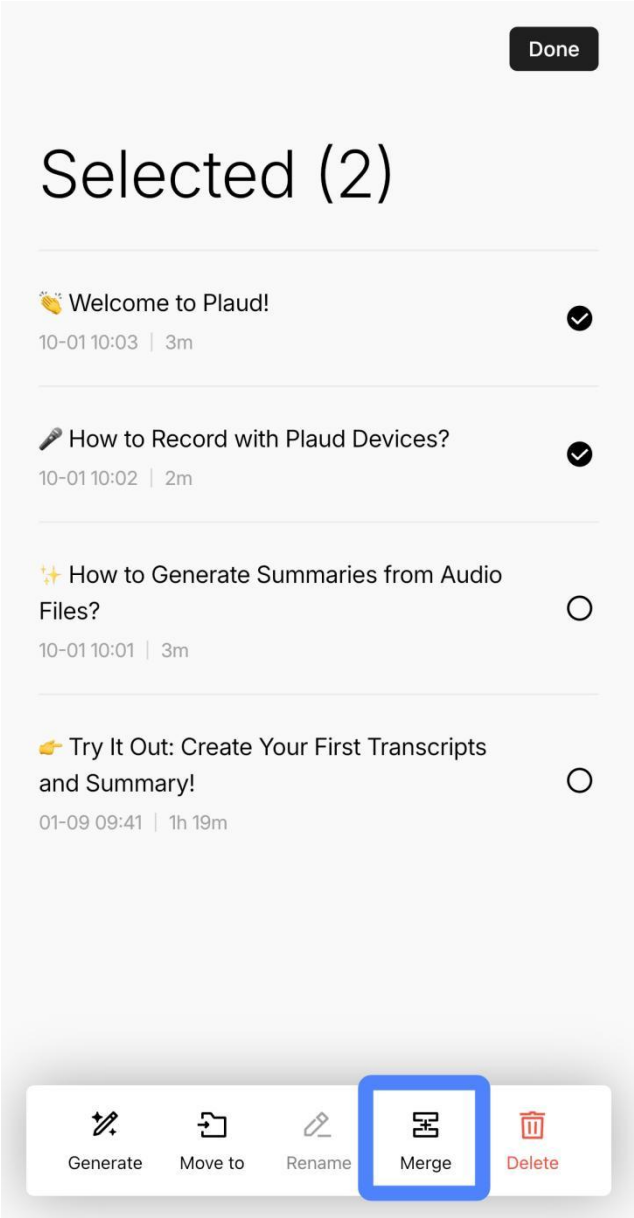
- **Voice Memos**
  - In the Voice Memos, find the voice recording to be imported and tap "..." next to the recording name.
  - Select "Share".
  - Tap on "Plaud".
- **Other Apps**
  - In the third-party App, locate the target file and select an option like "Share"/"Open with other apps"/"Open in".
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

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:

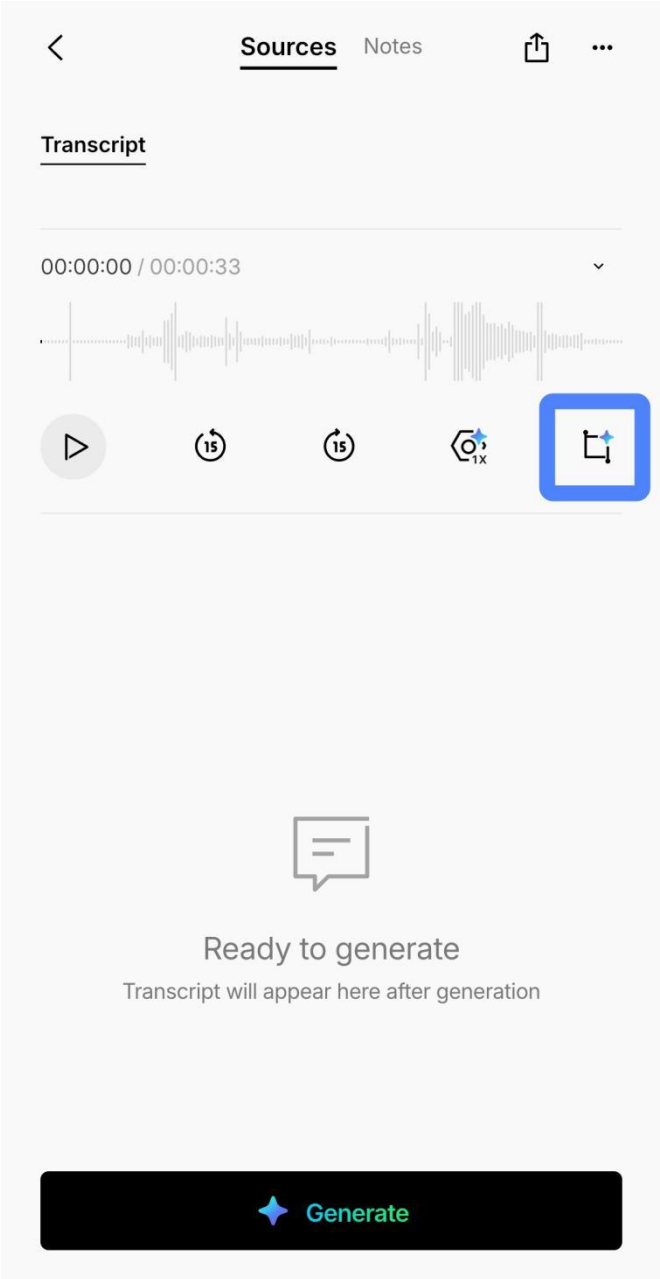
- Find the recordings you intend to merge.
- Swipe left, and you will see the "Merge" option.
- Select two or more files and tap on "Merge" to merge them into one.



5. Edit Audio

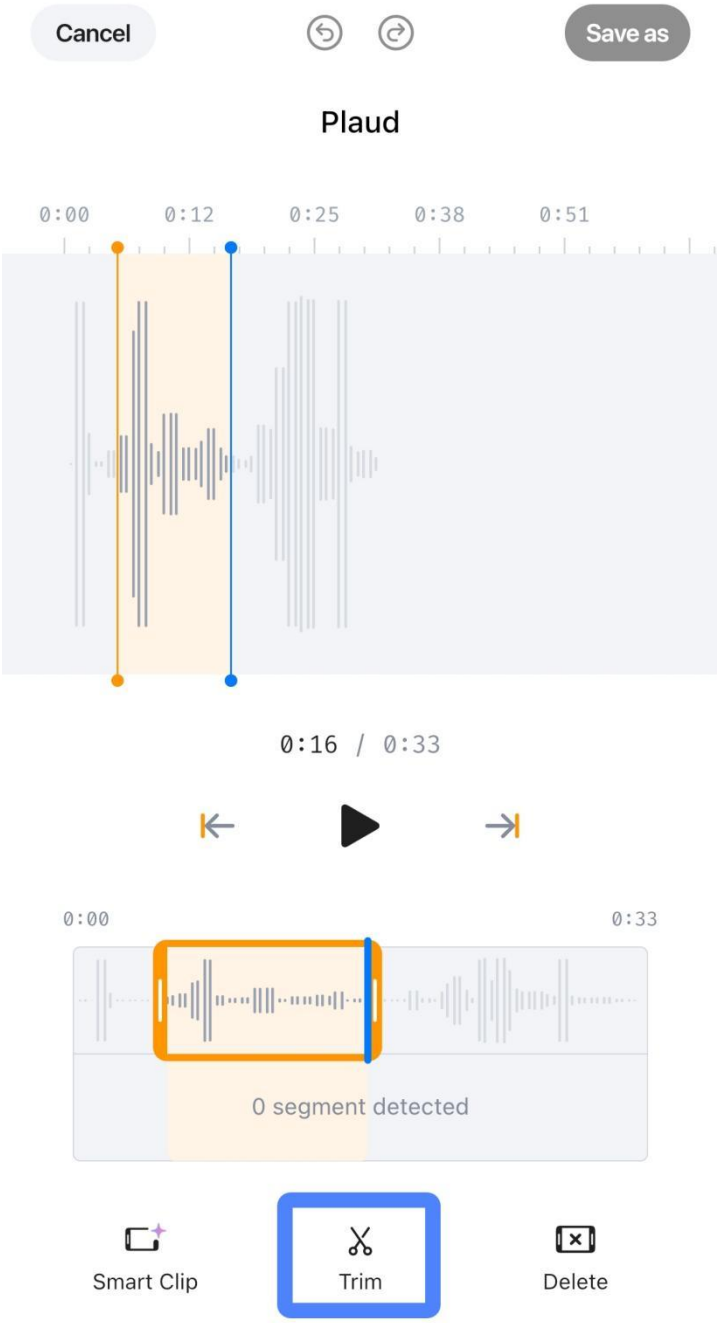
- To trim or delete a recording clip, please follow the steps below:
- Enter the recording file you want to modify.

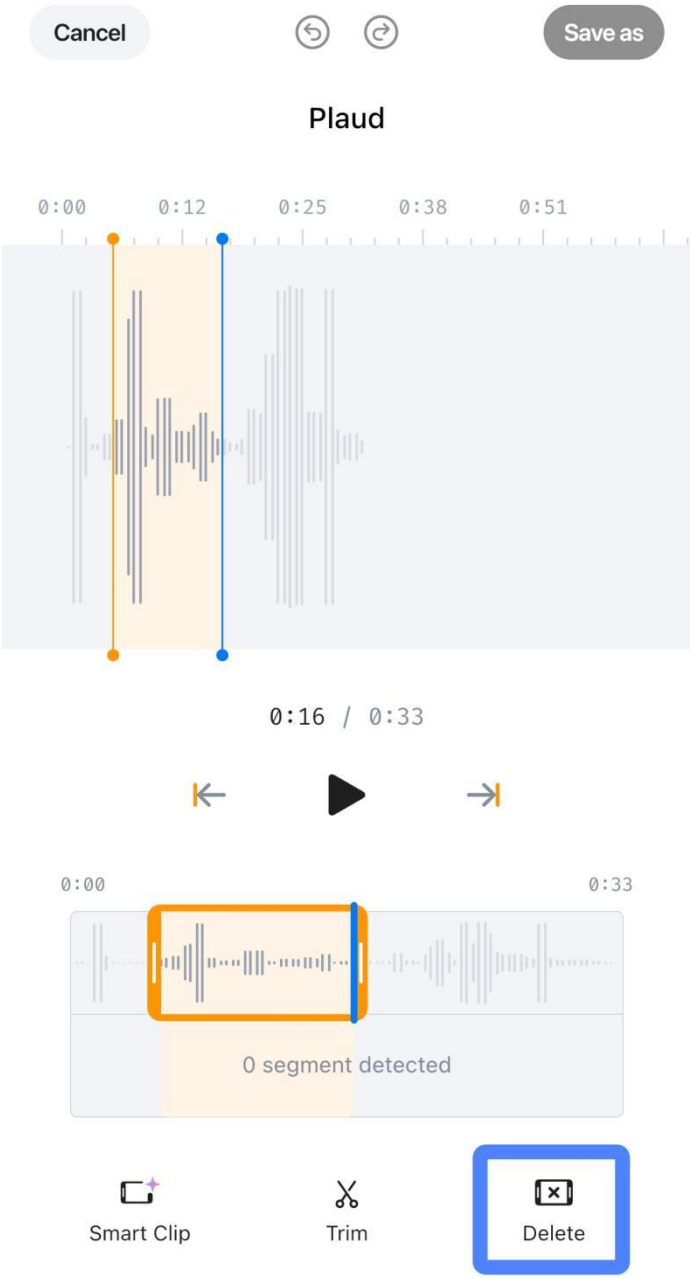
- Tap the clip button.



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

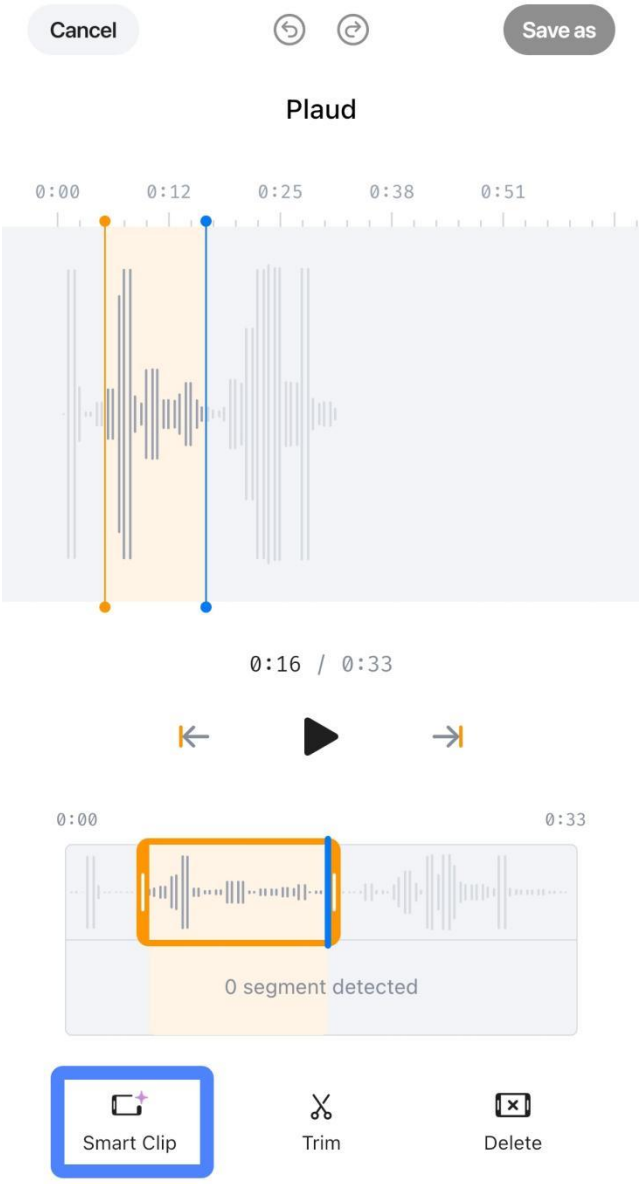
Note: Clicking the "**Delete**" button will remove the selected part of the audio directly. In contrast, using the "**Trim**" function will save only the selected part and delete the rest of the audio.


Cancel
Save as
Plaud
0:00
0:12
0:25
0:38
0:51
0:16 / 0:33
0:00
0:33
0 segment detected
Smart Clip
Trim
Delete



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

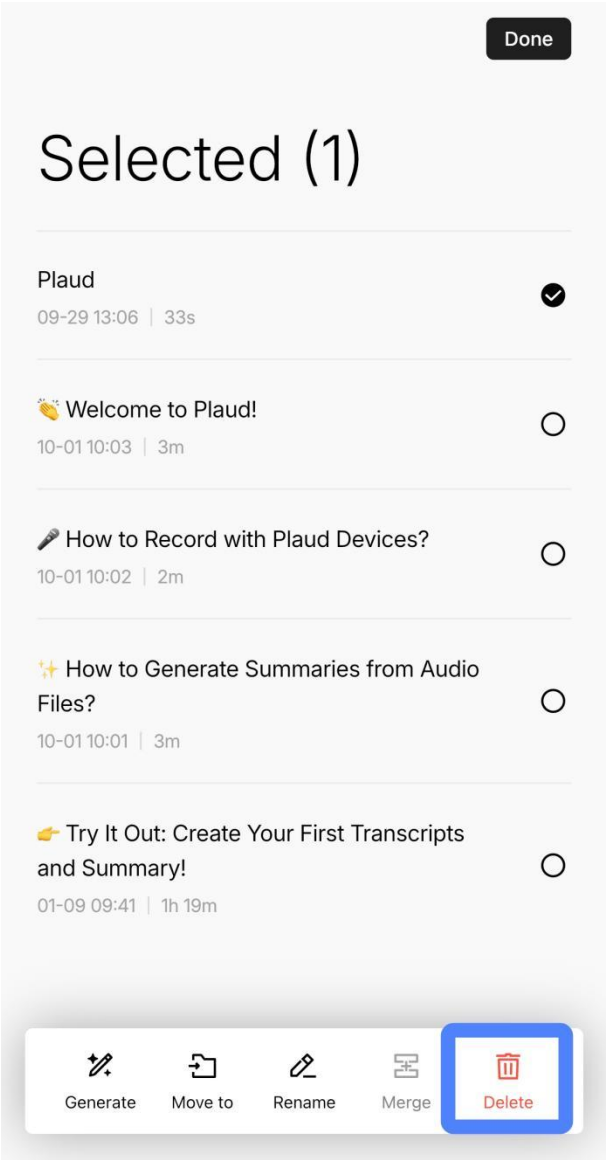
When editing your audios, especially for long-duration ones, you can also use the "**Smart Clip**" function. It will help to automatically detect the silent parts in your recording and remove them for you, which is more efficient and time-saving.



6. Delete Audio

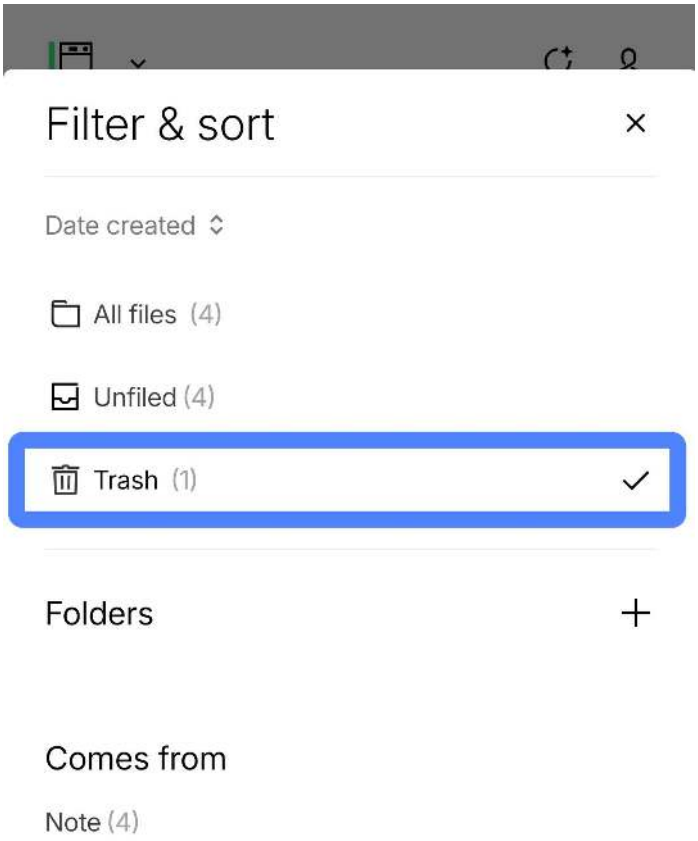
Currently, deleting recordings on the Plaud App is supported.
Here are the steps:

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

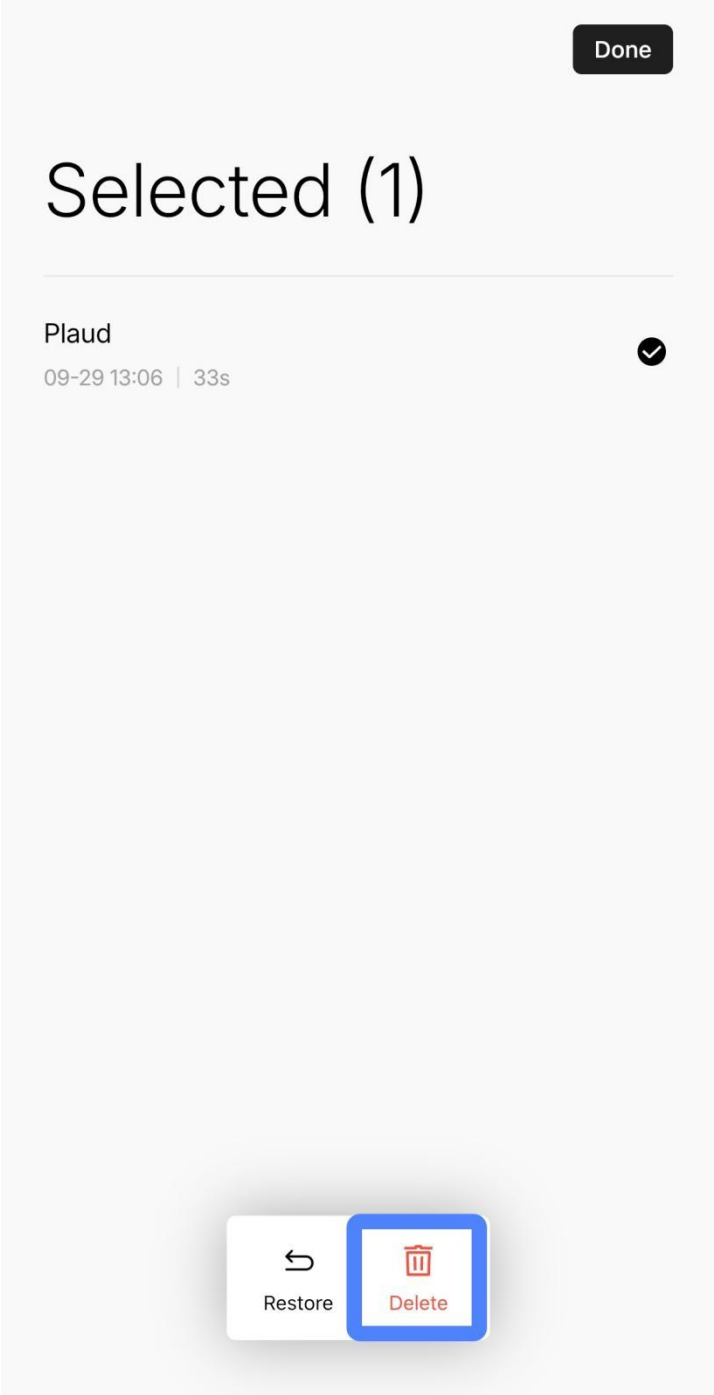


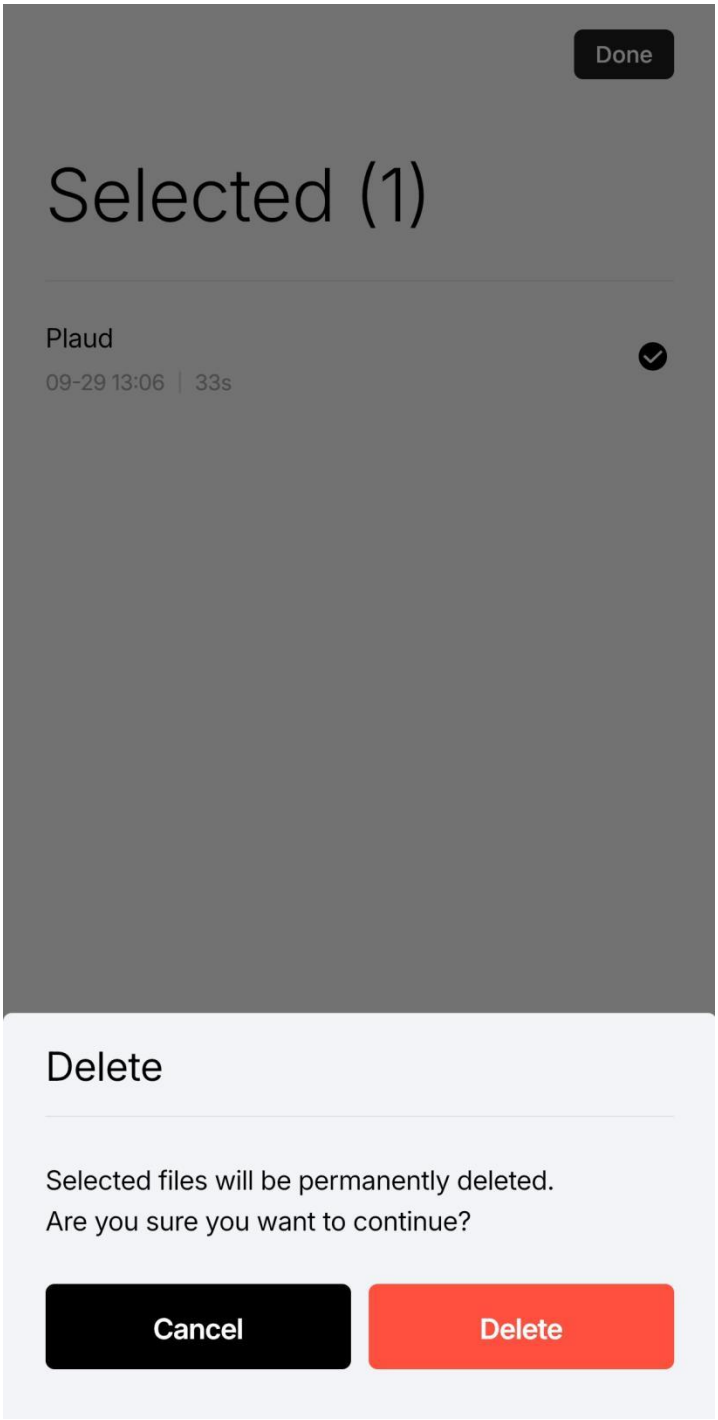
If you would like to delete the file permanently, please follow these steps:

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



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

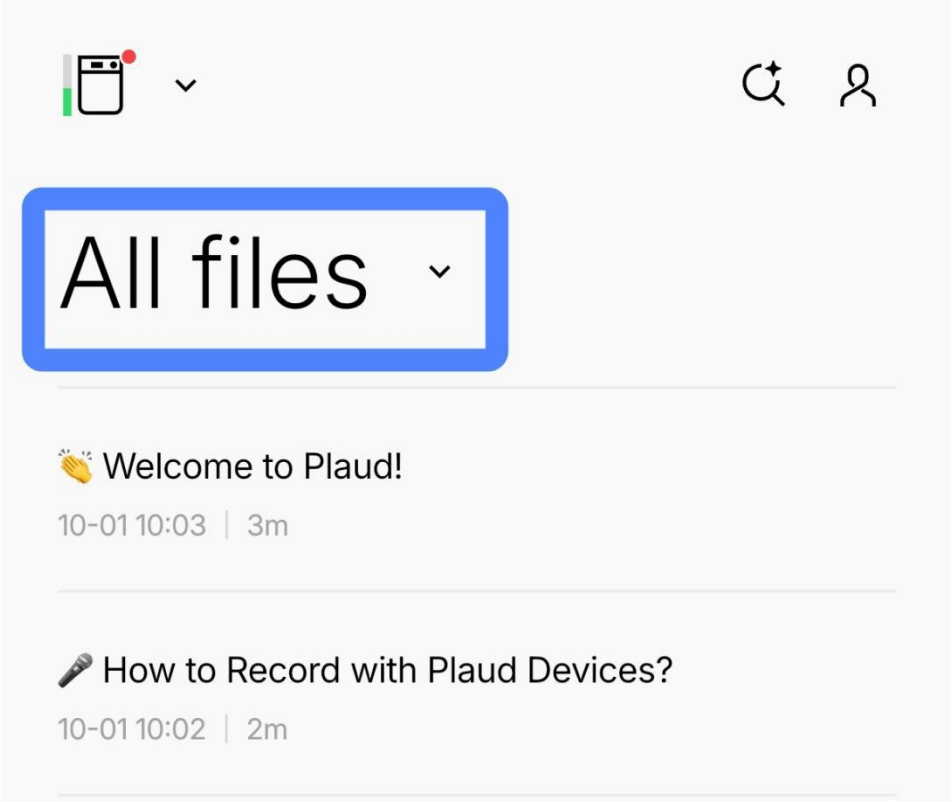

Done
Selected (1)
Plaud
09-29 13:06 | 33s
Restore
Delete



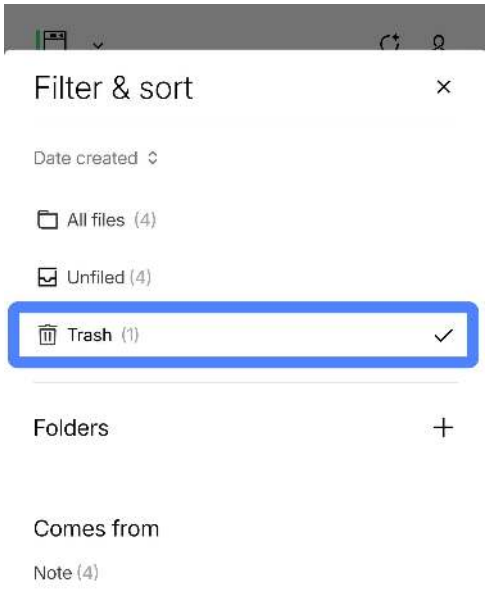
7. Restore Deleted Audio

To restore deleted files, please follow these steps:

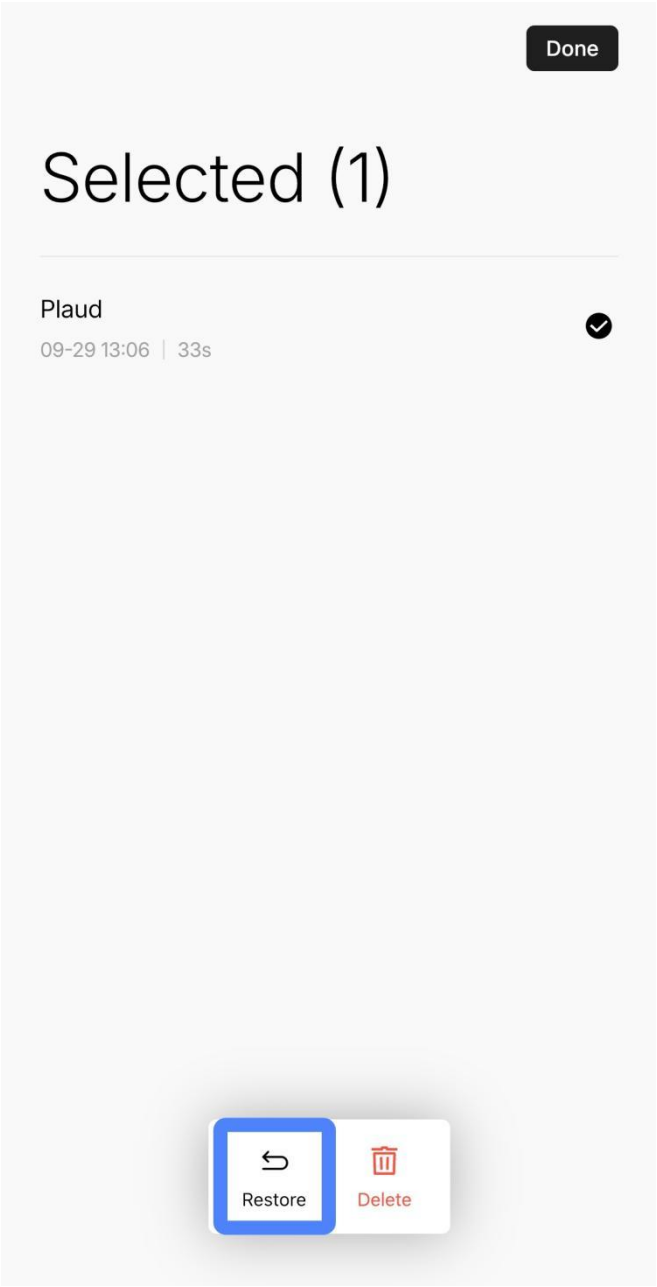
- Tap on the down arrow icon at the top of the "**All files**" page.


All files
Welcome to Plaud!
10-01 10:03 | 3m
How to Record with Plaud Devices?
10-01 10:02 | 2m

- Tap on "**Trash**".

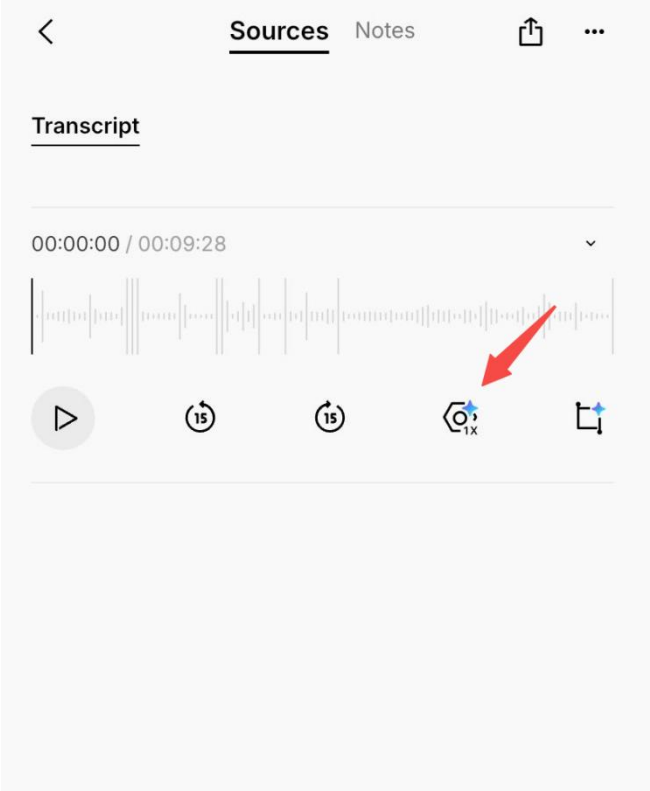

Filter & sort
Date created
All files (4)
Unfiled (4)
Trash (1)
Folders
Comes from
Note (4)

- 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.

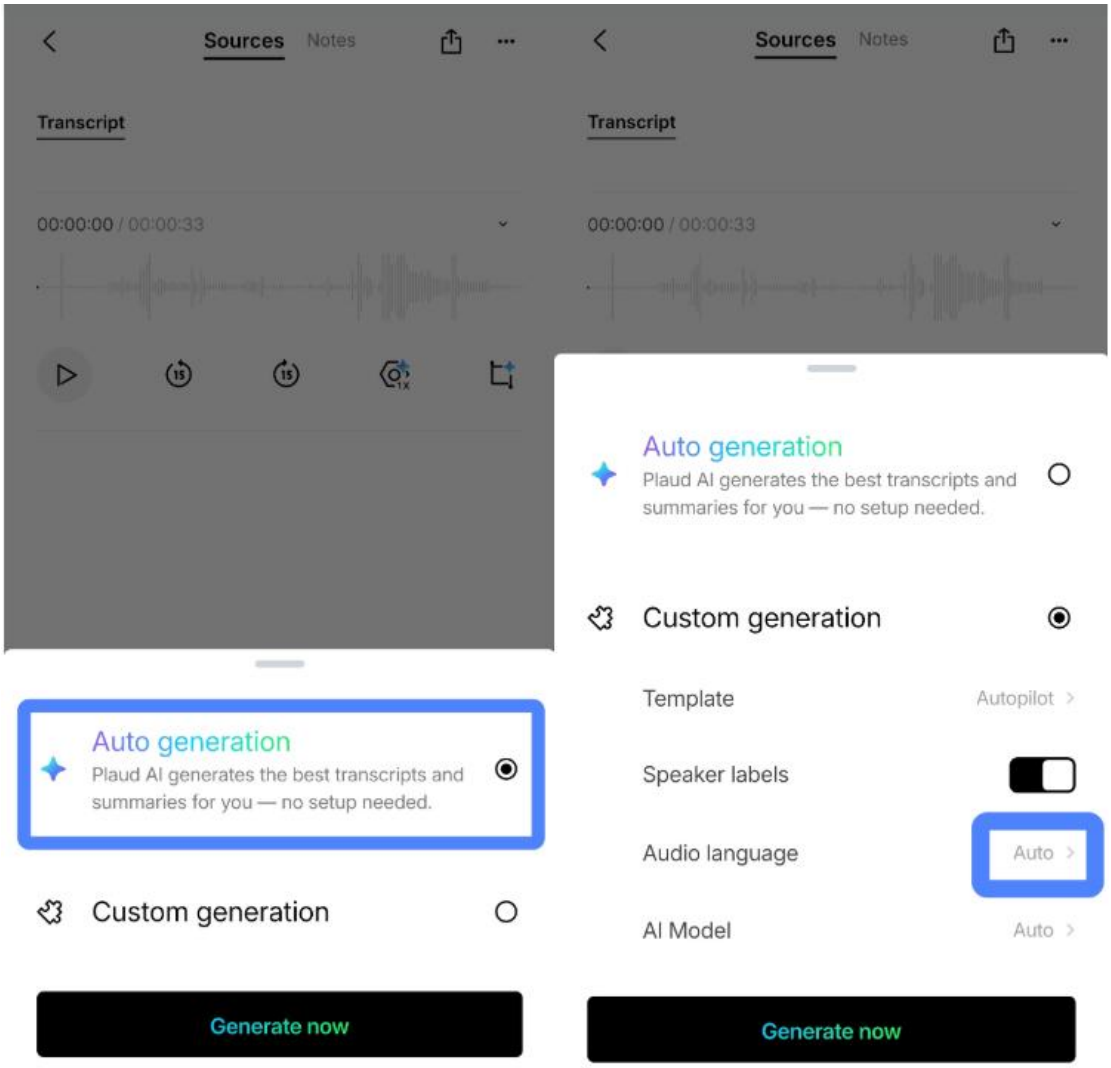


Leveraging advanced AI noise-reduction technology, the feature automatically identifies and suppresses ambient sounds (e.g., office air conditioners, traffic, or background chatter) while strategically enhancing human voices. This dual-action process ensures that the key content of your recordings—speeches,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

2.3 Generation

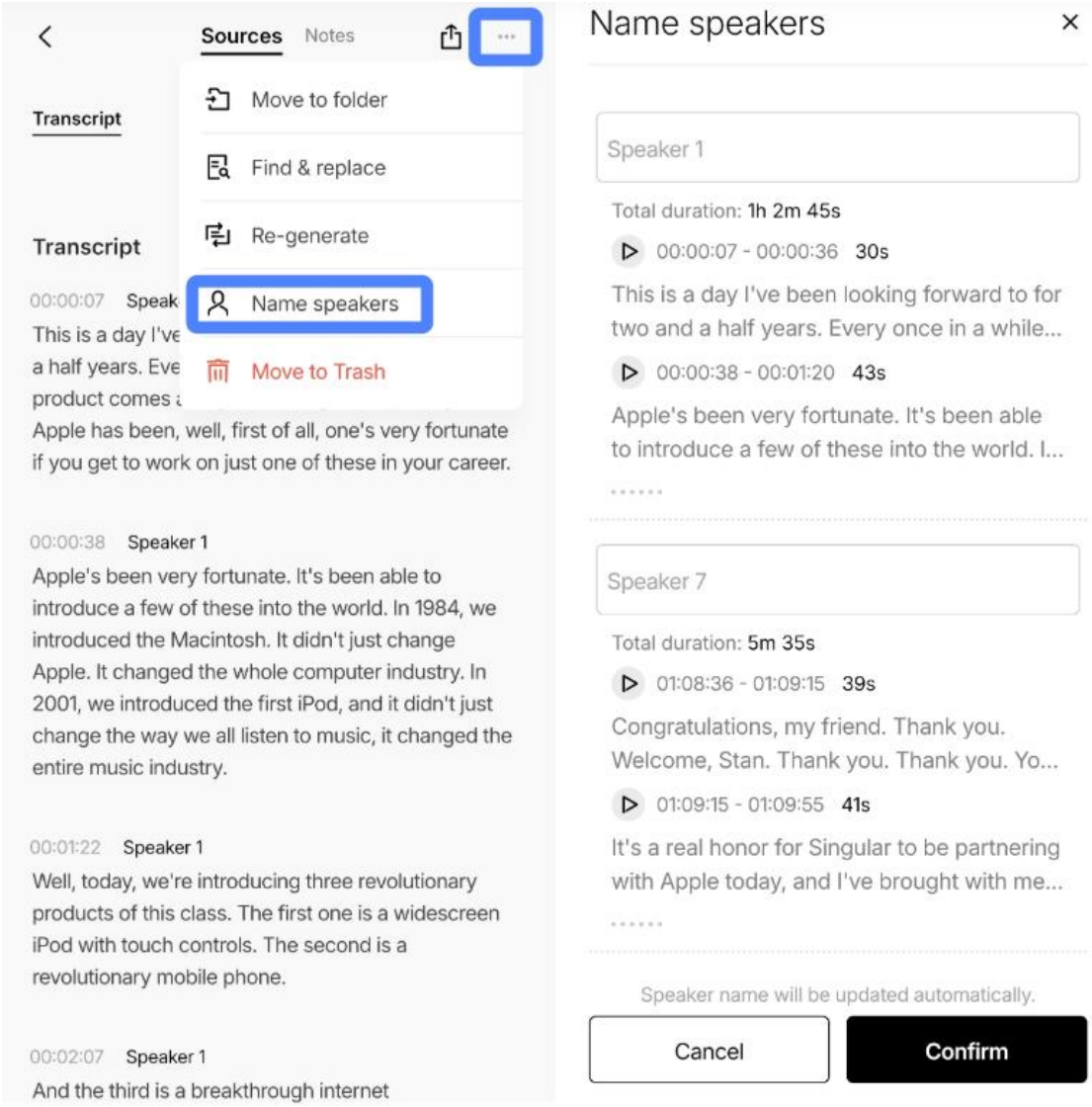
1. Transcription

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**".

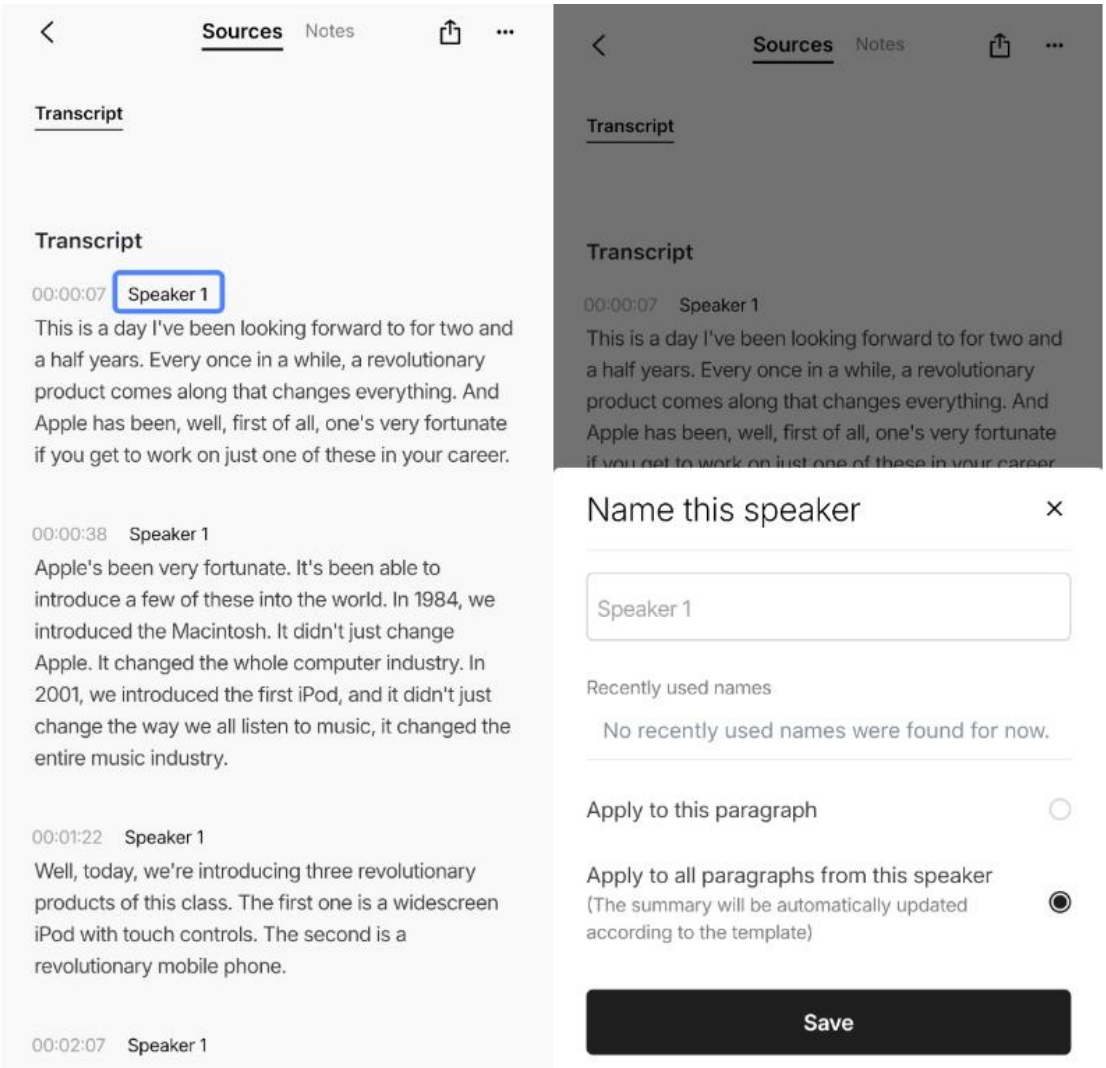


(1) Name Speakers

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:

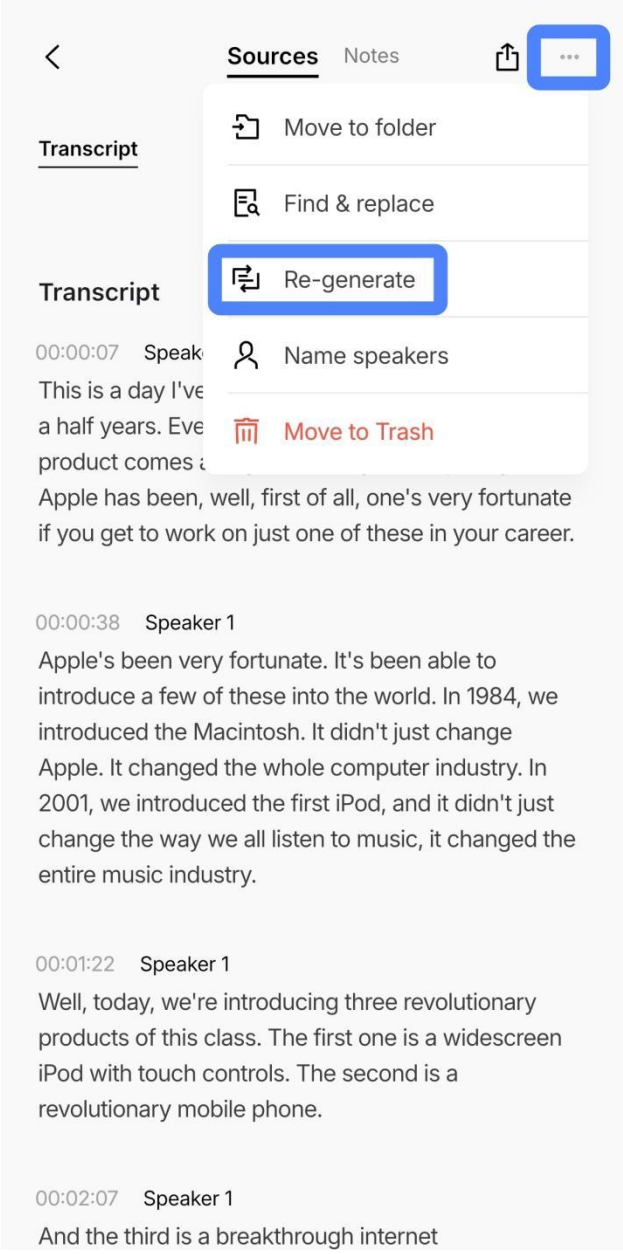


Note: You can choose to apply the name of the speaker to the paragraph only or all paragraphs.

(2) Re-generate

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

- Tap the "..." at the top-right corner.
- Tap on "**Re-generate**" to regenerate the transcription.



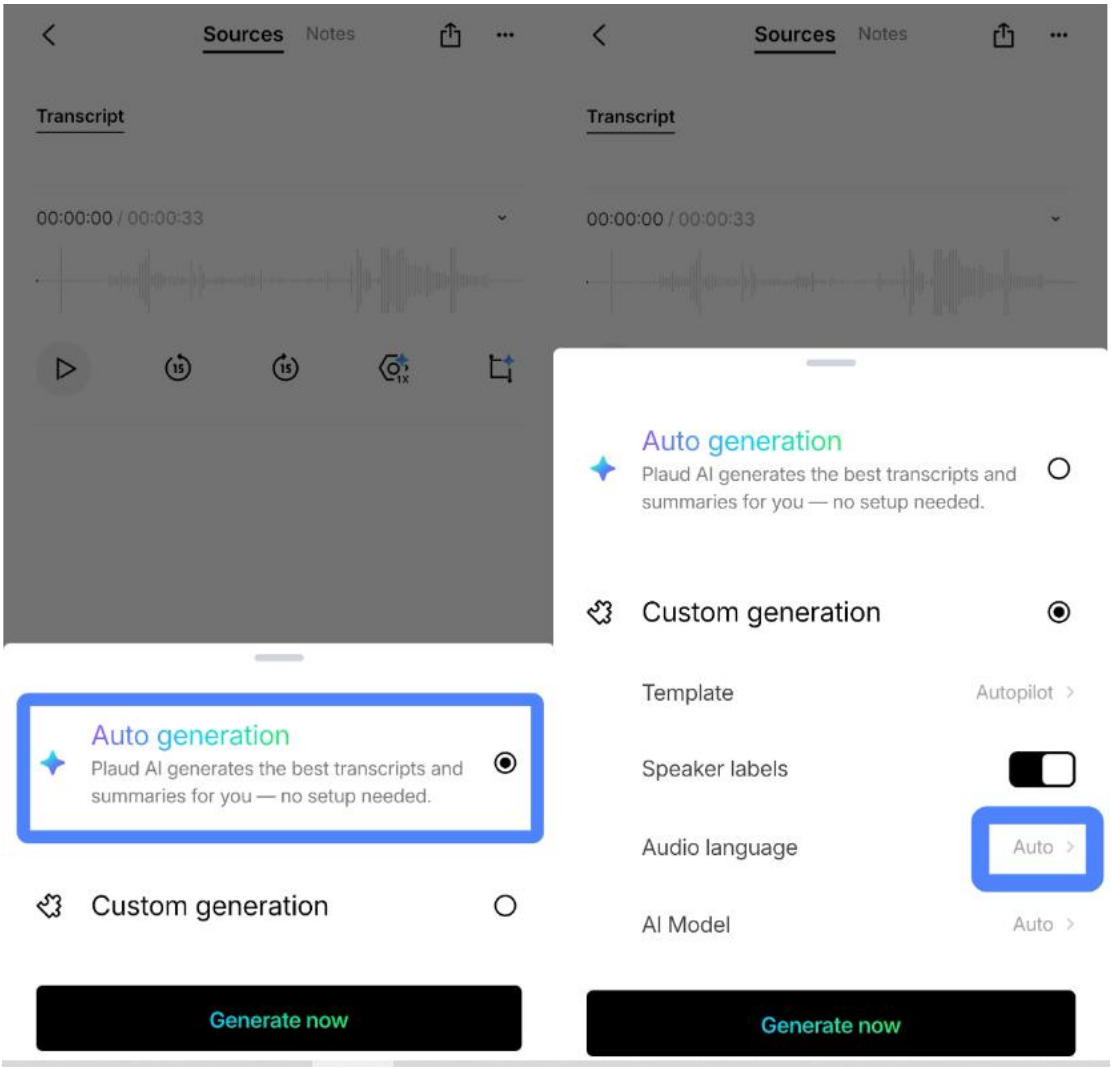
Note: The quality of the transcription depends on multiple factors such as surrounding noise, speaking volume, etc., so re-generation does not guarantee that the quality of the transcription will be improved.

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.

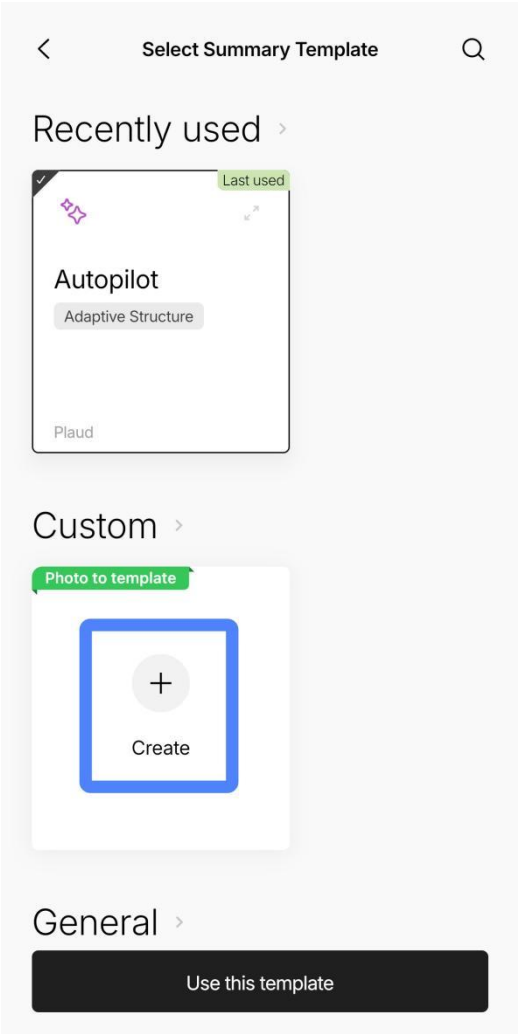
For "**Custom generation**", you need to choose all the settings by yourself.



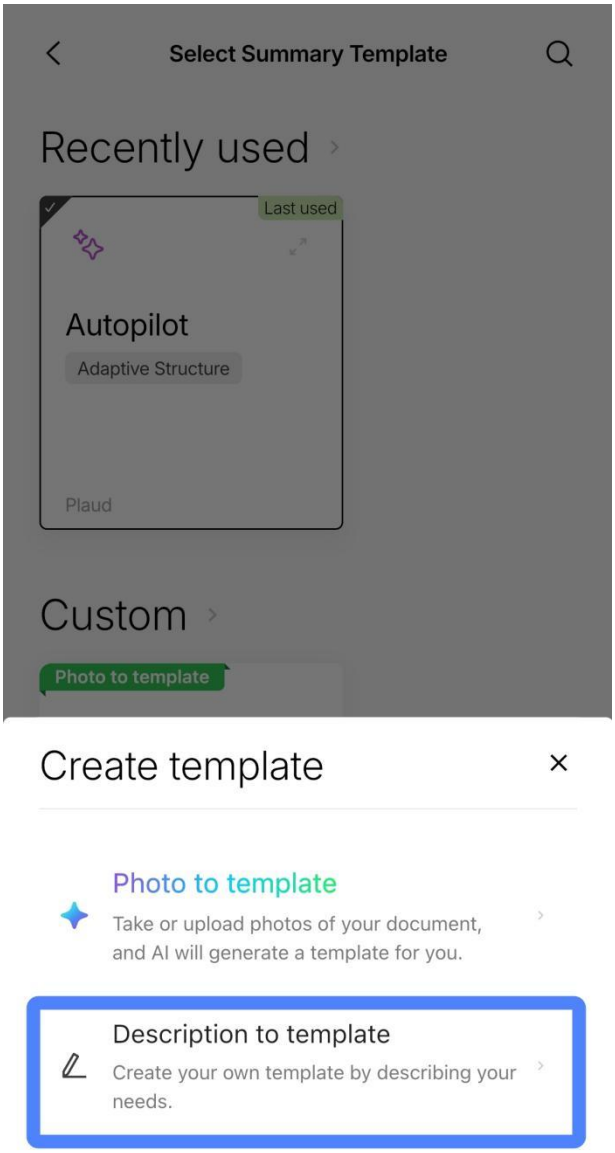
(2) Custom Summary Template

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. Here are the steps:

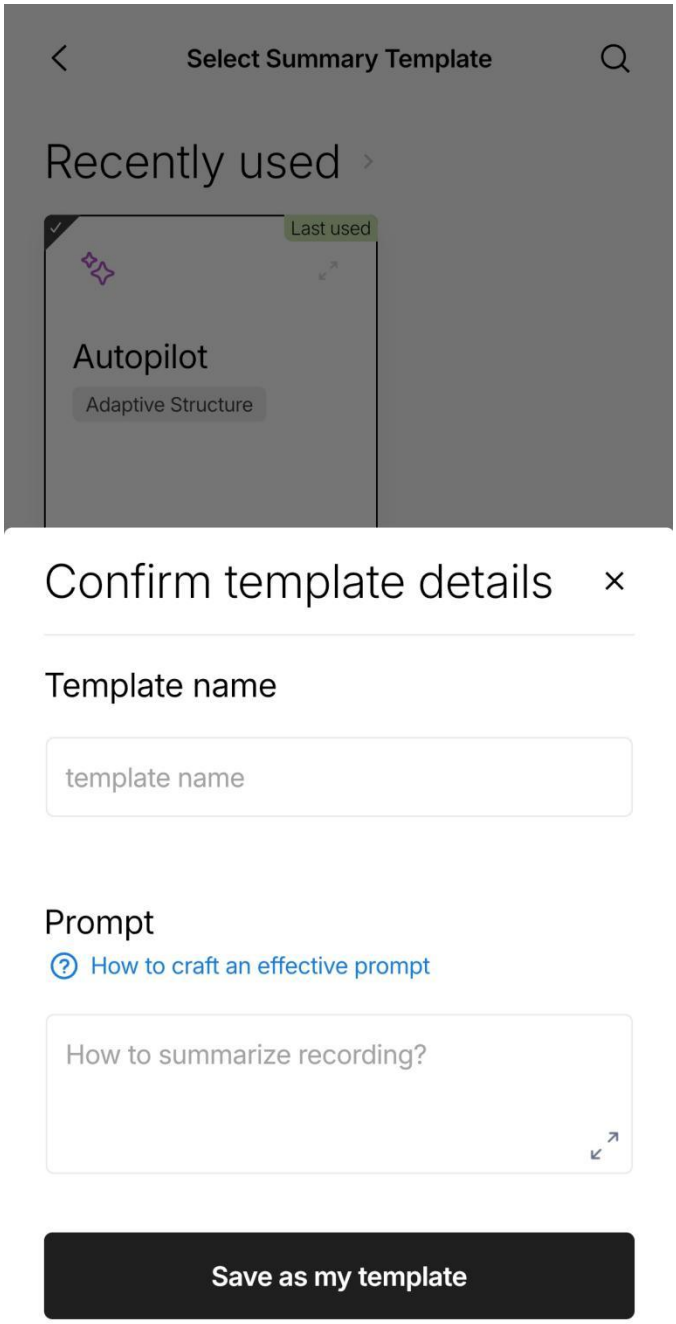
- When generating a summary, in the "**Custom generation**", find "**Template**" and tap "**Create**".



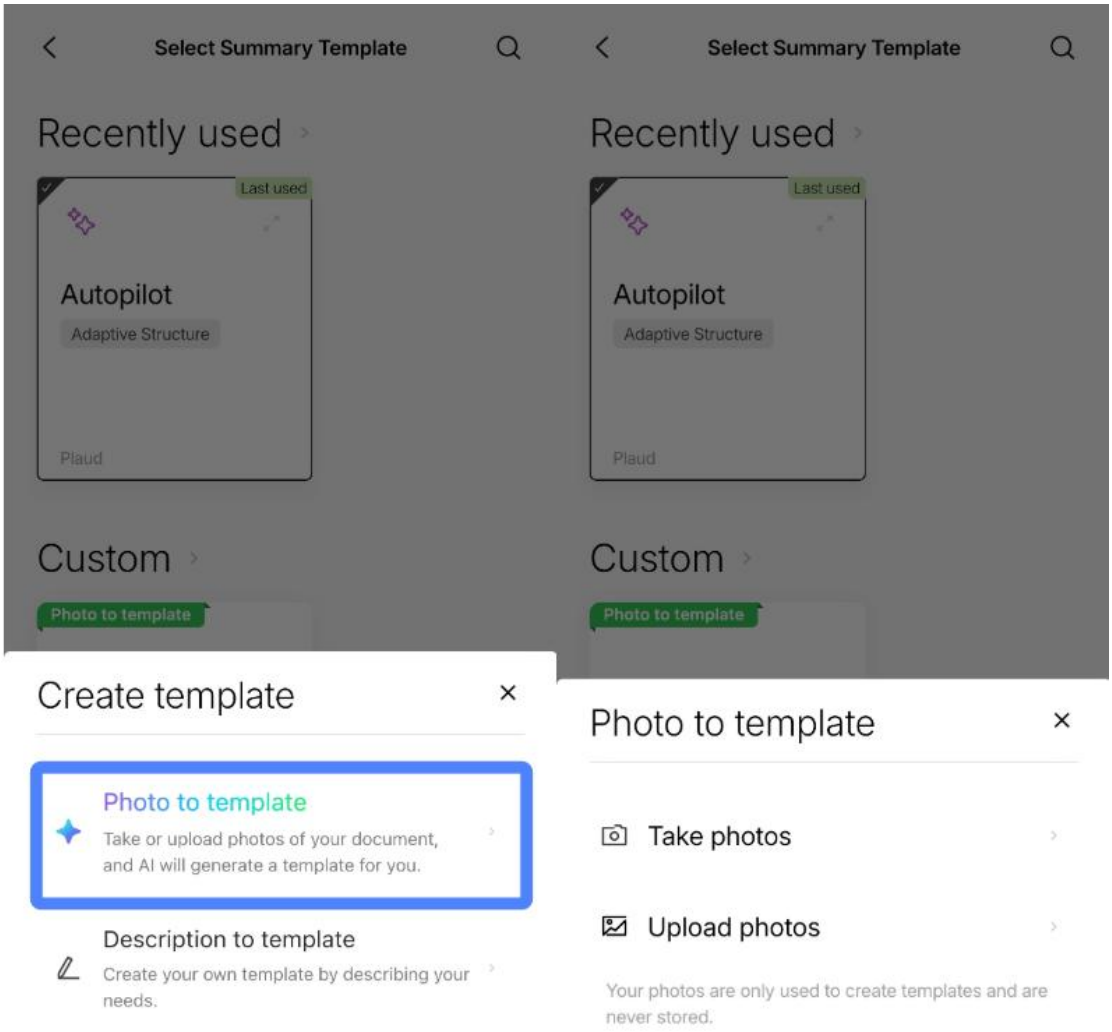
- Select "**Description to template**".



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



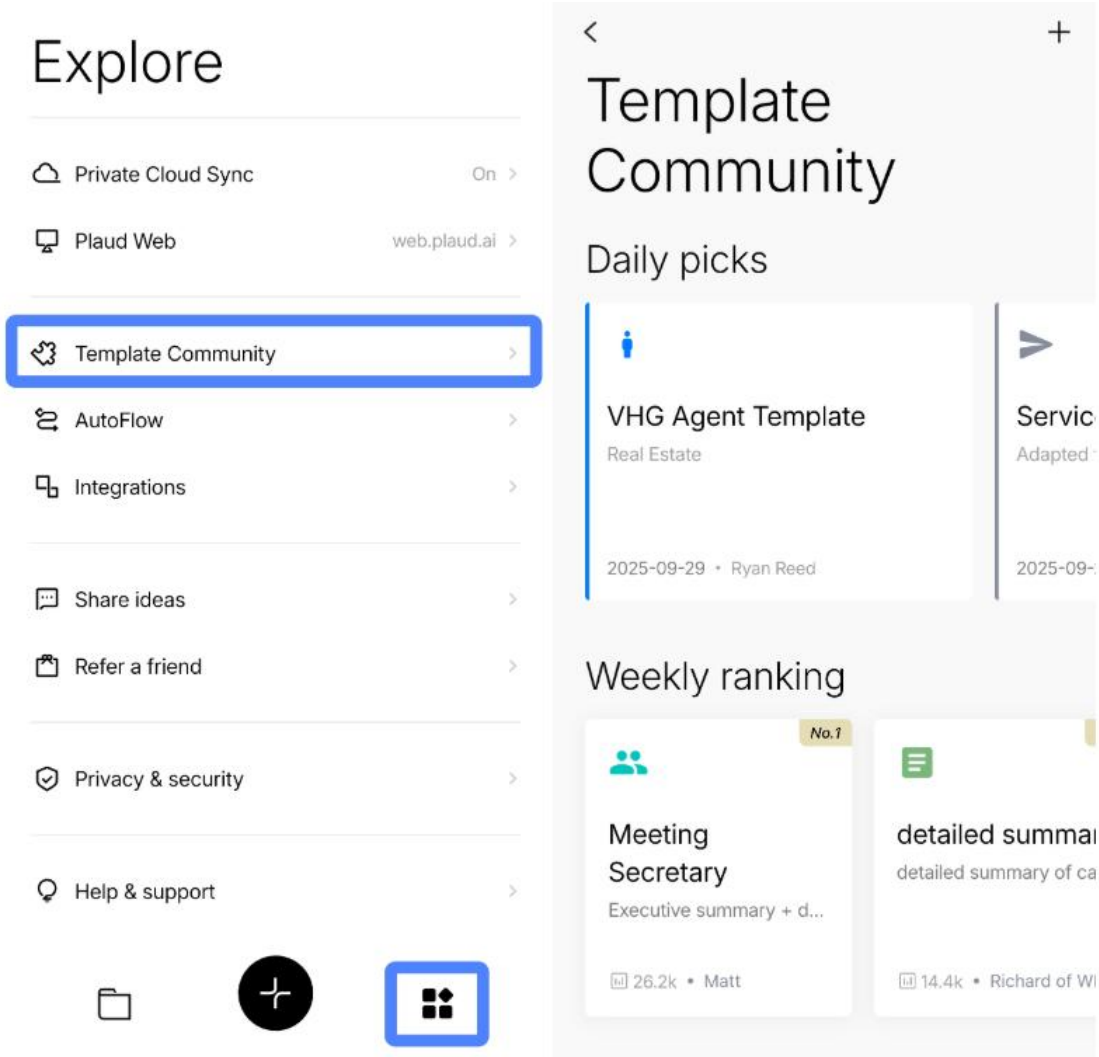
Note: You may also select "**Photo to template**" to take photo or upload the photo of your document, and AI will generate a template for you.



(3) Template Community

The Template Community is a dynamic hub designed to enhance your summary creation experience with tailored, user-driven templates. 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.



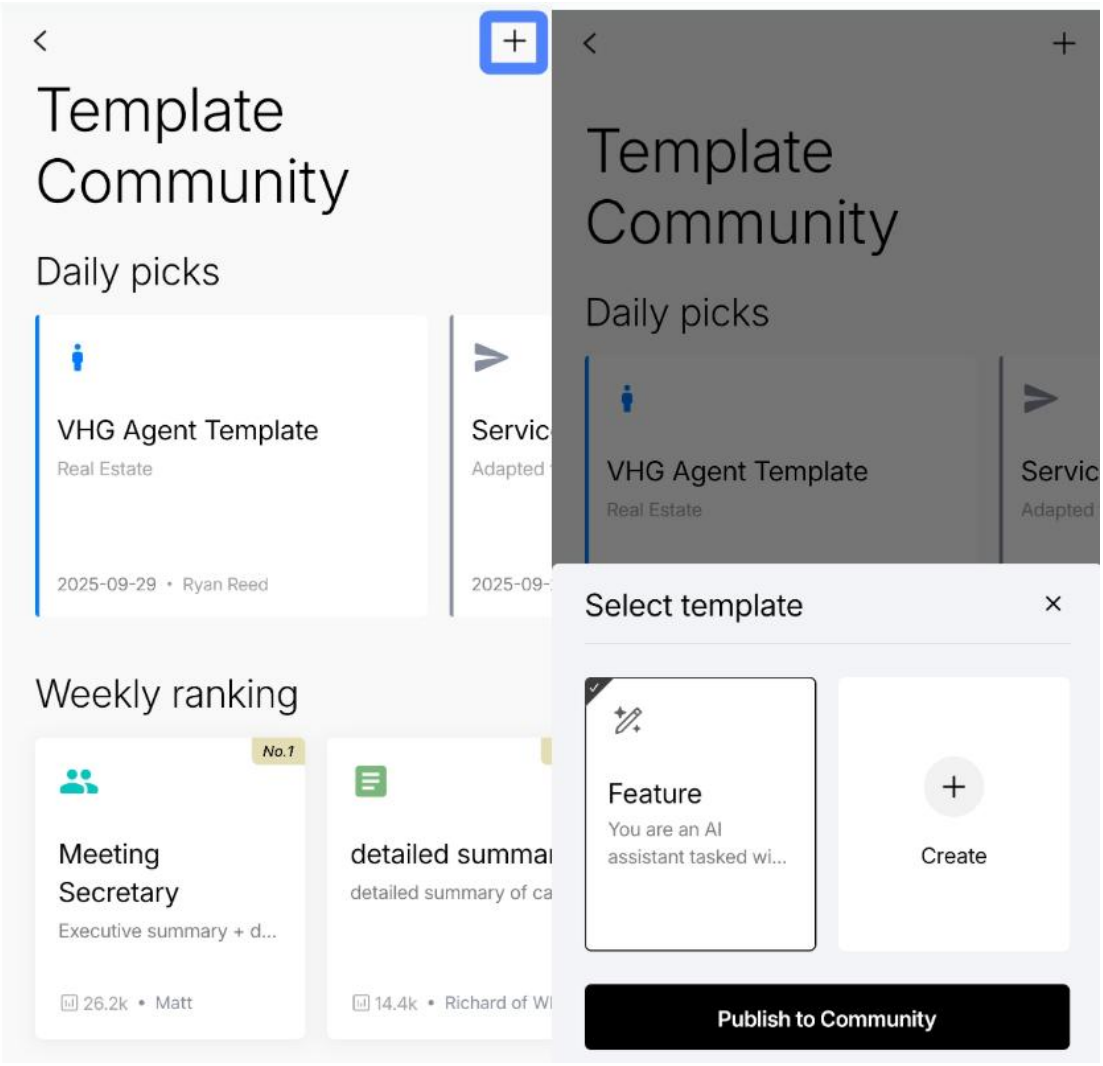
Template Browsing: Templates are grouped by professional contexts (e.g., "Real Estate," "Consulting") and displayed in a scrolling banner. Clicking a category shows all applicable templates, letting you preview their layouts before selection.

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

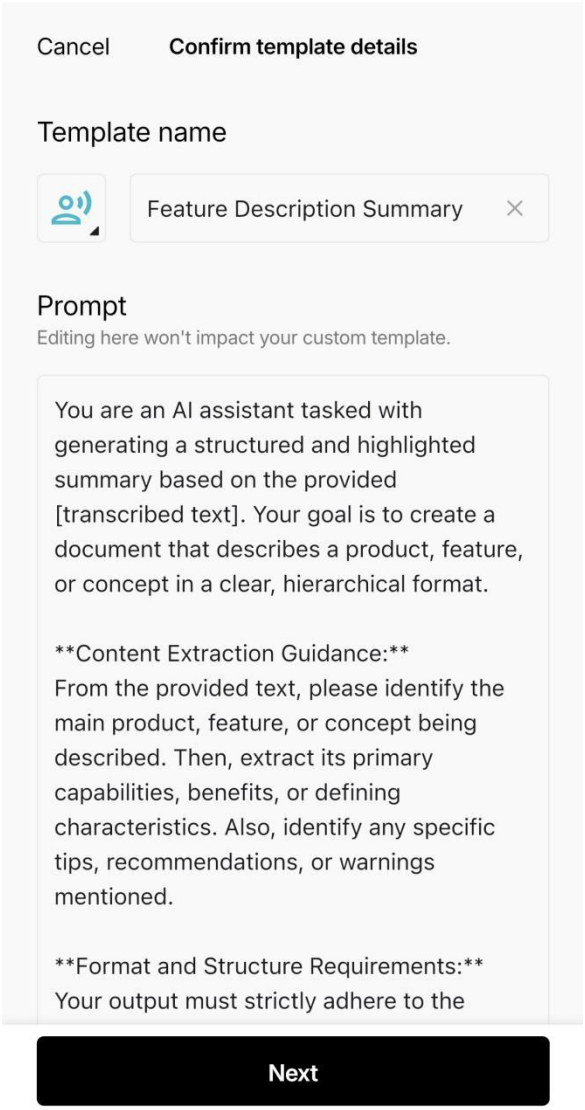
Language Compatibility: Note that templates summarize recordings in their original language—adjust your selection if your preferred template's language differs from your recording's.

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

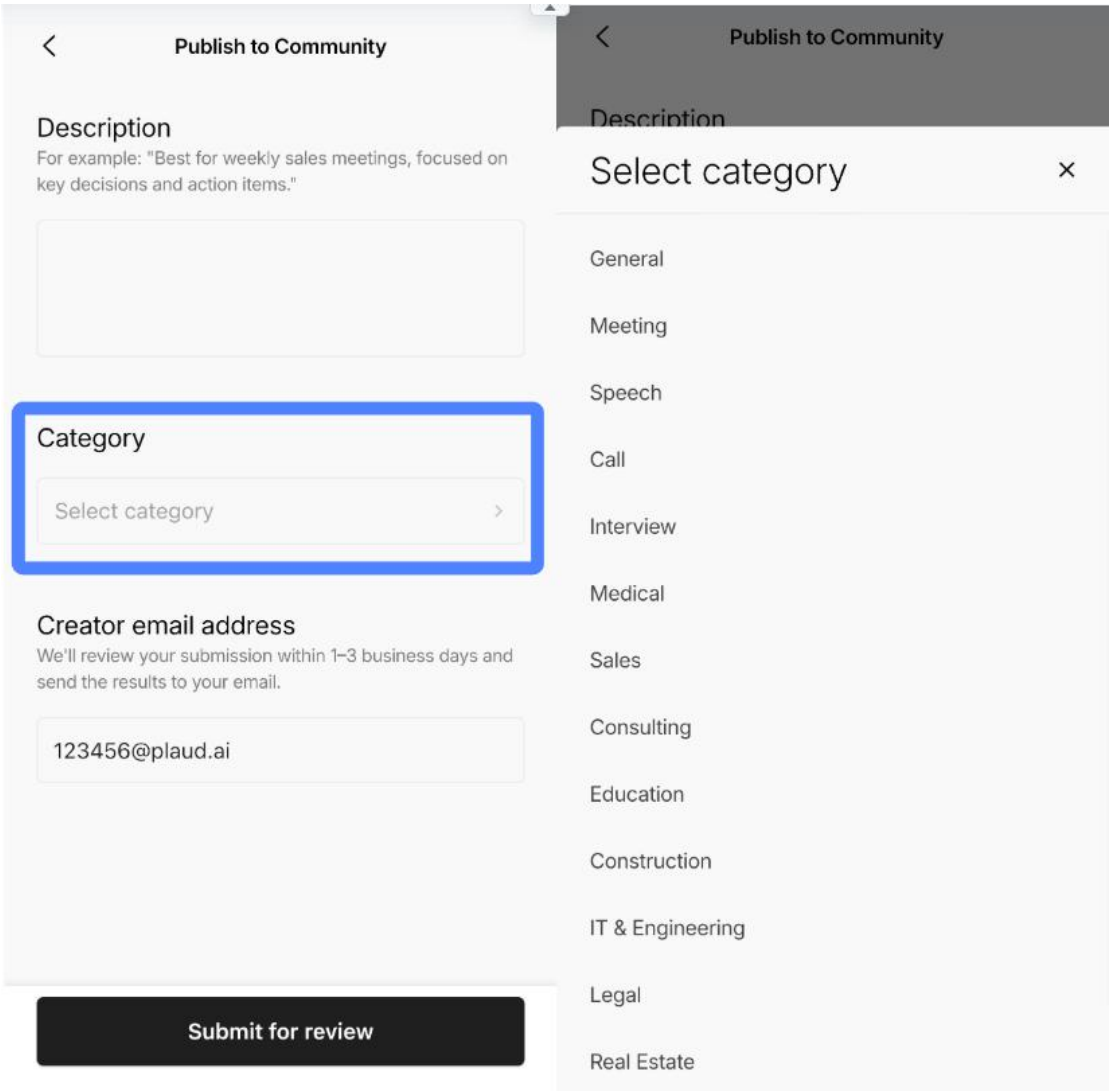
- Tap on the “+” icon at the top right and select the template you want to upload.



- Confirm template details.



- Select the category and then submit.



(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.

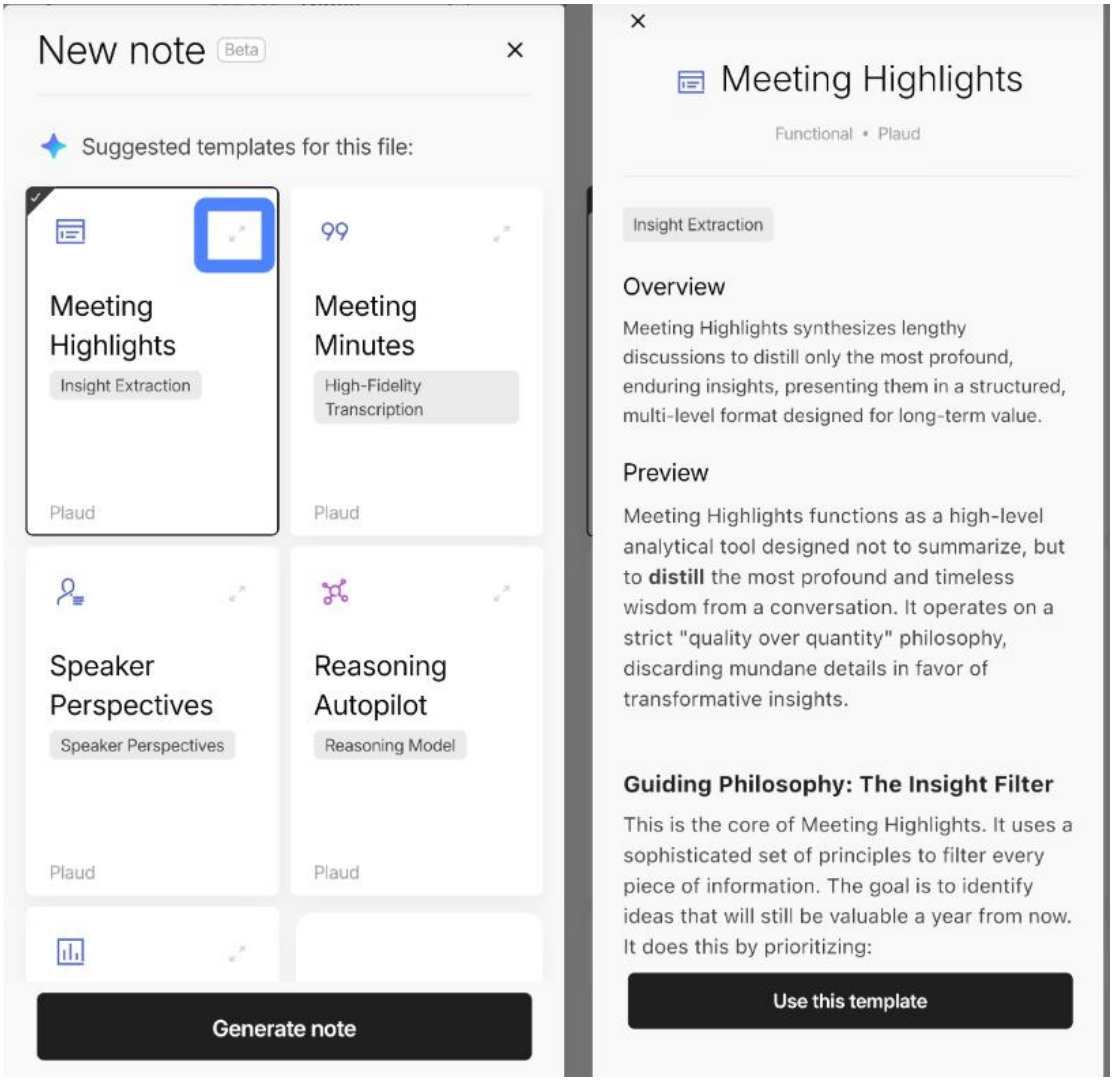
To generate a new summary:

- Go to the details page of a recorded file with an existing summary.

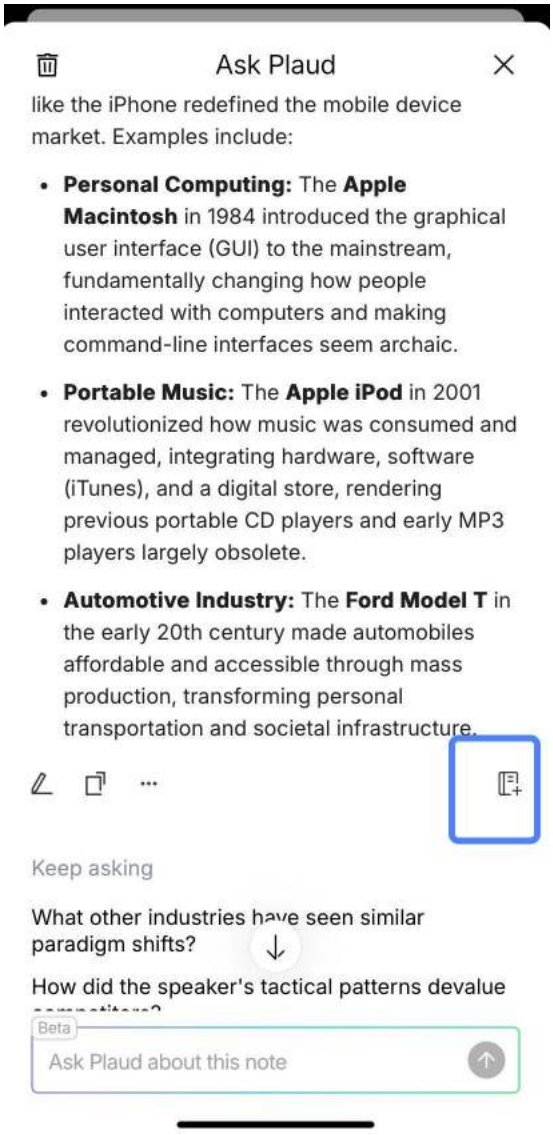
- Tap the "+" button next to the "**Summary**" tab (located at the top of the page).



- 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.



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



2.4 Ask Plaud

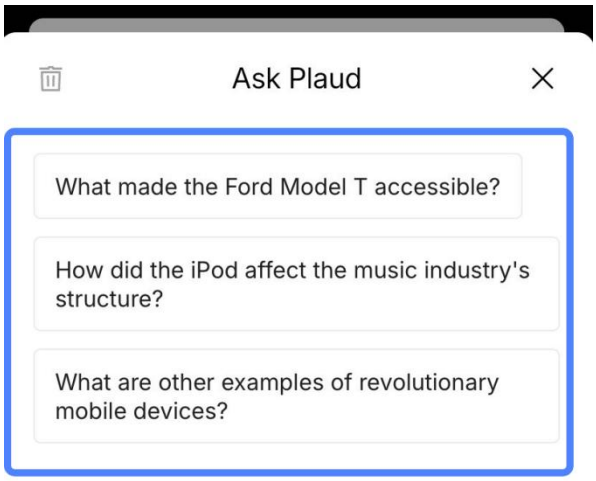
Ask Plaud enables users to interact with their notes using natural language—ask questions, extract insights, generate content, and guide follow-up actions.

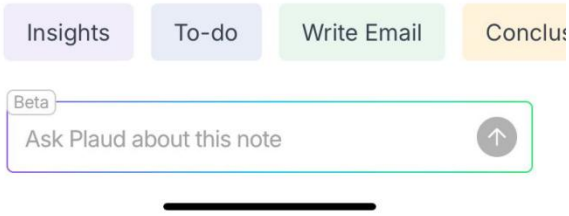
1. Ask Based on a Single File

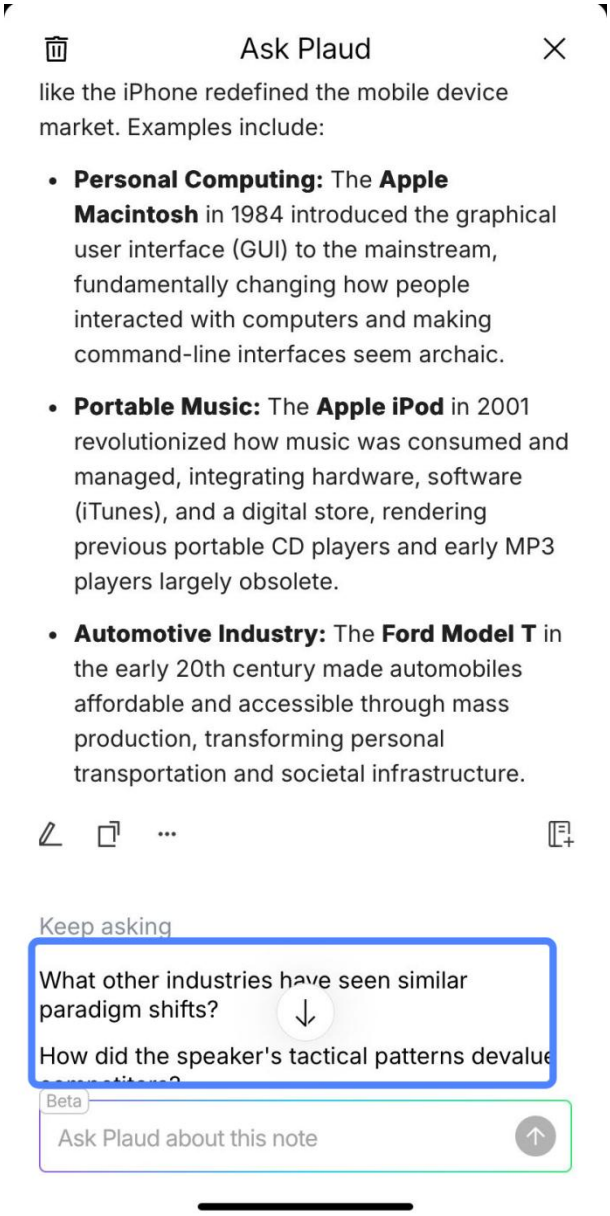
(1) Smart Suggestions

Ask Plaud helps you ask better and faster by suggesting relevant, personalized questions based on file content and context in two categories:

- Suggested questions/Follow-up related to your topic.
- Shortcuts you can try within Ask Plaud (like Write a Email).



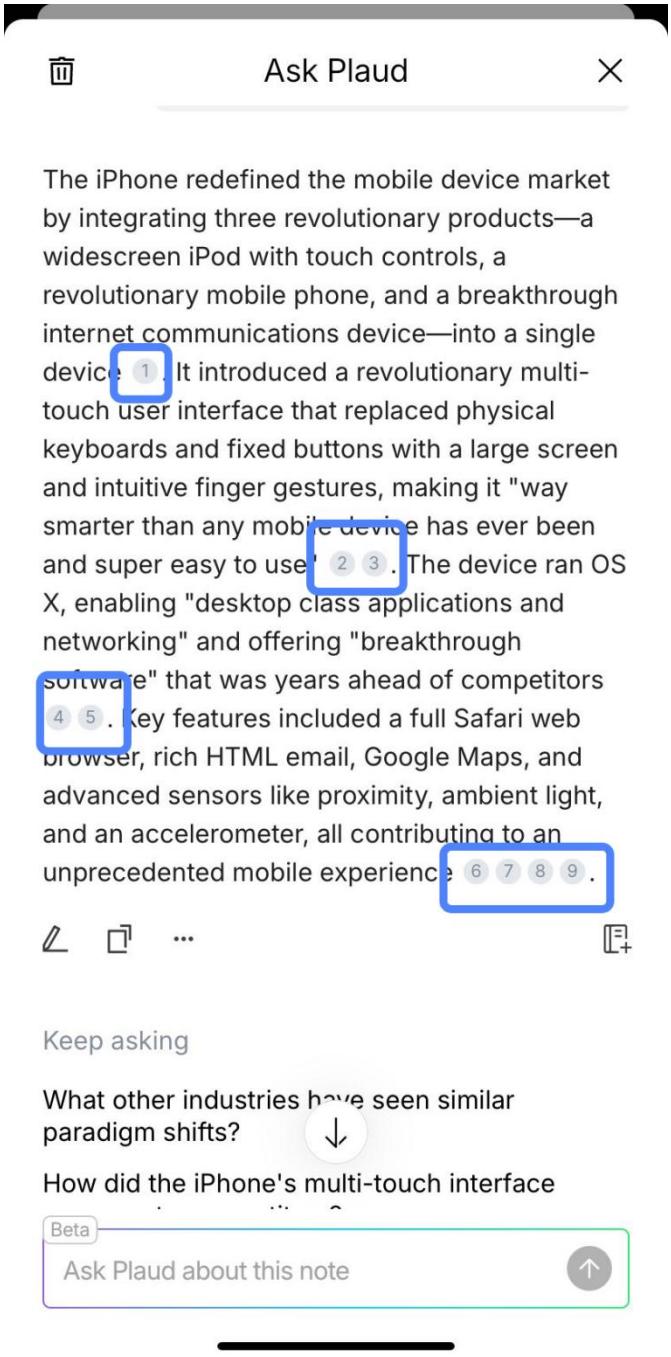


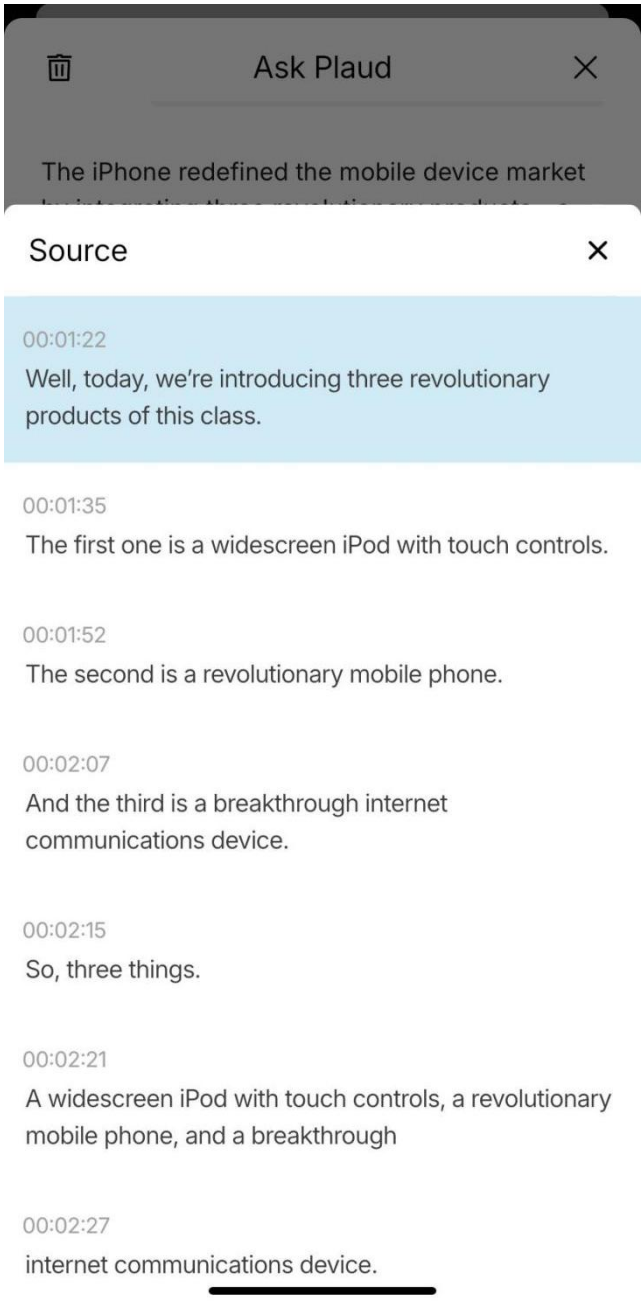


(2) Source-Based Answers

Ask Plaud does not just give you answers. It shows you exactly where each sentence came from. Every generated response is traceable, with clickable tags that link directly to your transcript or notes.

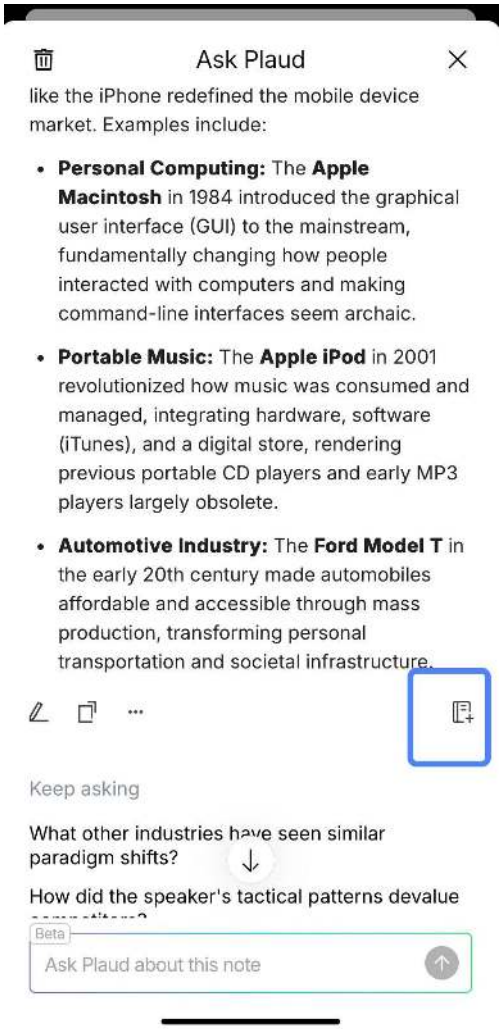
- Shows which transcript segment each summary sentence is based on.
- Links directly to the original source in the **Source** tab.
- Ensures traceability, clarity, and confidence in generated answers and summaries.


Ask Plaud
The iPhone redefined the mobile device market by integrating three revolutionary products—a widescreen iPod with touch controls, a revolutionary mobile phone, and a breakthrough internet communications device—into a single device 1 . It introduced a revolutionary multi-touch user interface that replaced physical keyboards and fixed buttons with a large screen and intuitive finger gestures, making it "way smarter than any mobile device has ever been and super easy to use" 2 3 . The device ran OS X, enabling "desktop class applications and networking" and offering "breakthrough software" that was years ahead of competitors 4 5 . Key features included a full Safari web browser, rich HTML email, Google Maps, and advanced sensors like proximity, ambient light, and an accelerometer, all contributing to an unprecedented mobile experience 6 7 8 9 .
Keep asking
What other industries have seen similar paradigm shifts?
How did the iPhone's multi-touch interface
Beta
Ask Plaud about this note



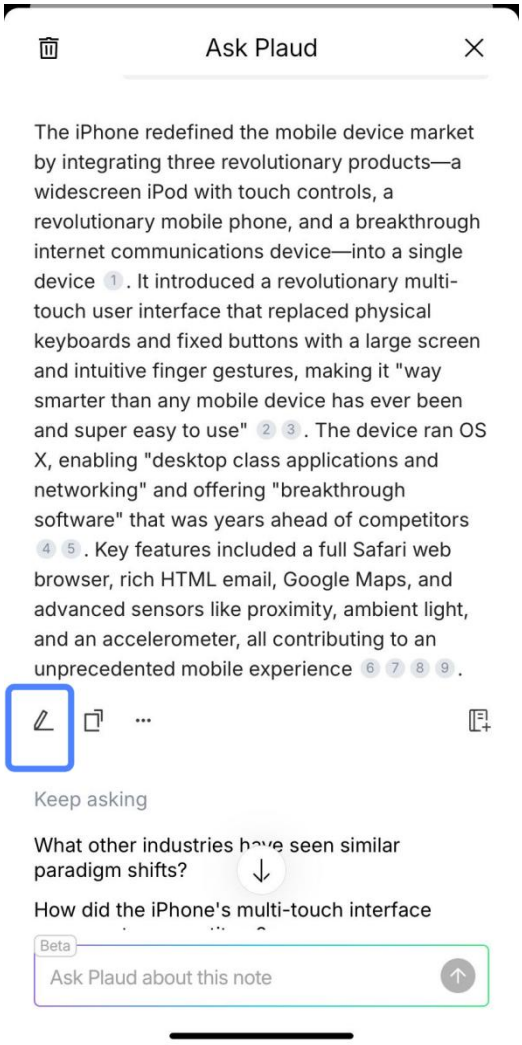
(3) Save Answer as Note

You can save any helpful answer from Ask Plaud as a summary note with just one tap. Whether it is a decision, summary, or quick insight, it becomes part of your personal knowledge inside Plaud.



(4) Editable Answers

You can directly edit the AI answer—instantly refining the direction of the conversation.
Every edit improves the AI's understanding, helping guide follow-up responses without rewriting your prompt.

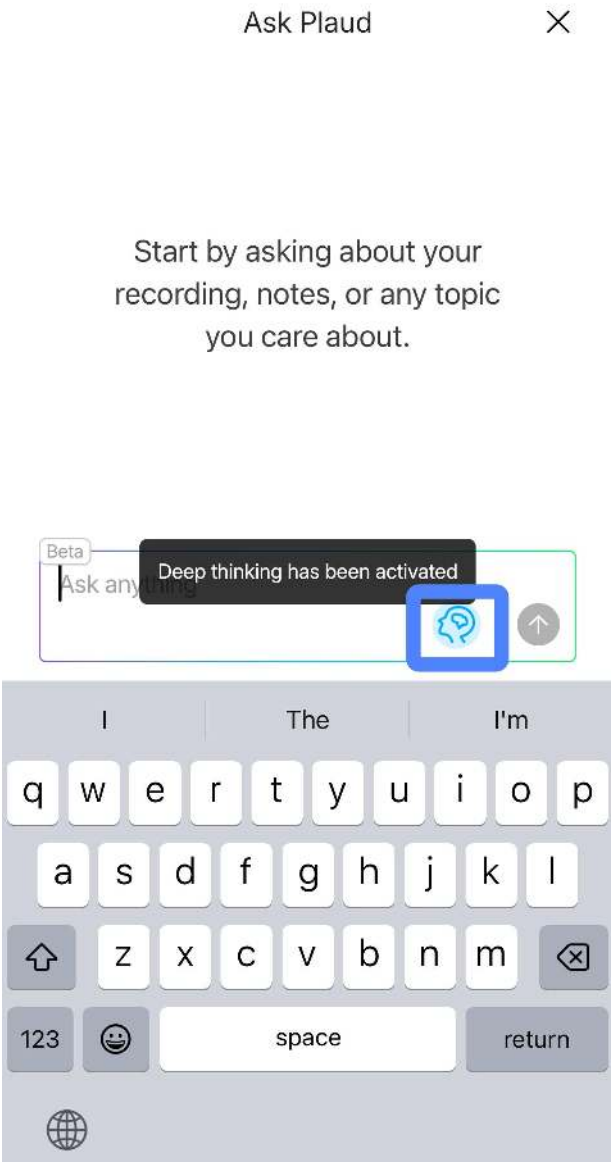


(5) Deep Thinking

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.

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.

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

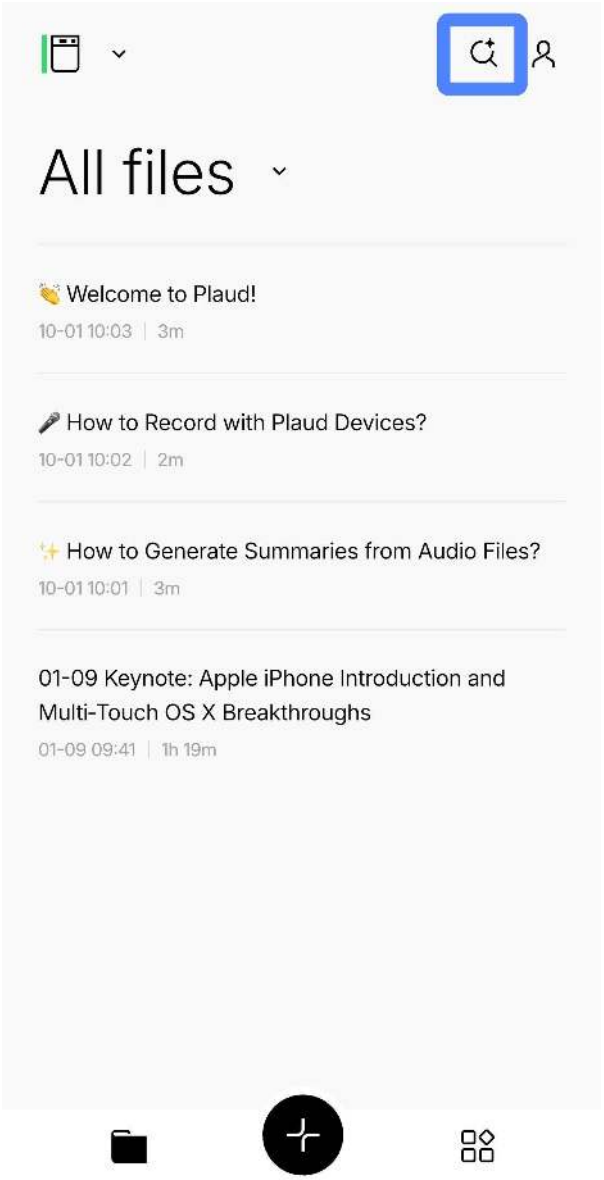


2. Global Ask

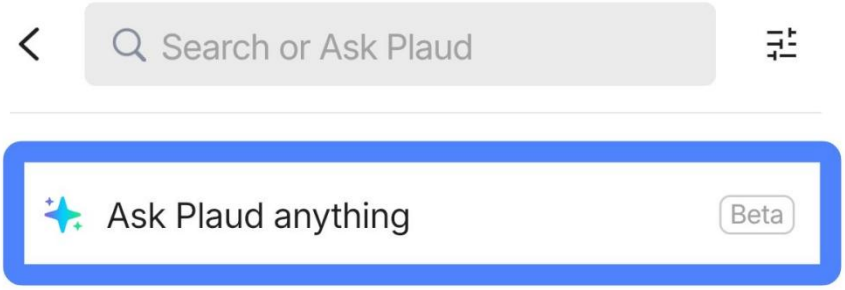
The global ask feature lets you search for information across all your files anytime, anywhere. The AI generates answers based on the transcripts and summaries of all your files, helping you instantly find key information without manually sifting through text.

To use it:

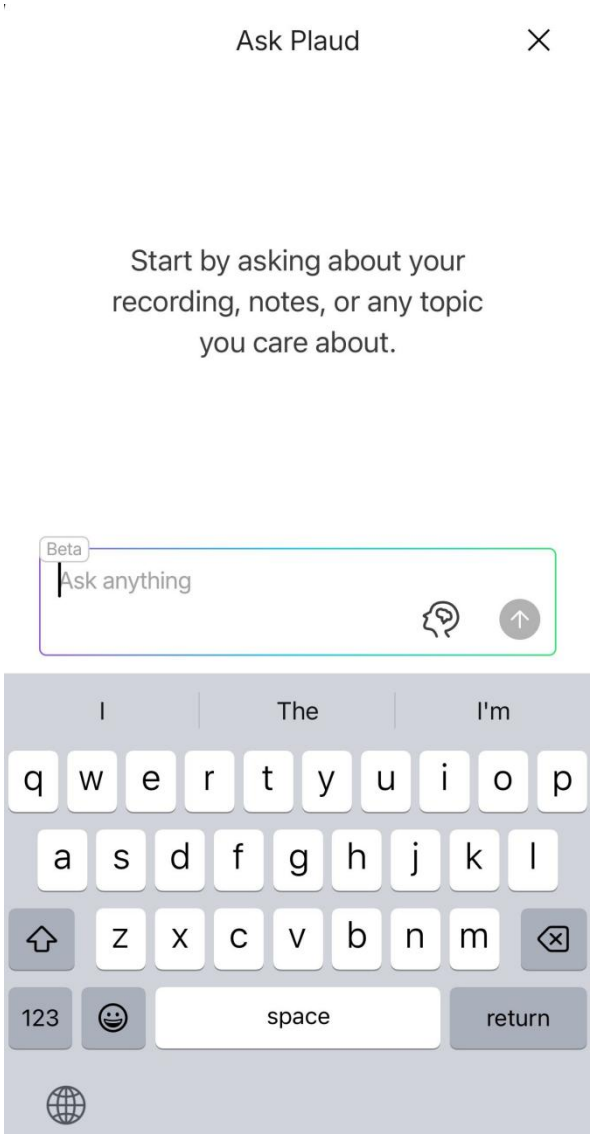
- Tap the top-right icon on the files page.



- Tap "**Ask Plaud Anything**".



- Then you may ask the question you want.

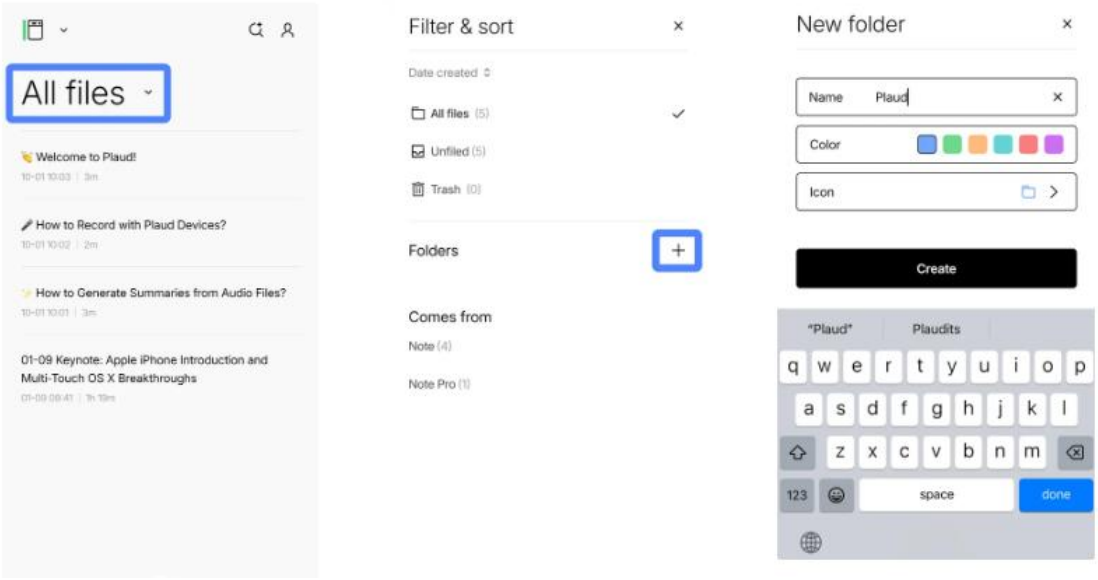


2.5 File Management

1. Create & Delete & Rename Folders

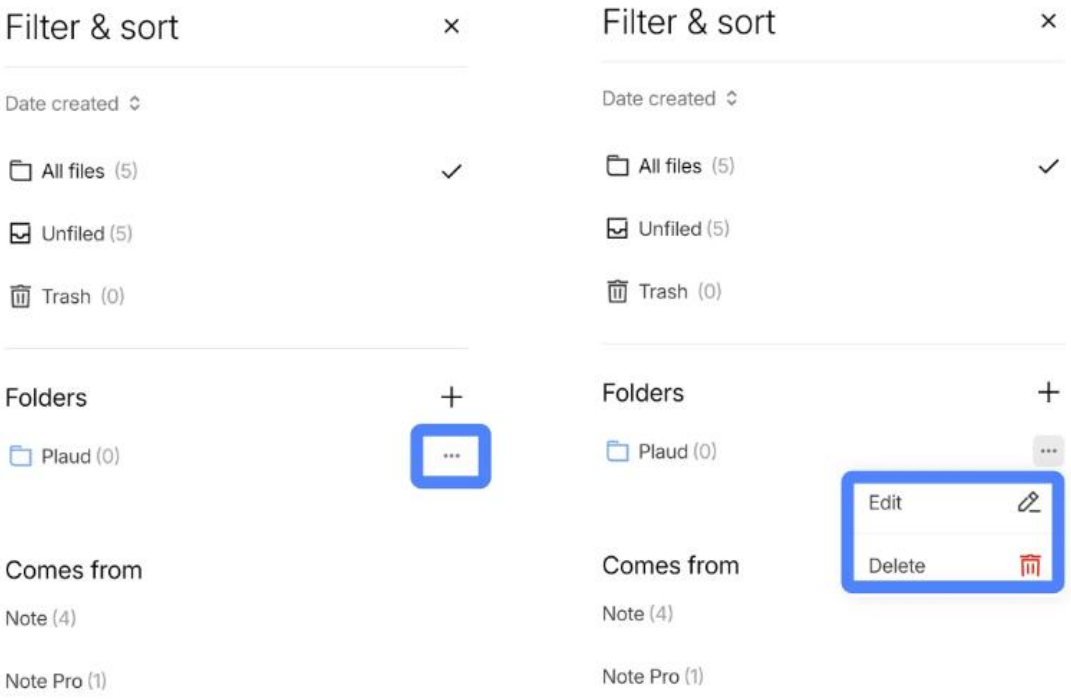
To create a new folder, you can follow the steps below:

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



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

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



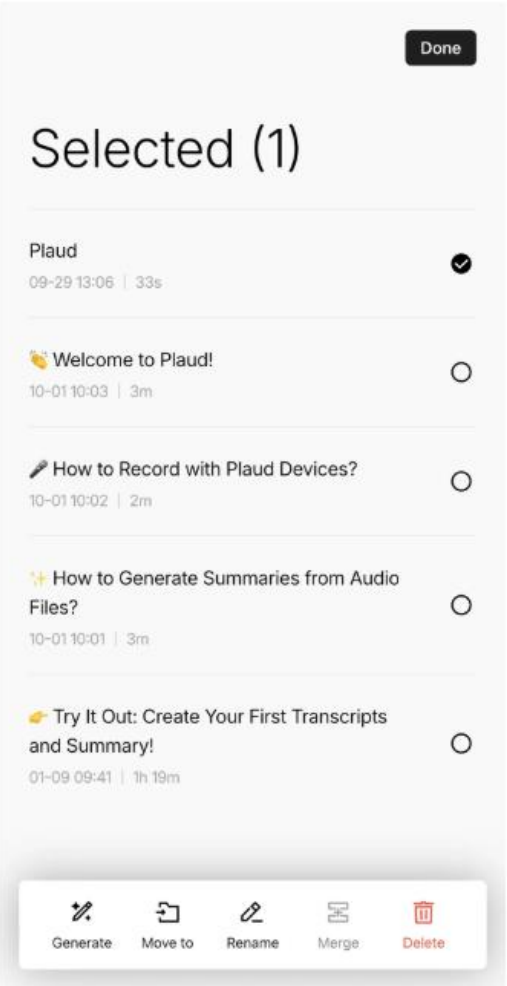
2. Rename & Move & Delete & Restore Files

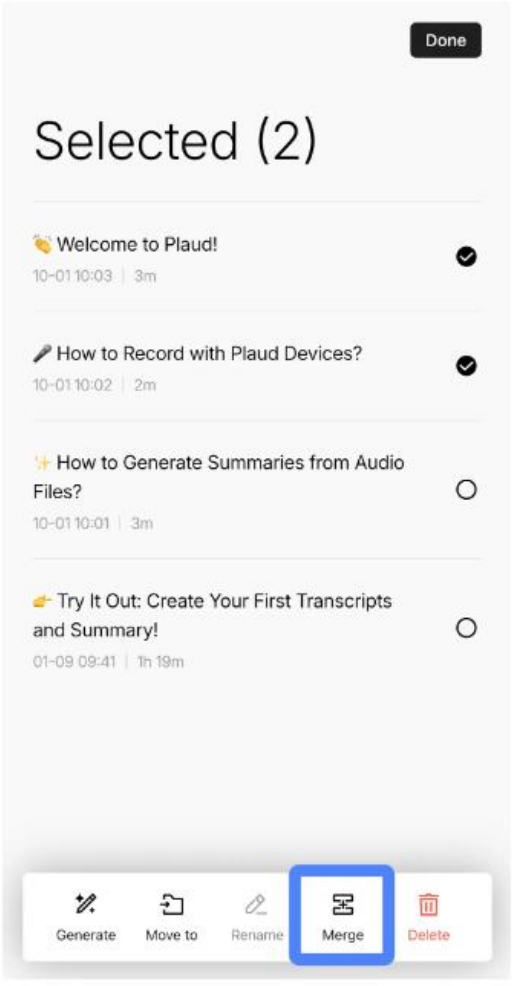
To modify your files, please follow these steps:

- Find the document you intend to modify.
- Swipe left, and you will see "**Generate**," "**Move to**," "**Rename**," "**Merge**,"

and "**Delete**."

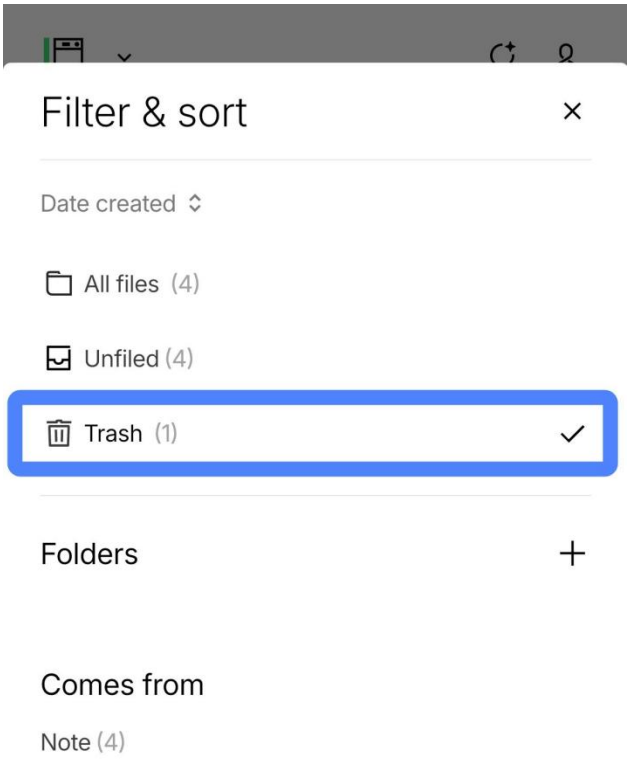
- Tap "**Generate**" to start generating transcriptions. Tap "**Delete**" to delete the files. Or tap "**Move to**" to move it to the folder you create.
- Alternatively, tap "**Rename**" to rename the file.
- Or, select two or more files to merge them into one.



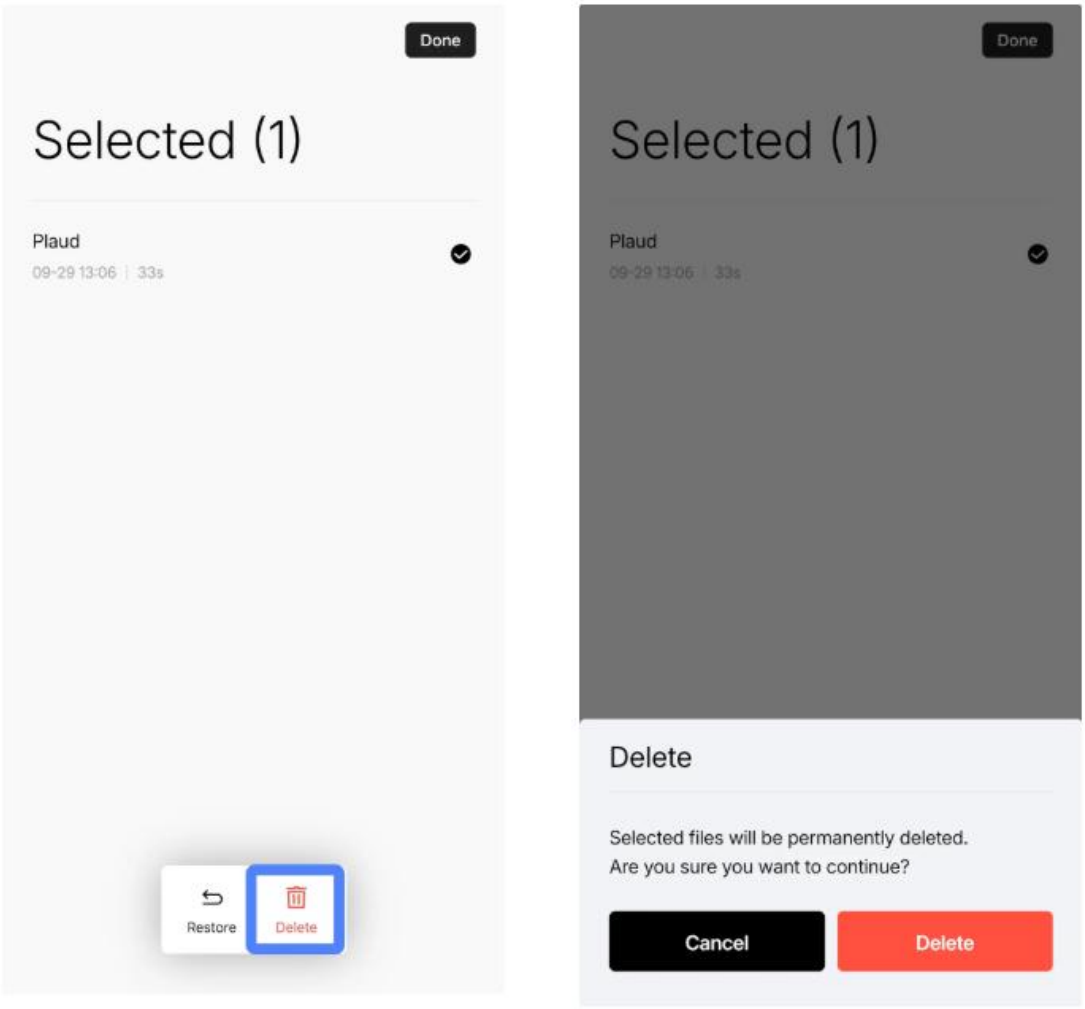


To delete the file permanently, please follow these steps:

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

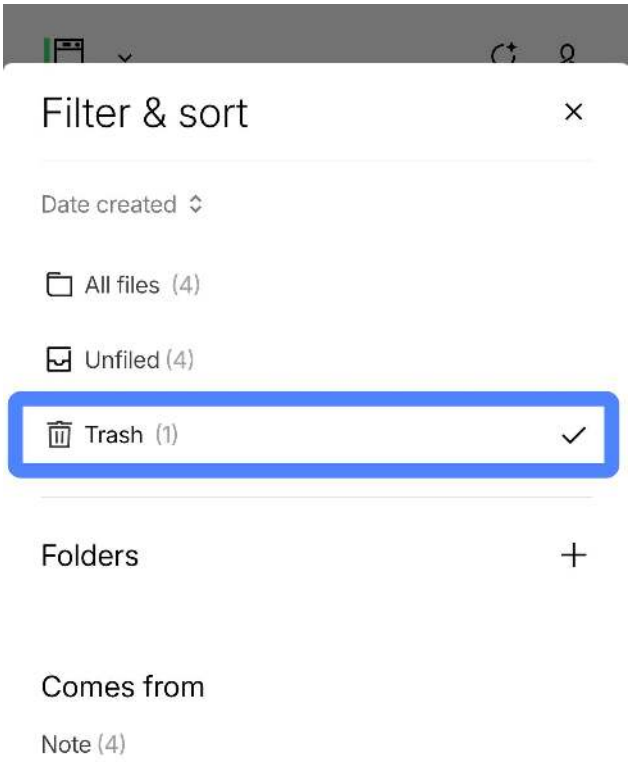


- Select the file you want to delete permanently and click "**Delete**" at the bottom.

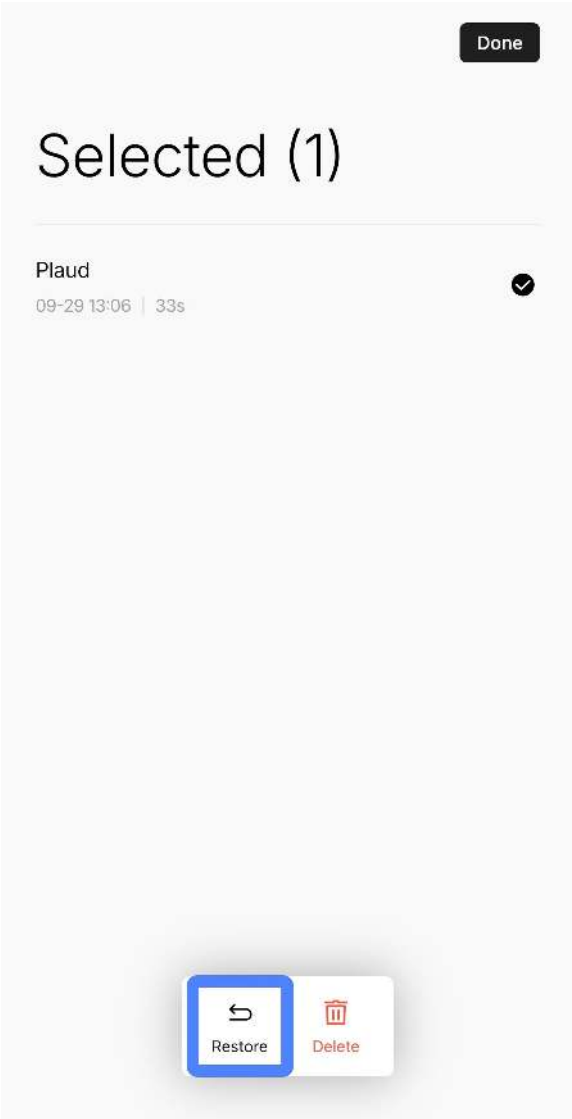


To restore deleted files, please follow these steps:

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



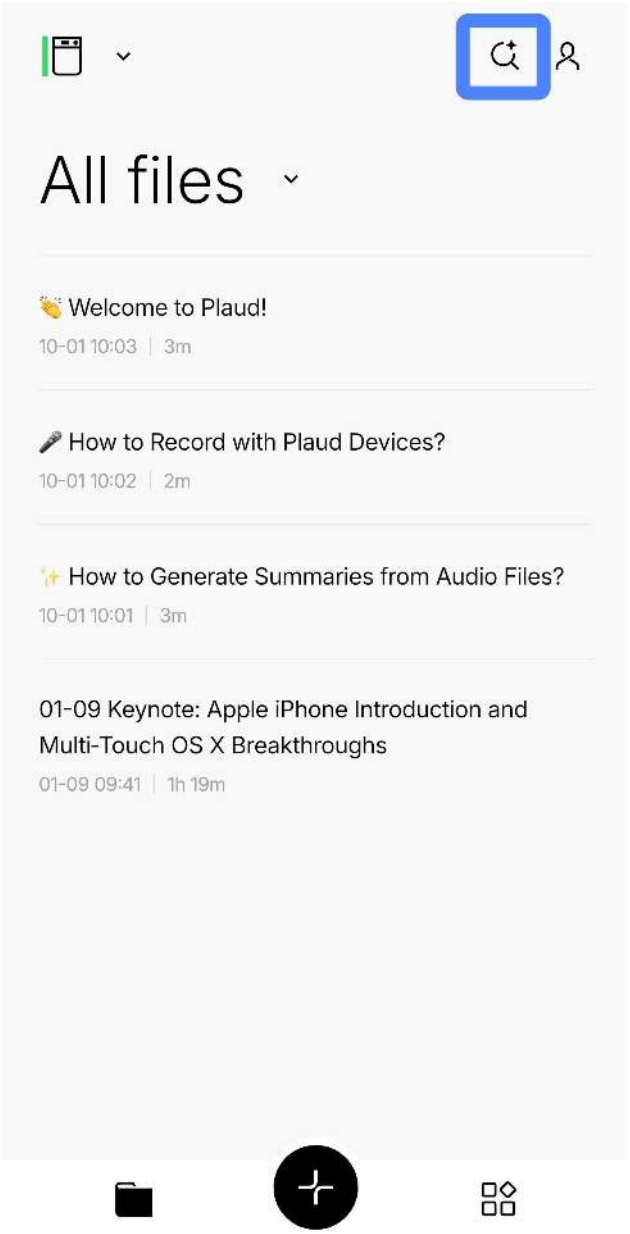
- Select the file you want to restore and click "**Restore**" at the bottom.



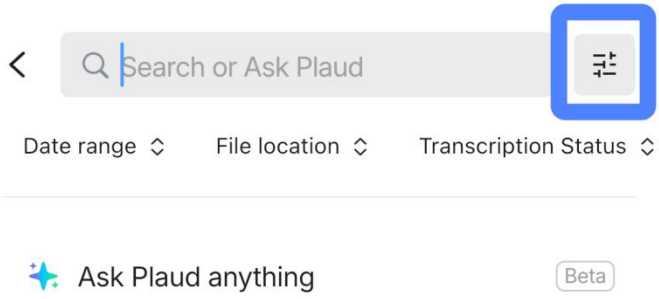
3. Search Files

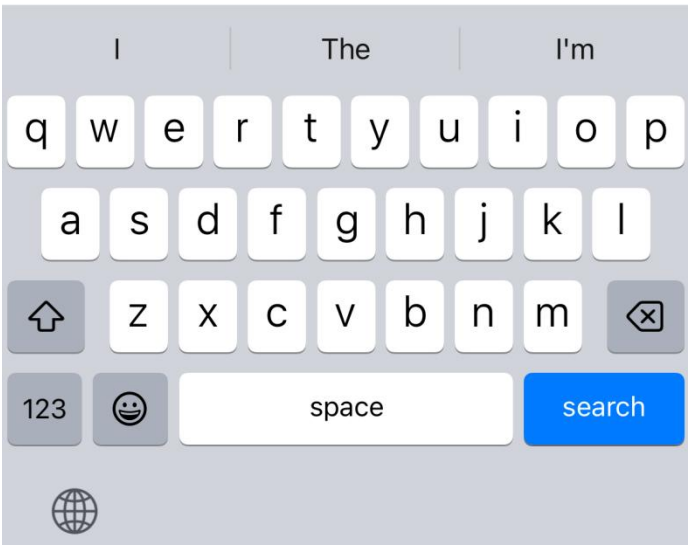
Here are the steps to search for your recordings:

- Tap the search icon.



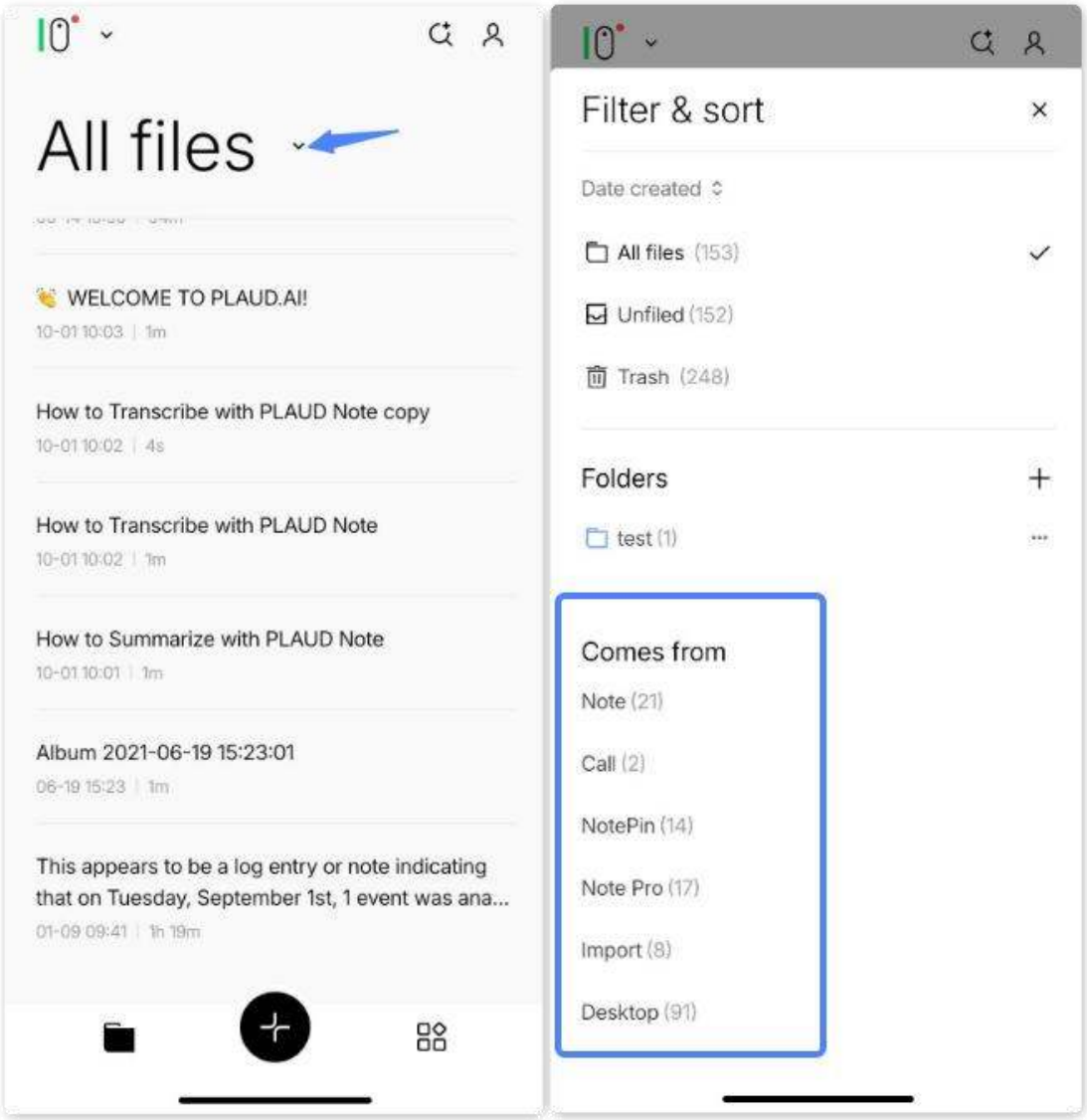
- Then, you can search for your recordings via data range, file location, or transcription status.





4. Sort & Source Files

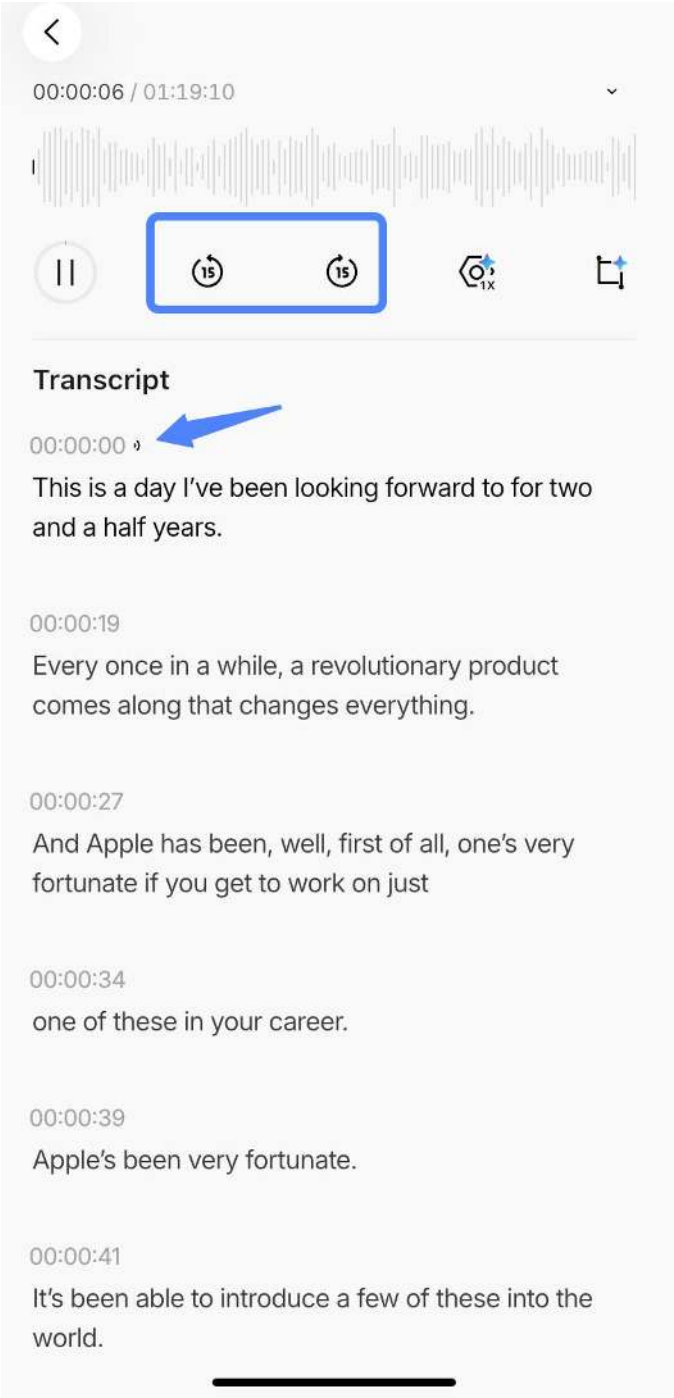
You can sort the files by “**Date created**” or “**Date modified**.” Files automatically appear in their corresponding channel folder. For example, imported files will also appear in the "**Import**" folder.



2.6 File Details Features

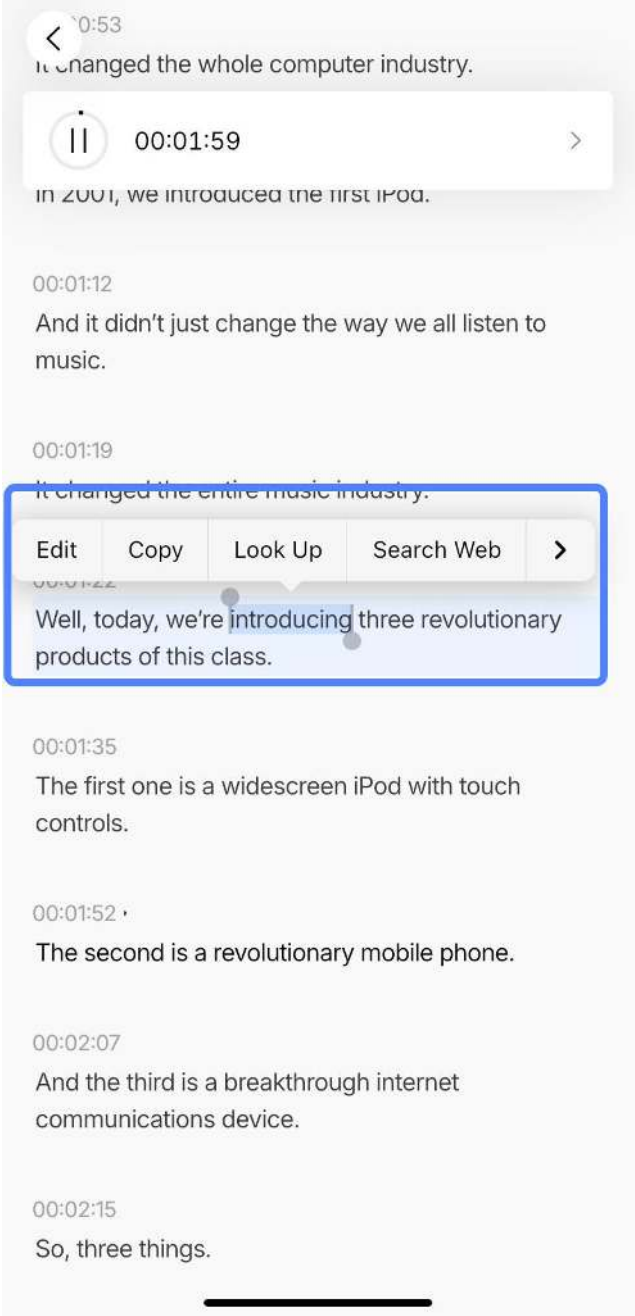
1. Playback Audios

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.



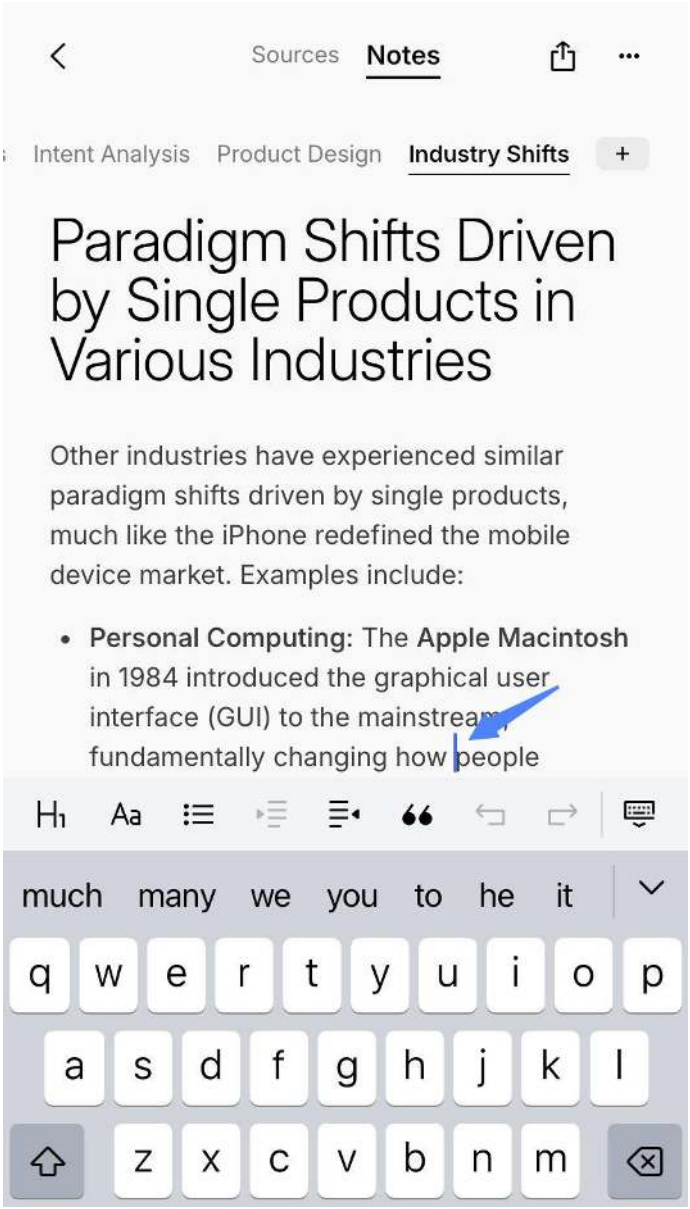
2. Edit Transcripts

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



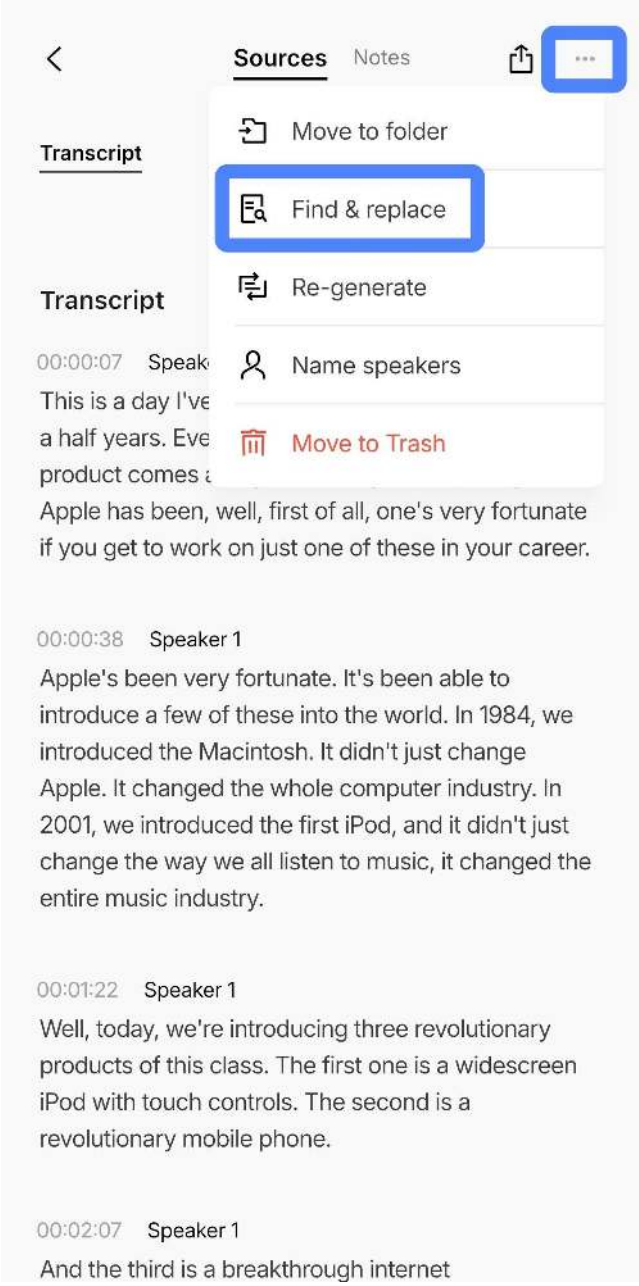
3. Edit Notes

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

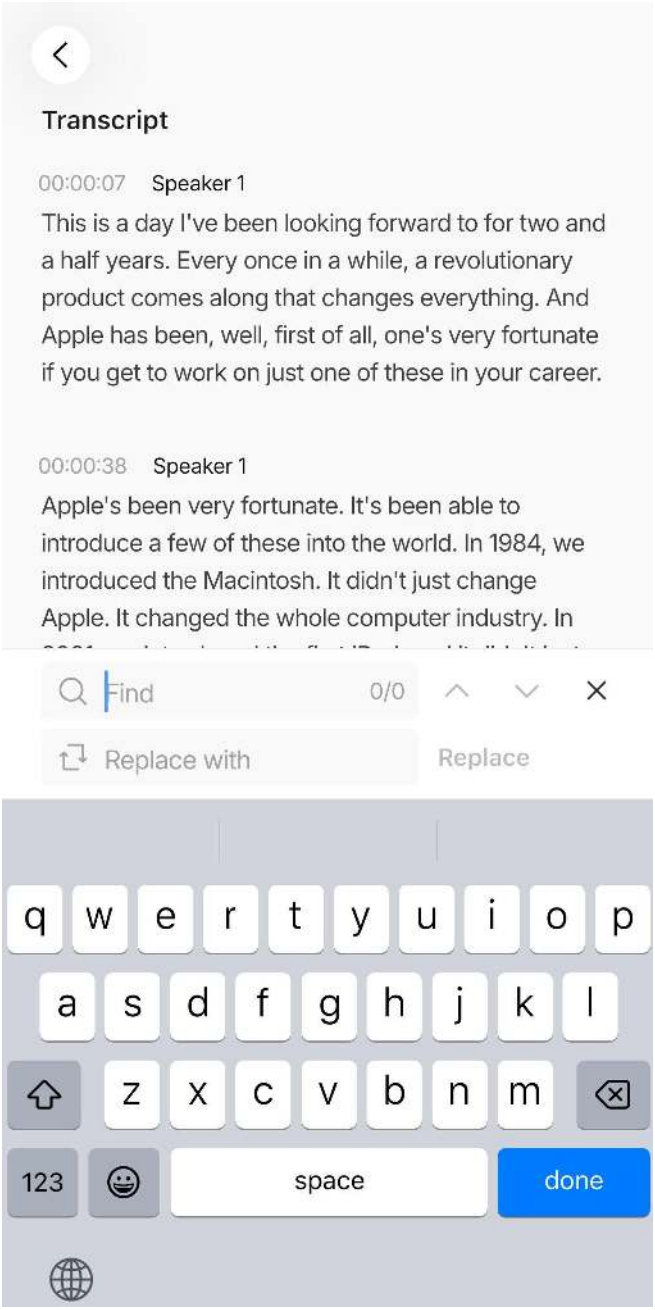


4. Find & Replace

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.



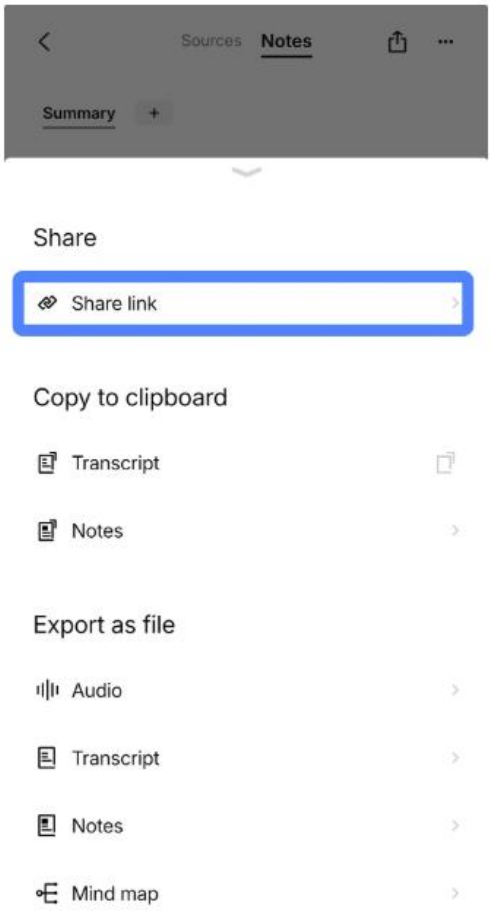
2.7 Share & Export

1. Share Link

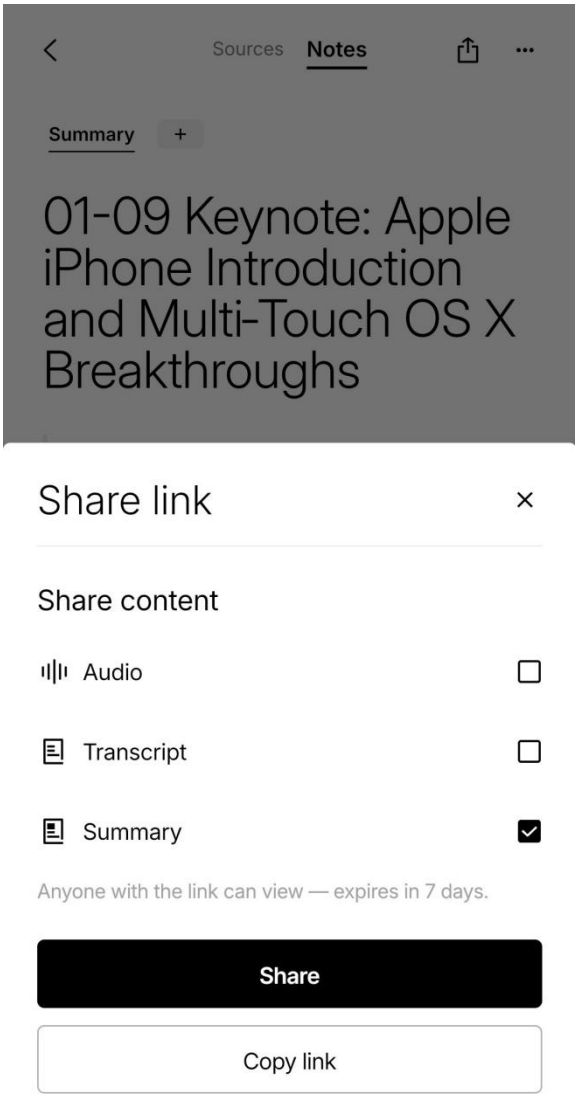
This feature allows you to share your audio, transcript, or notes with others through a link.

To do that, you may tap the top-right icon as shown below and tap "**Share link**".





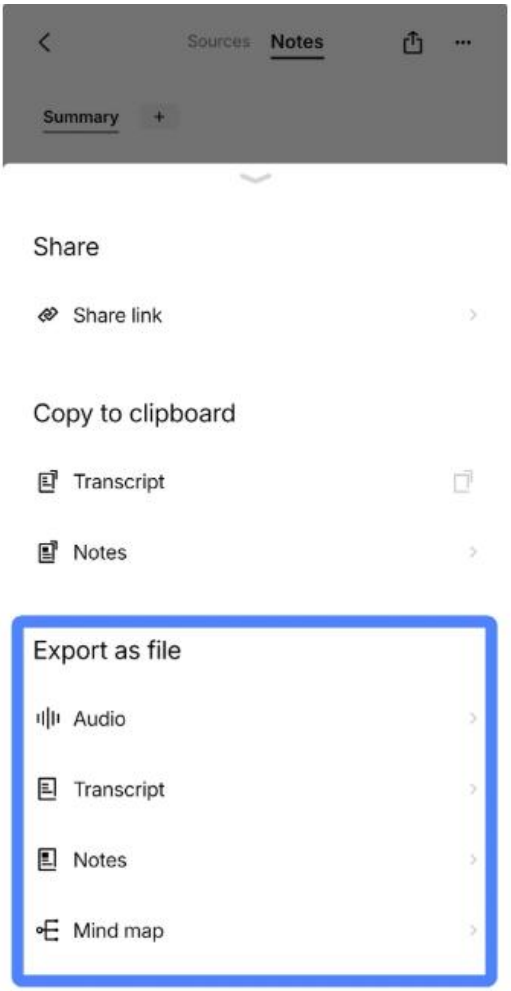
Then you can select the content you want to share.



2. Export Files

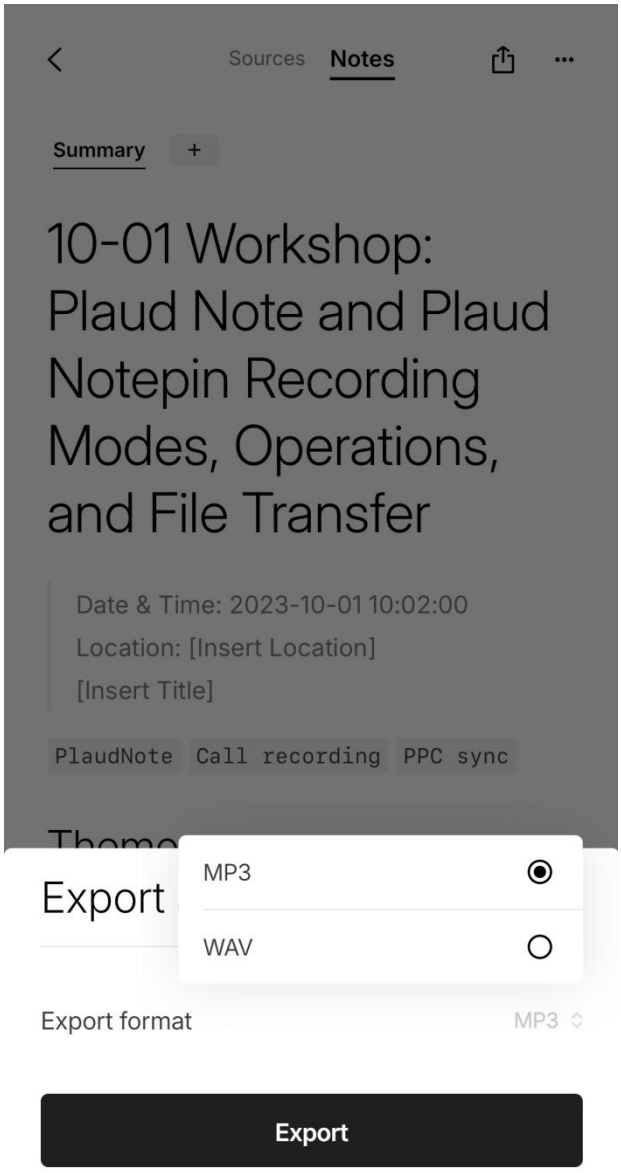
This feature allows you to export your audio file, transcript, notes, and mindmap in different formats and share them with others.
To do that, you may tap the top-right icon as shown below and see the "**Export as file**" section.





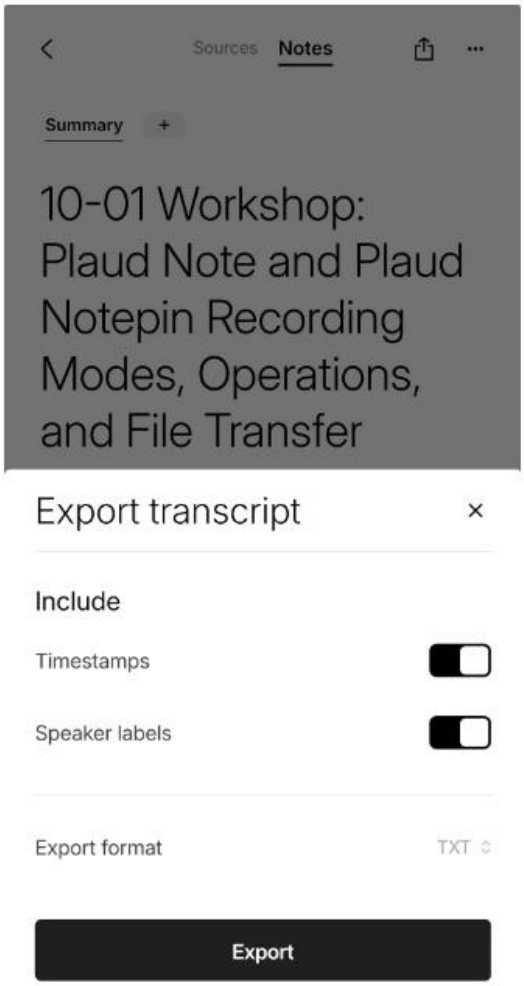
(1) Audio

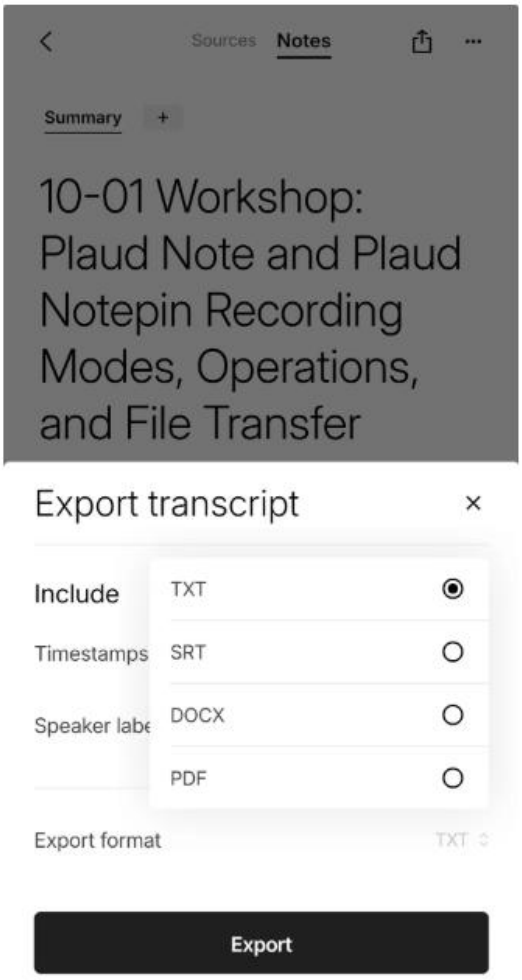
You can export your audio file in MP3 or WAV format.



(2) Transcript

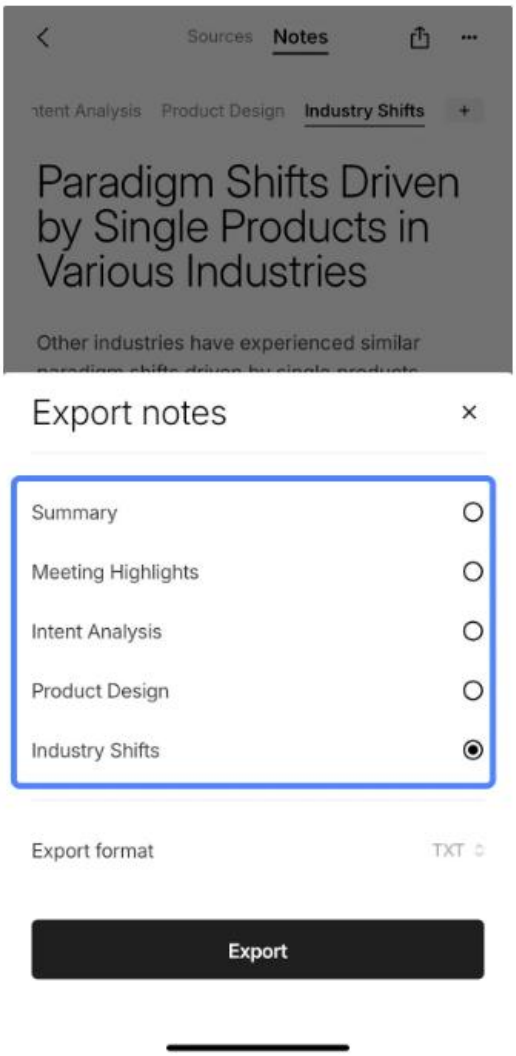
You can export your transcript in the following formats.

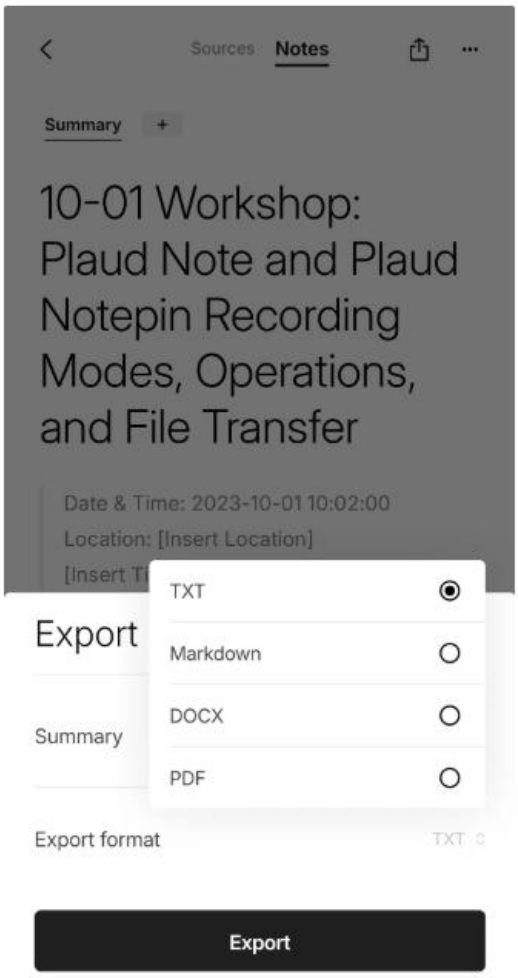




(3) Notes

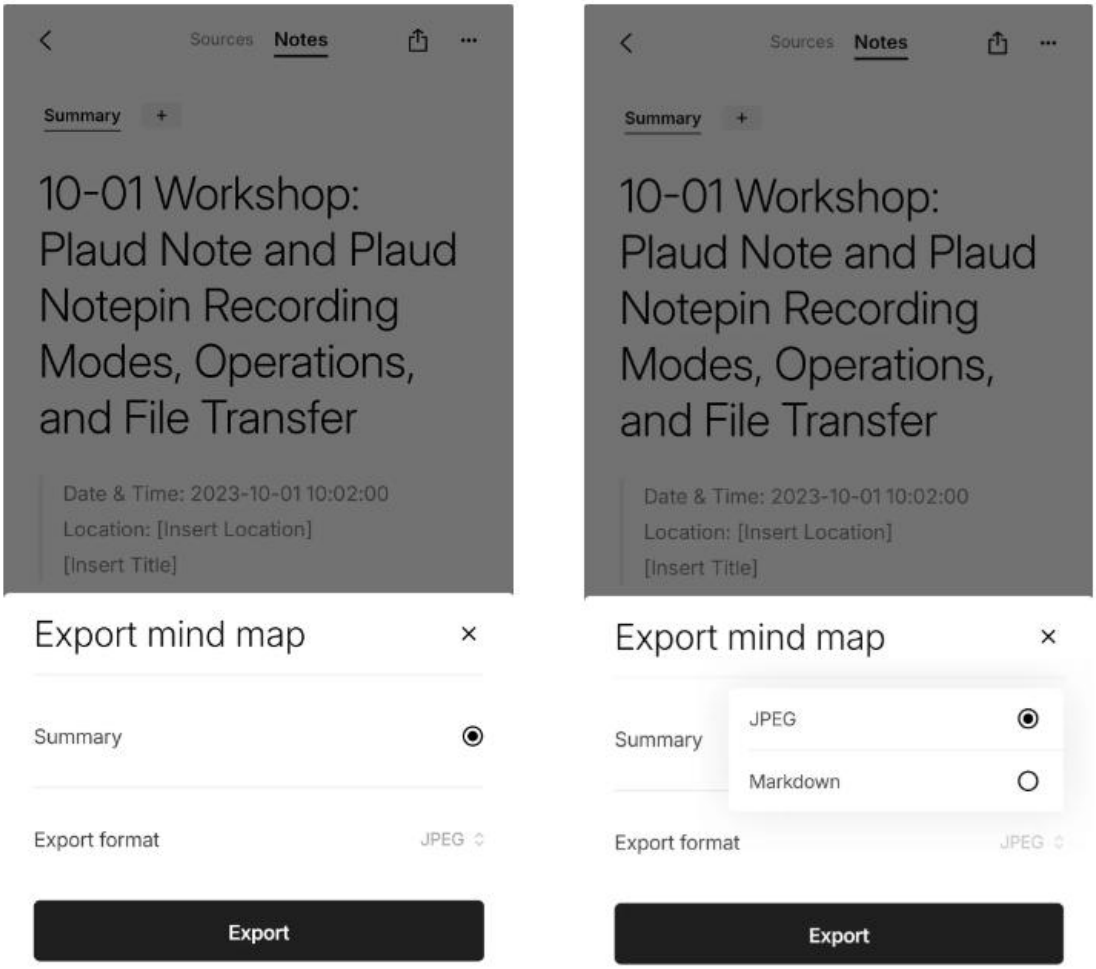
You can export your notes in the following formats.





(4) Mind map

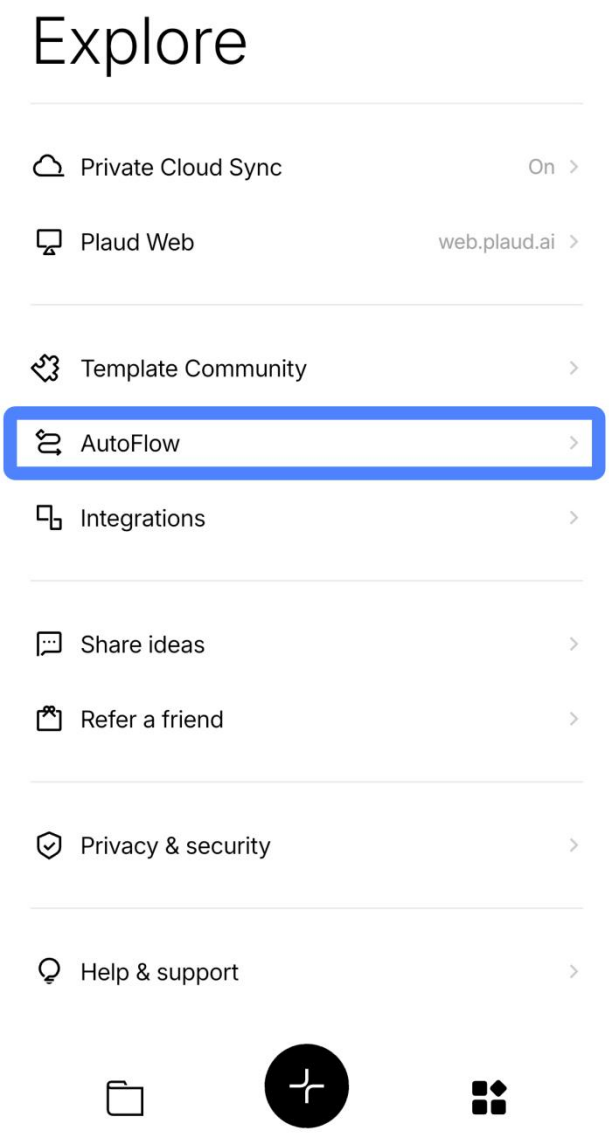
You can export your mind map in the following formats.



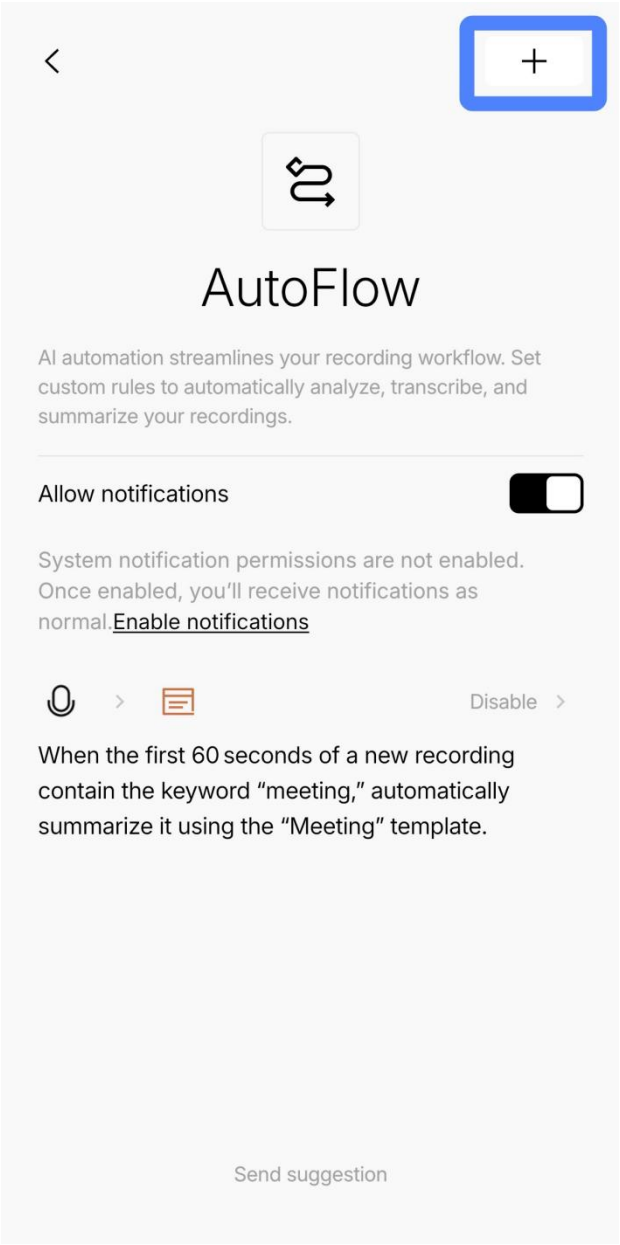
2.8 Explore

1. Autoflow

AutoFlow feature allows you to automatically trigger workflows that generate transcripts and summaries when syncing or uploading recordings, and enable automatic actions (like sending summaries via email) when transcripts/summaries are ready.



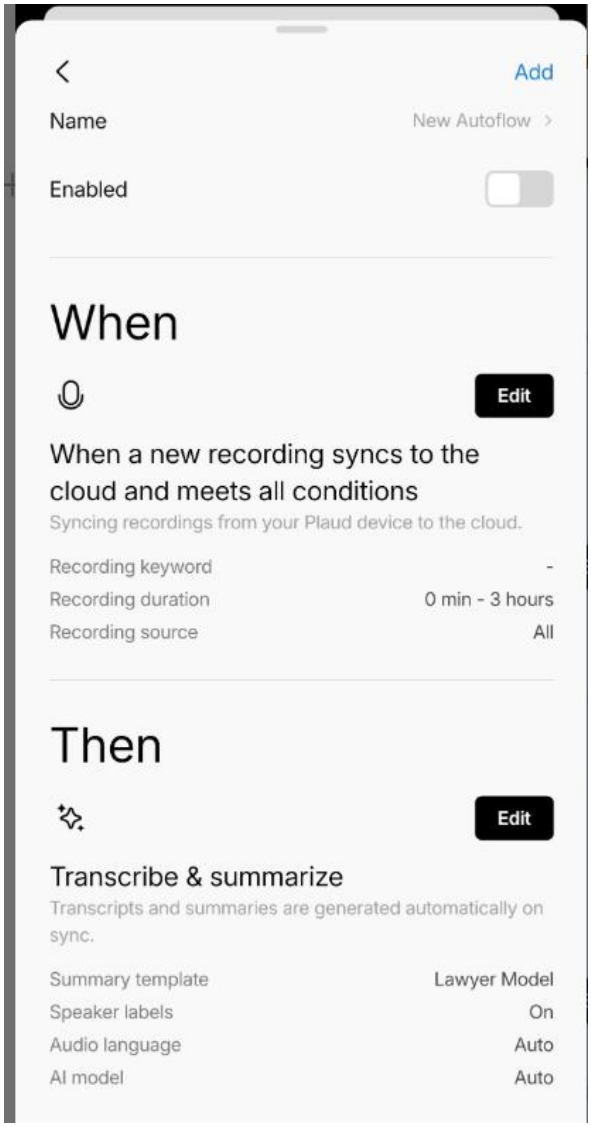
You can add multiple AutoFlows, which run in the displayed sequence—once one AutoFlow's conditions are met, the rest won't execute.

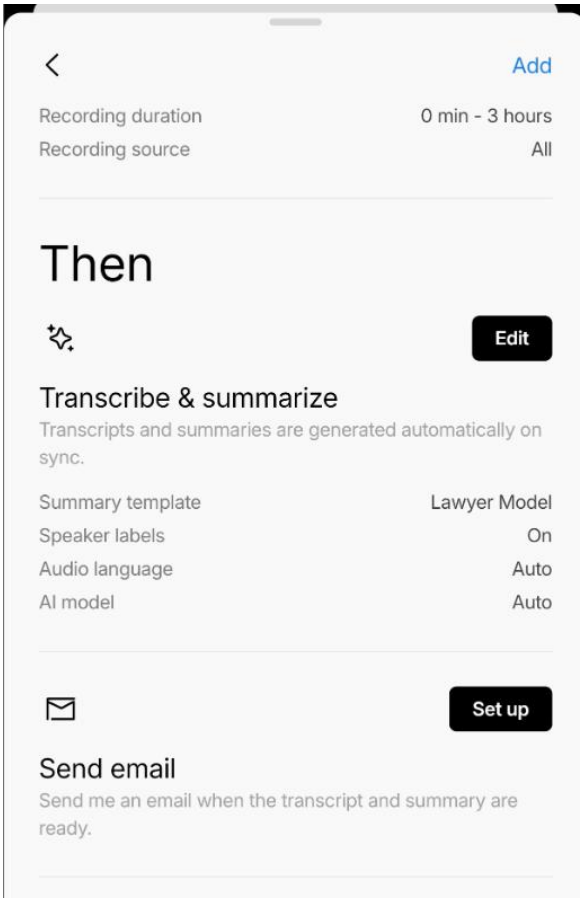


Keyword Triggers: Set a keyword (e.g., "meeting") that, when said within the first 60 seconds of a recording, activates AutoFlow. This is ideal for automatically processing specific recordings like meetings.

Customizable Setup: Use the "When" section to define trigger conditions (e.g., recording keyword, duration, source) and the "Do" section to select custom templates, speaker identification, language options, and AI models for transcript/summary generation.

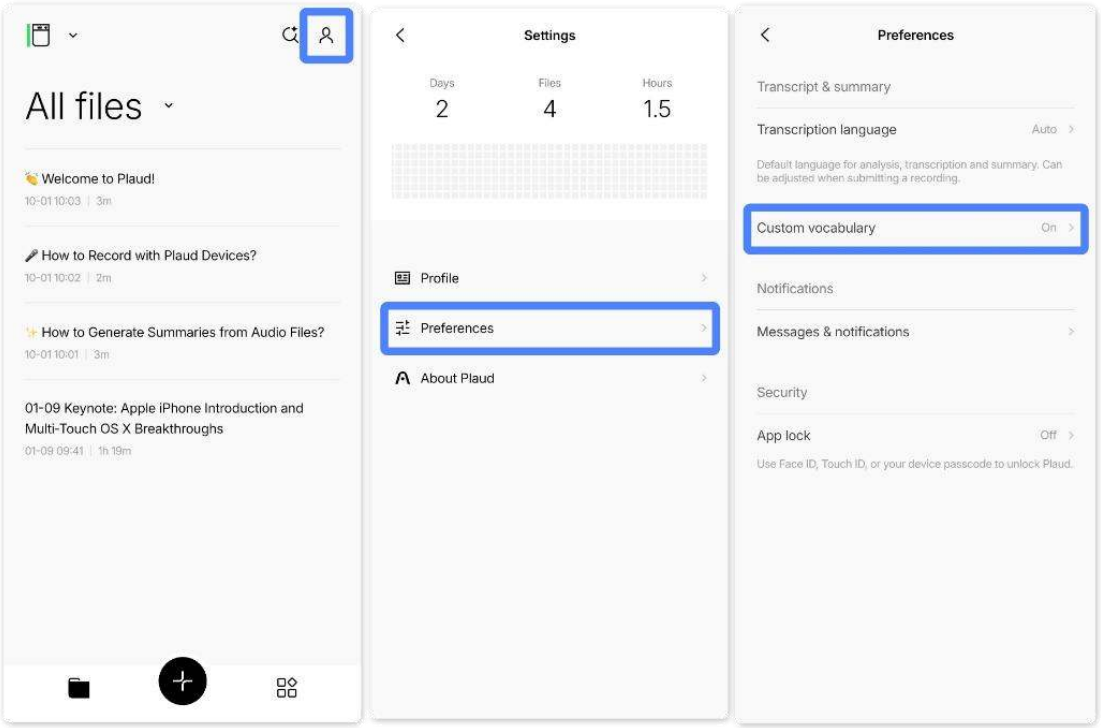
Automatic Delivery: Once set up, you'll receive transcripts and summaries directly in your email inbox.


Add
Name
New Autoflow
Enabled
When
Edit
When a new recording syncs to the cloud and meets all conditions
Syncing recordings from your Plaud device to the cloud.
Recording keyword
-
Recording duration
0 min - 3 hours
Recording source
All
Then
Edit
Transcribe & summarize
Transcripts and summaries are generated automatically on sync.
Summary template
Lawyer Model
Speaker labels
On
Audio language
Auto
AI model
Auto

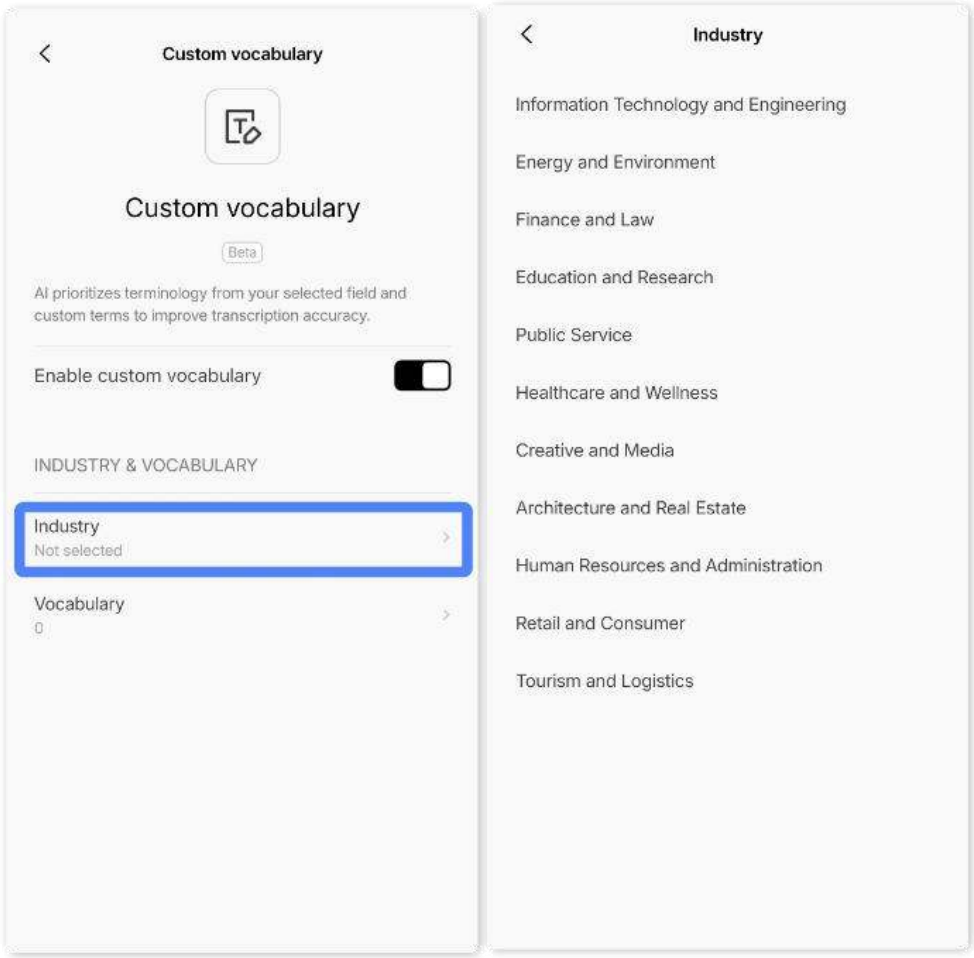


2. Custom Vocabulary

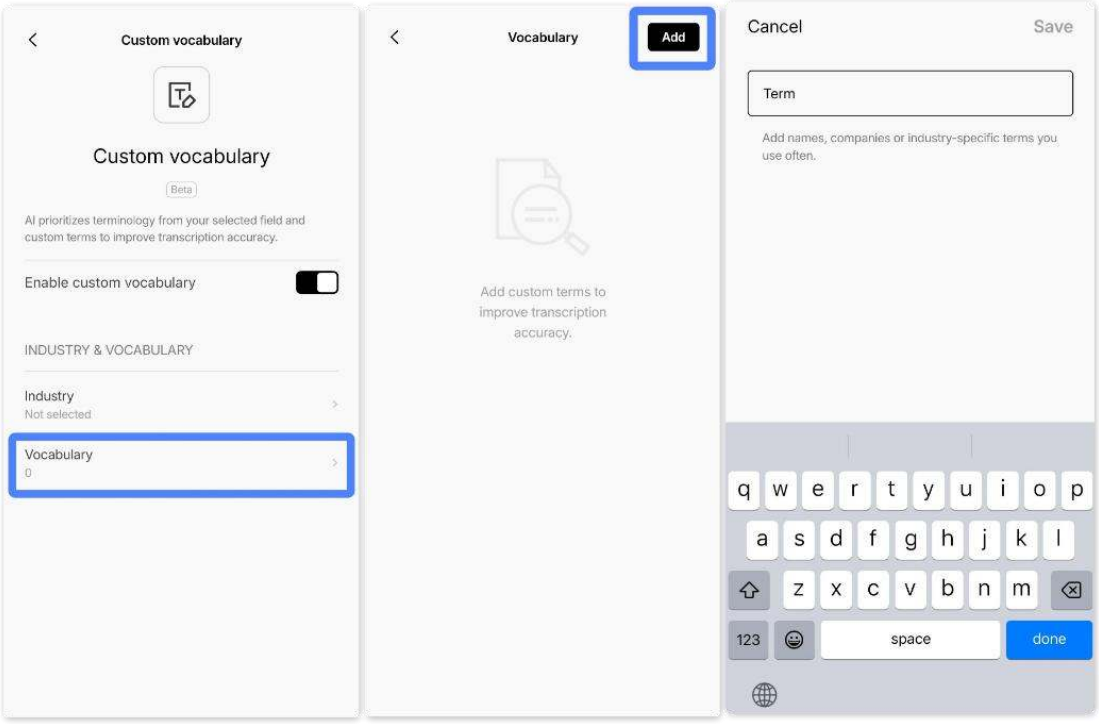
The **Custom Vocabulary** feature is designed to enhance transcription accuracy by tailoring it to your specific needs. Here is what you need to know.



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.

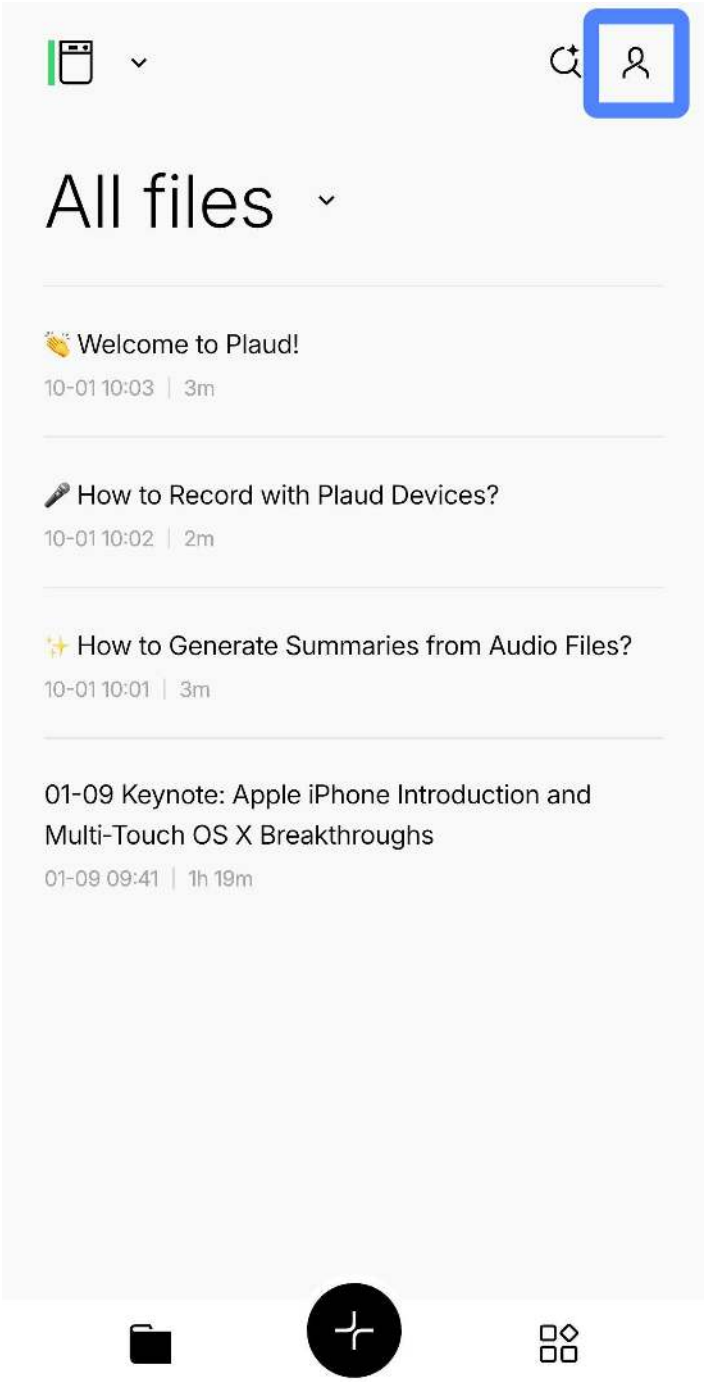
2.9 Other Settings

1. Change Password

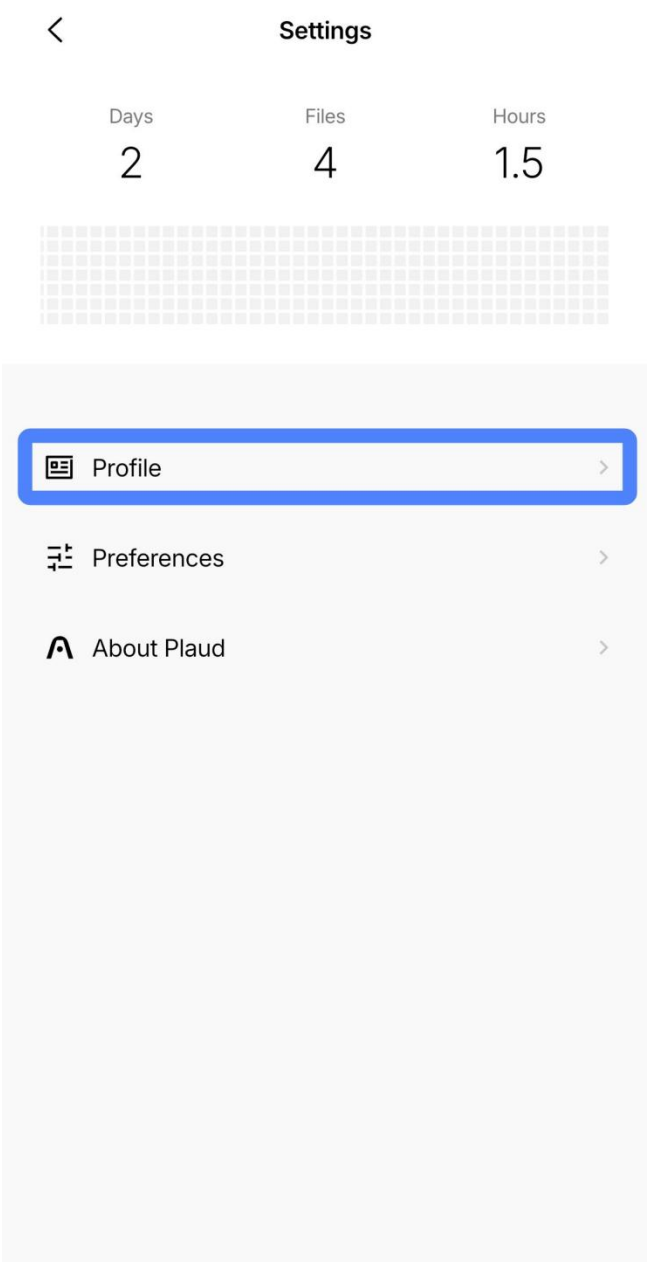
The Plaud app allows you to change the login password when you are login with email address and password.

To do that, please follow the steps below:

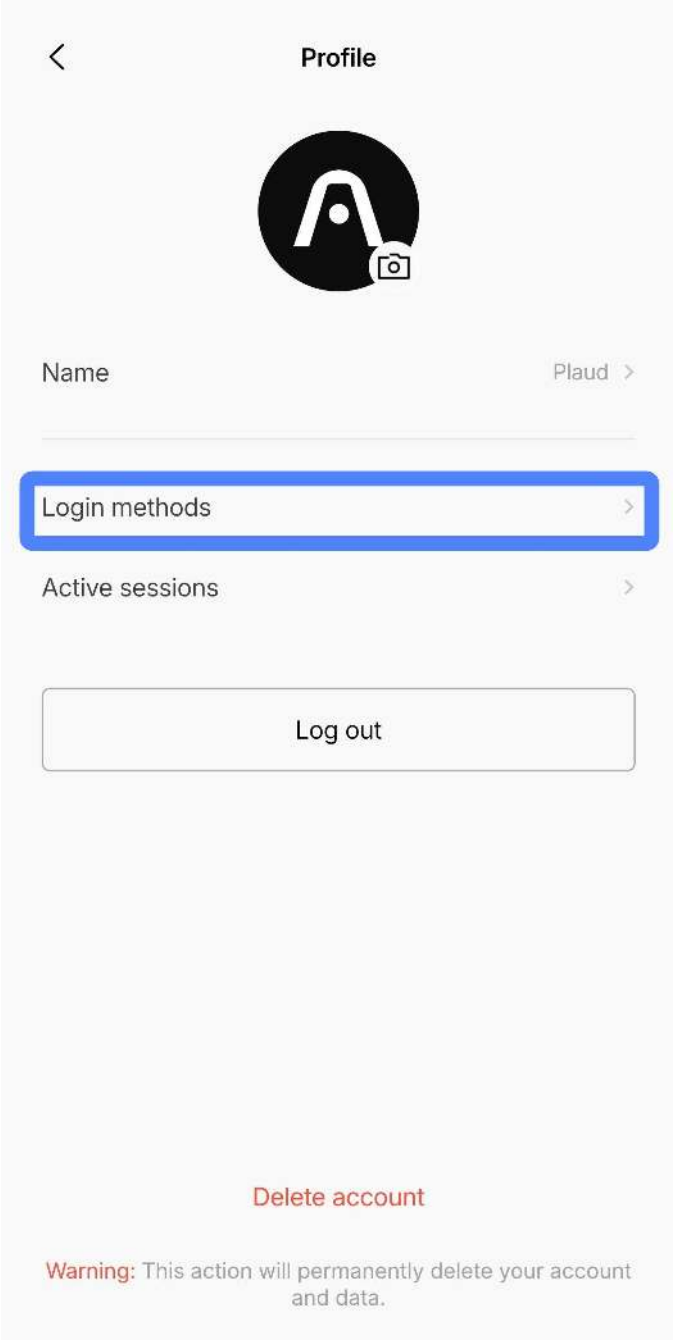
- Tap on the top-right icon to enter the "**Settings**" page.



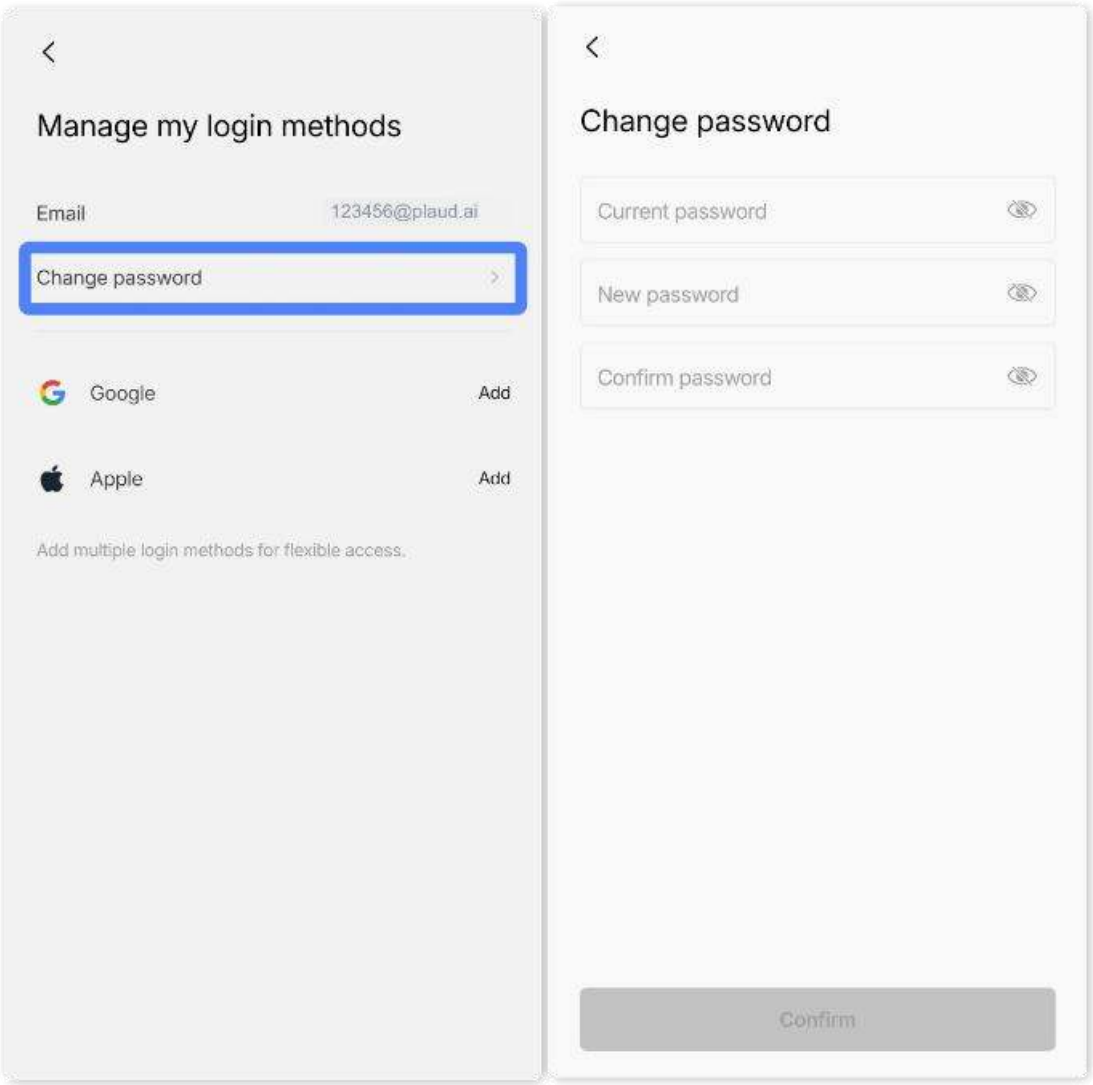
- Tap on "**Profile**" to enter the profile page.



- Tap on "**Login methods**" to manage your login methods.

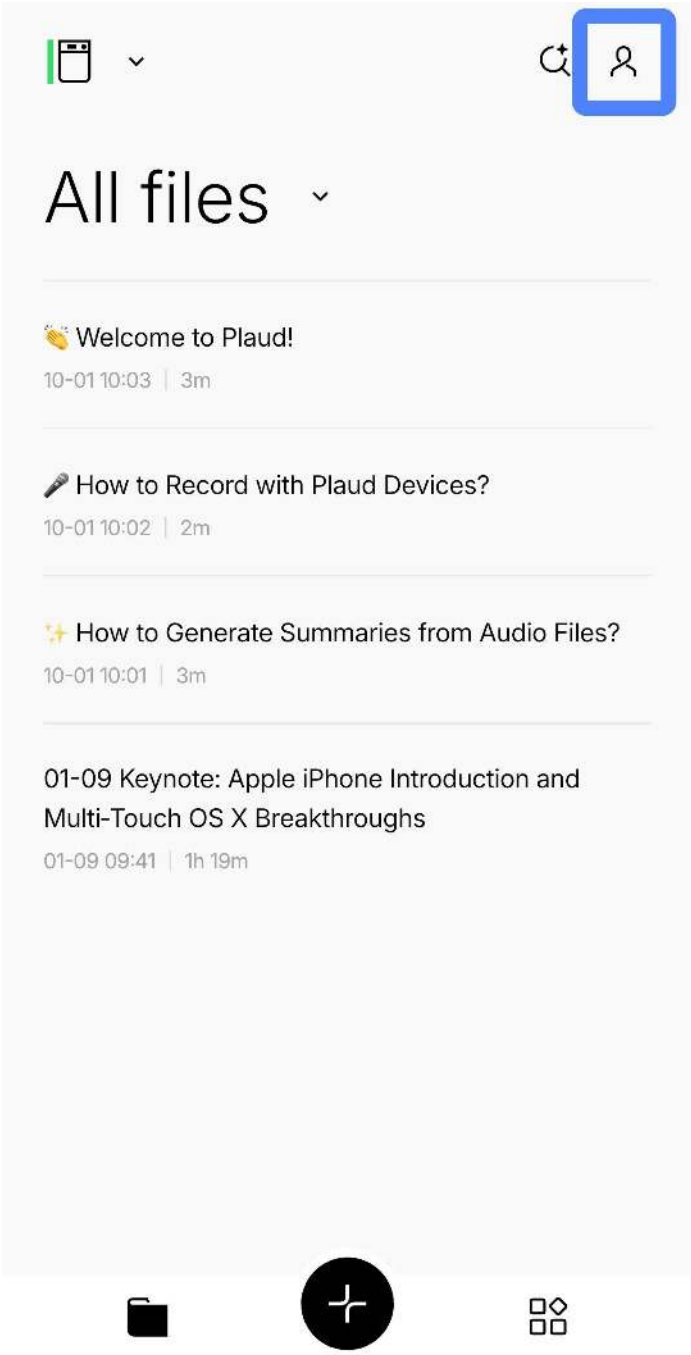


- Tap "**Change password**" to set your new password.

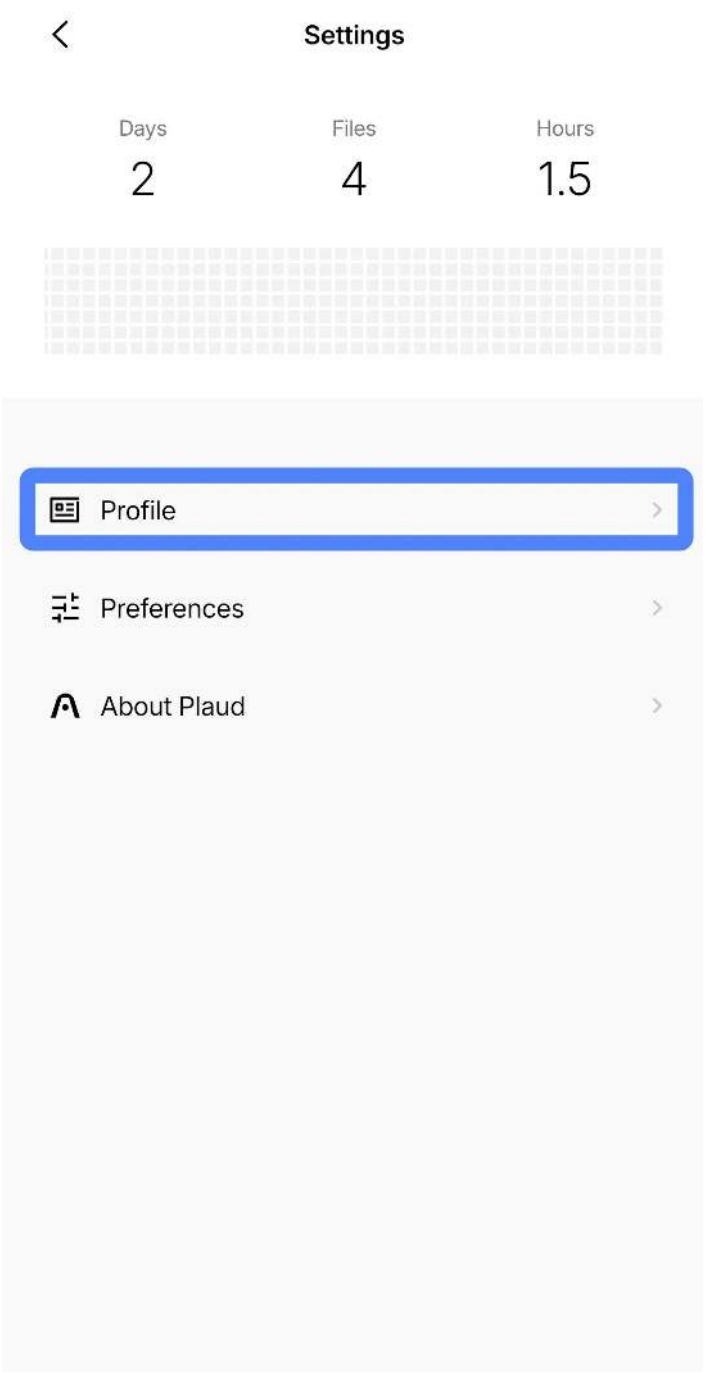


2. Manage Login Methods

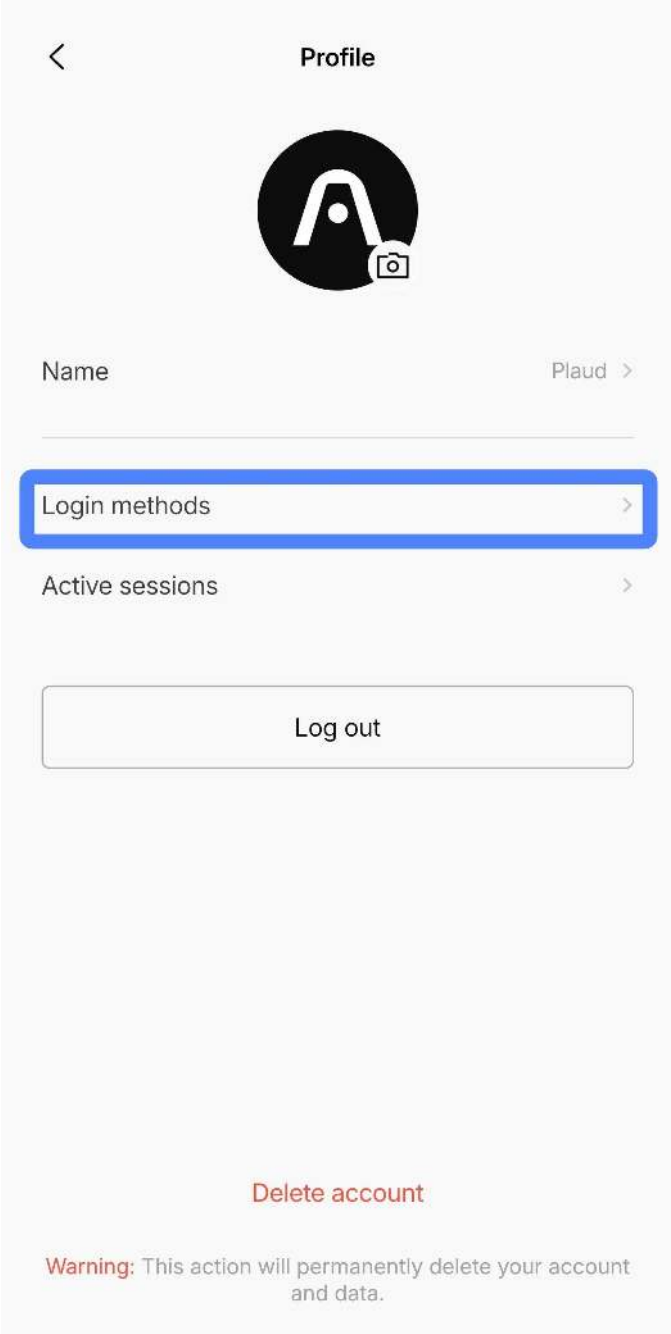
To do that, please tap on the top-right icon to enter the "**Settings**" page.



Then tap on "**Profile**" to enter the profile page.



Then tap on "**Login methods**" to manage your login methods.



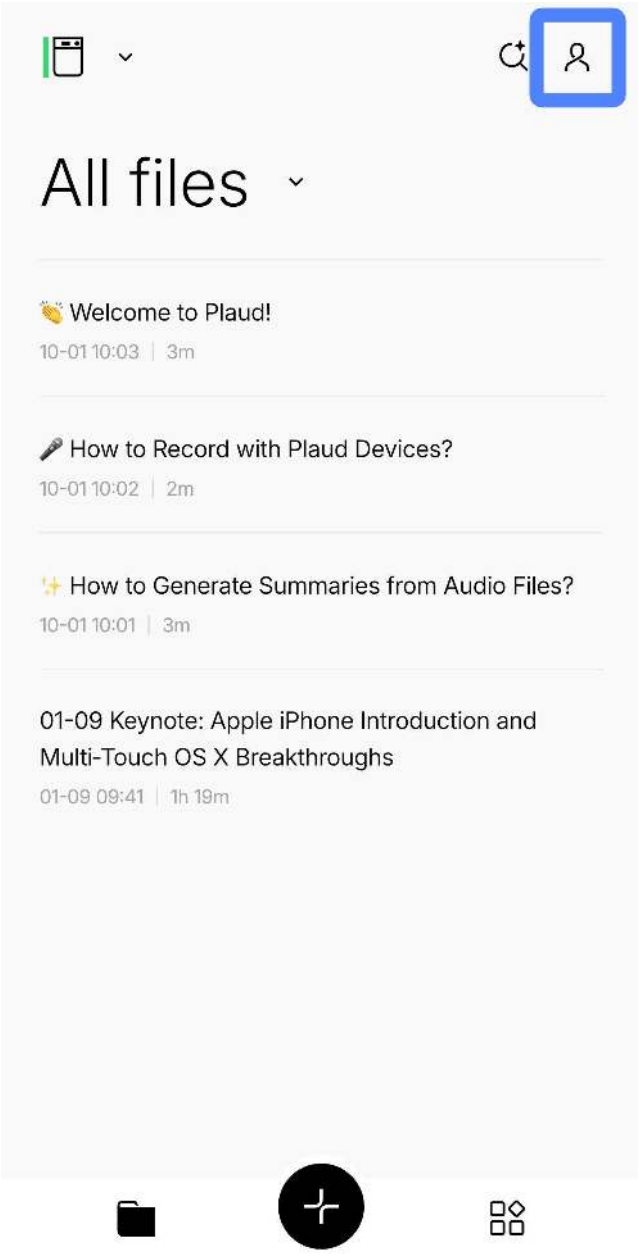
This page allows you to add or remove the login methods.

Note:

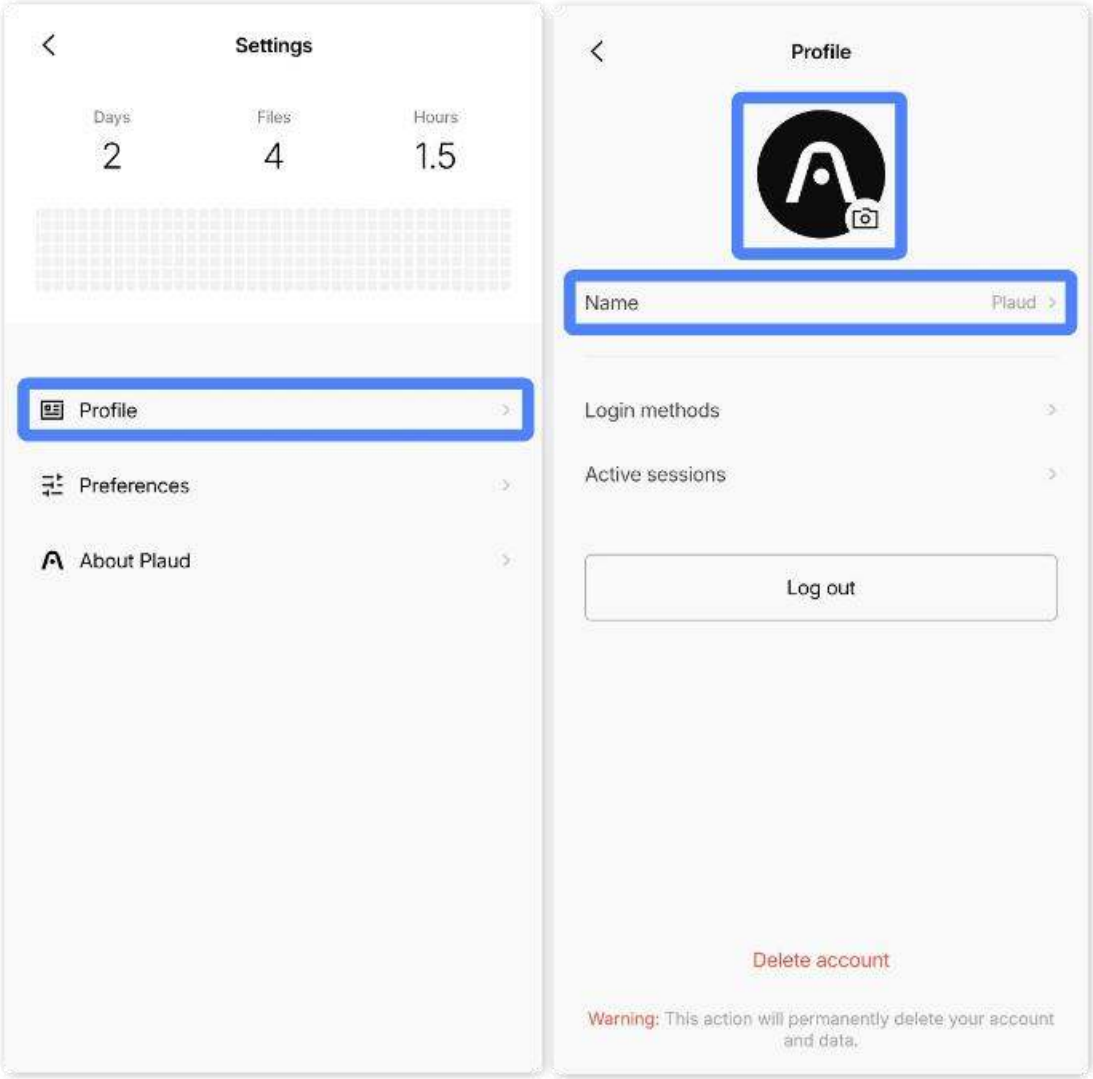
- The last remaining login method cannot be removed.
- For users using the email login method, the email login method cannot be removed.
- Each account must have at least one login method.

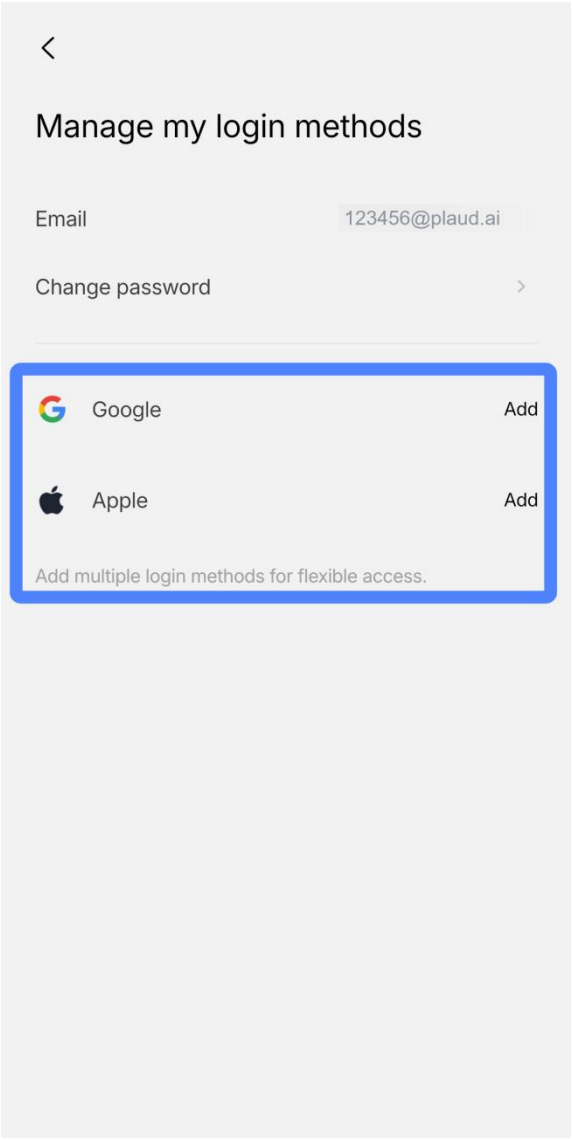
3. Adjust Profile Details

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



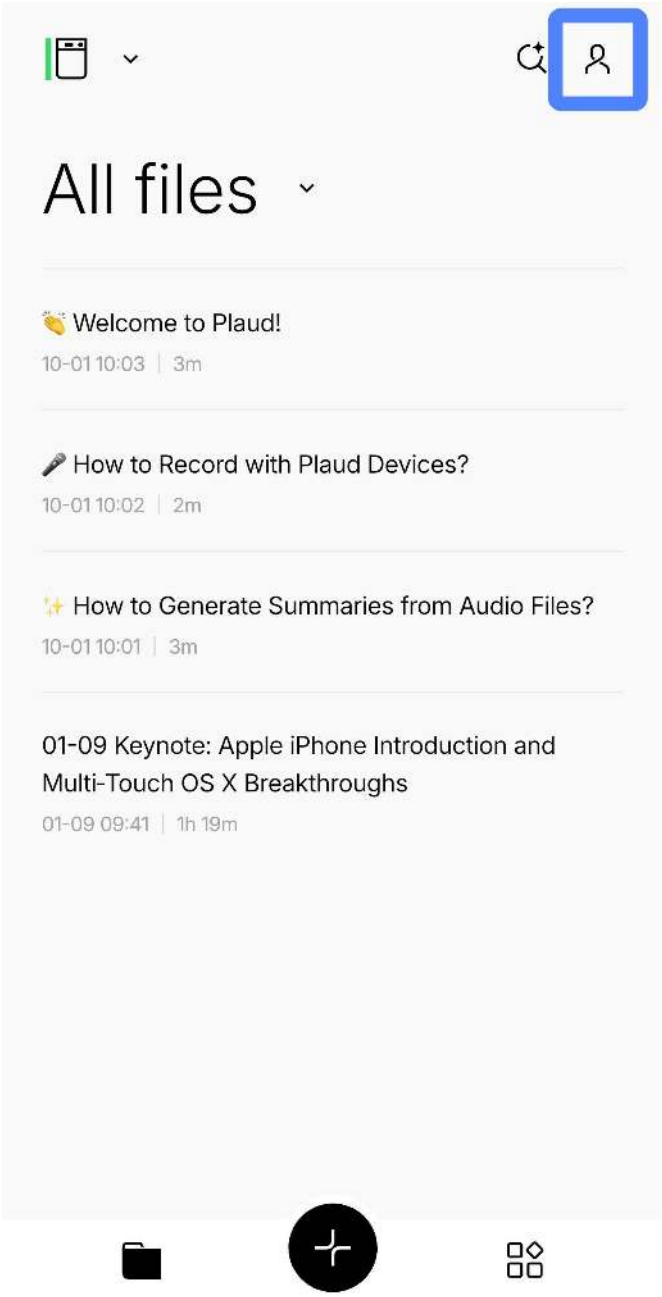
Then tap on "**Profile**" to enter the profile page to adjust your profile picture or name.


Settings
Days
2
Files
4
Hours
1.5
Profile
Preferences
About Plaud
Profile
Name
Plaud
Login methods
Active sessions
Log out
Delete account
Warning: This action will permanently delete your account and data.

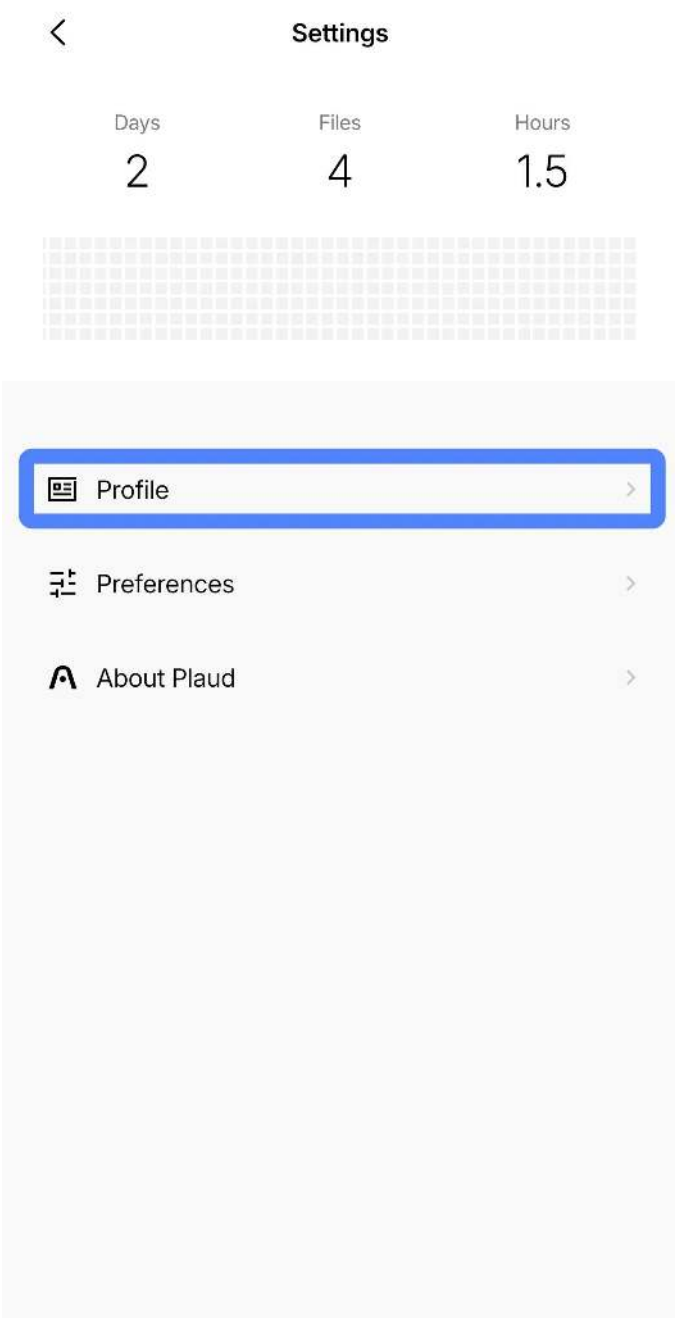


4. Delete Account

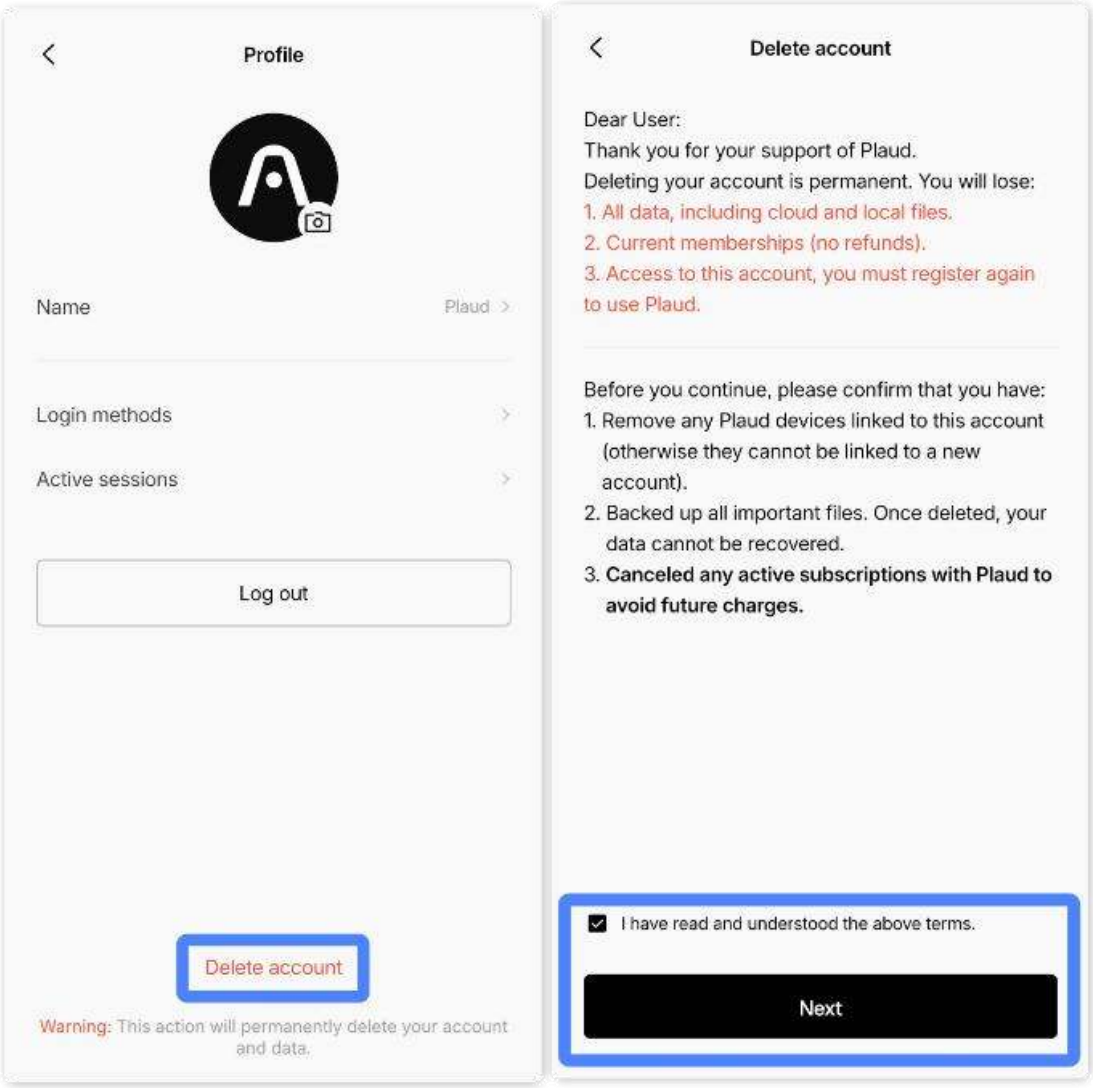
We highly recommend you contacting us before canceling your account if you encounter any issues or problems. We are here to help you and ensure a smooth experience with our products.
Please note that once you delete your account, all personal data associated with it will be permanently deleted. This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

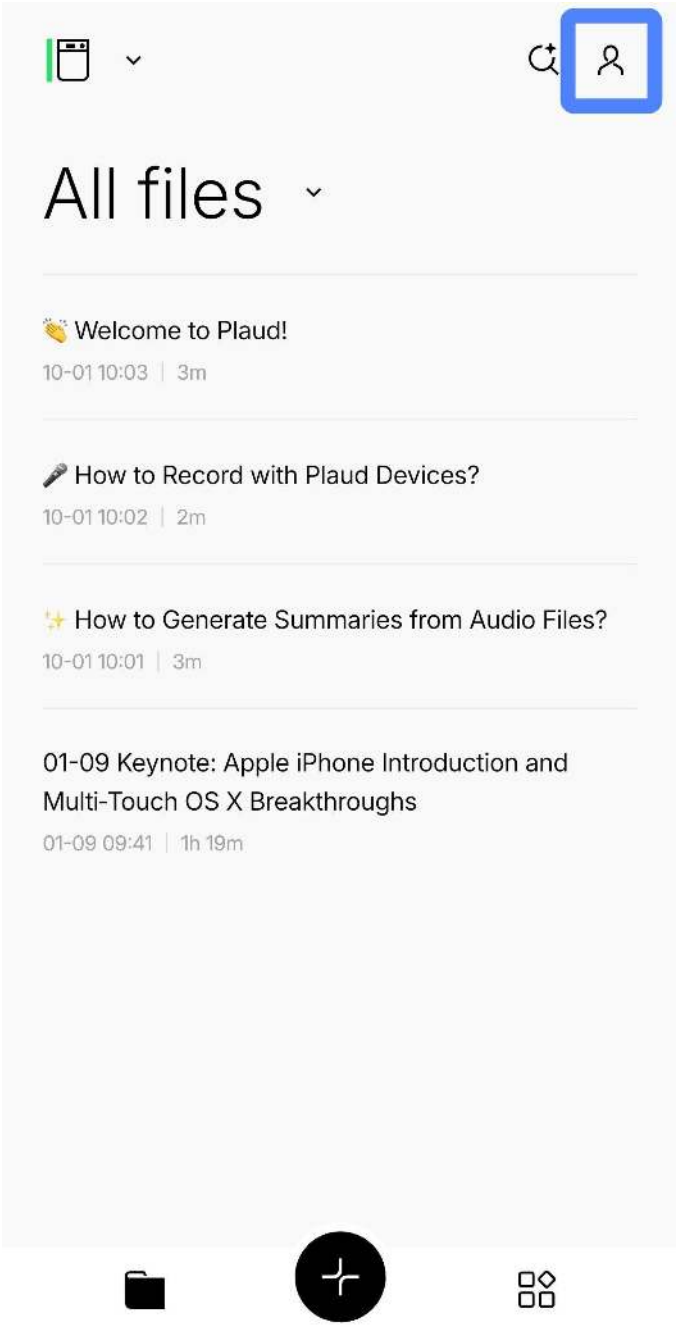


Then tap on "**Delete account**" and follow the instructions to delete your Plaud account.

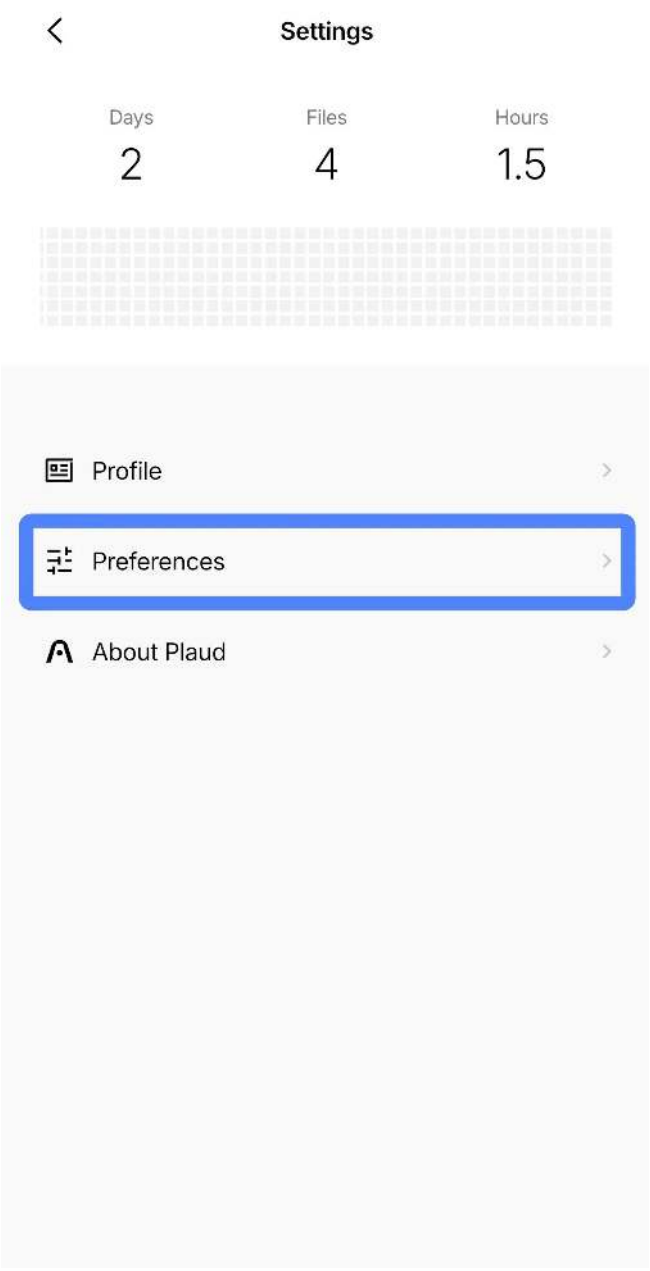


5. Enable App Lock

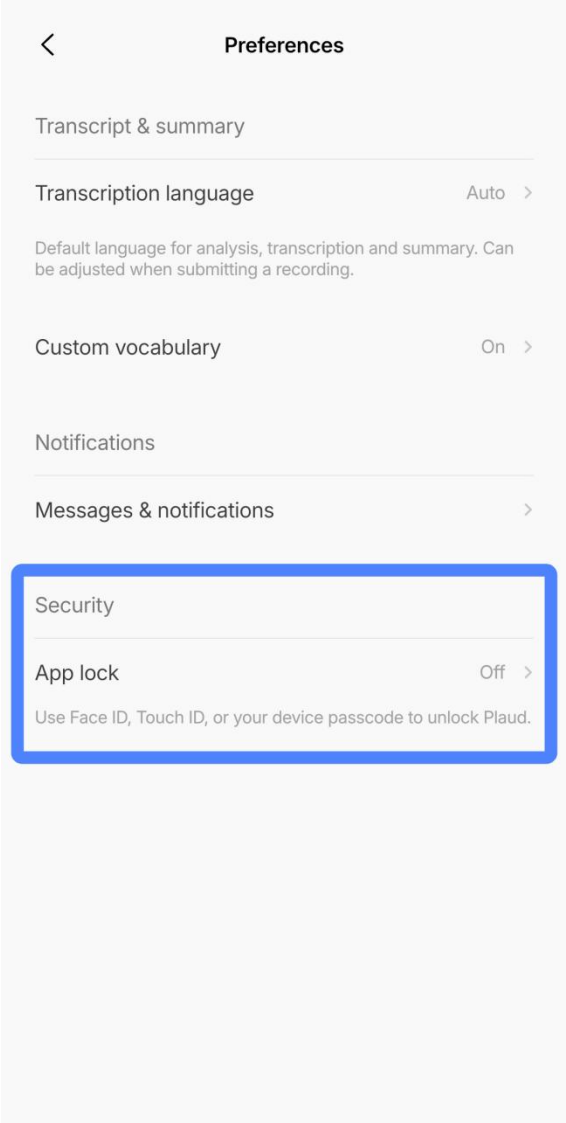
To do that, please tap on the top-right icon to enter the "**Settings**" page.



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

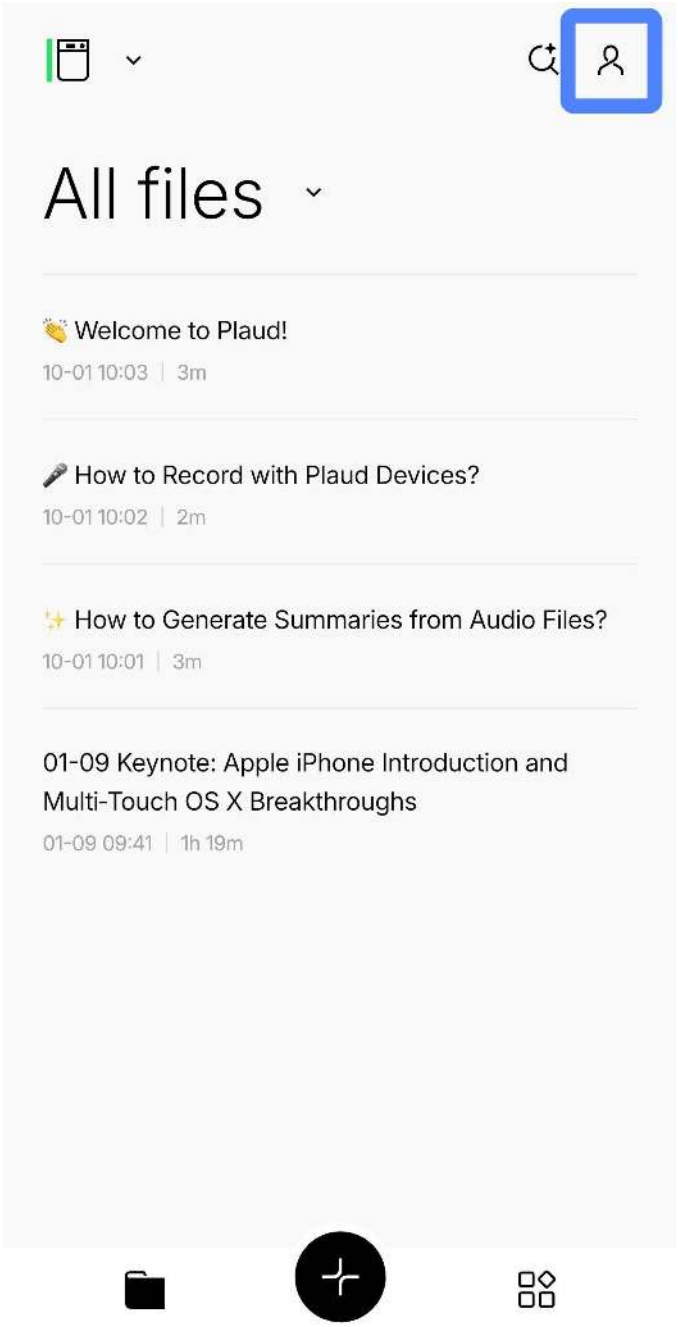


Then tap on "**App lock**" to activate the biometric lock.

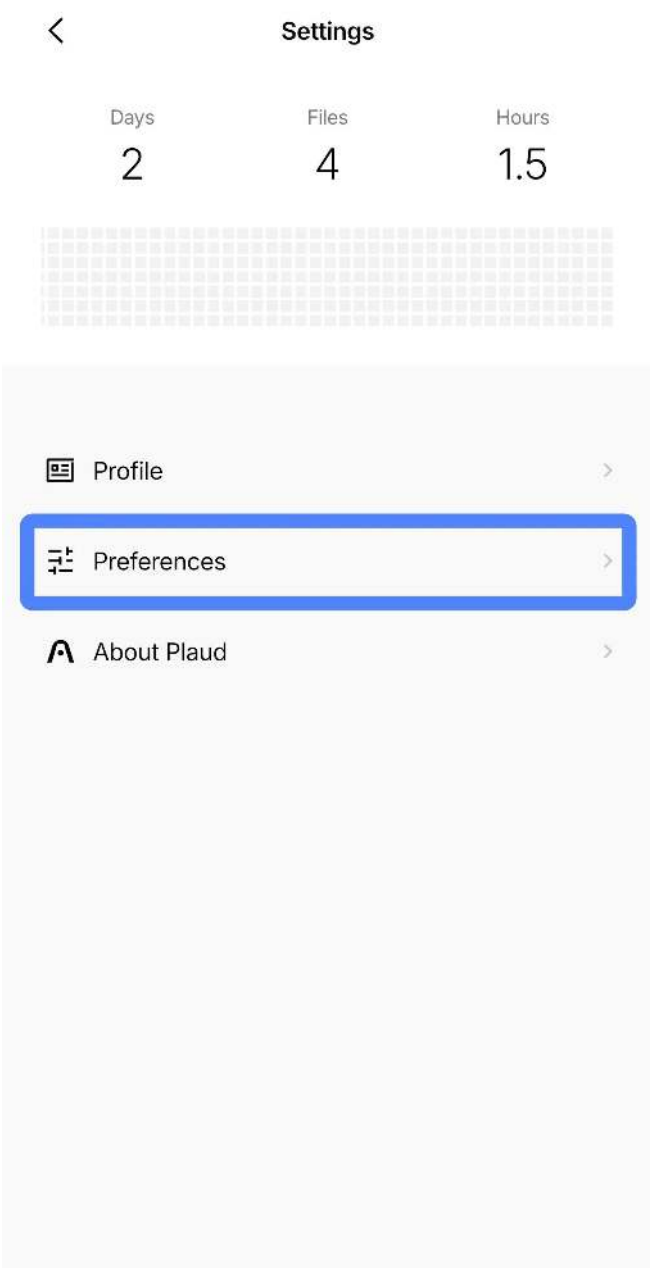


6. Enable Notifications

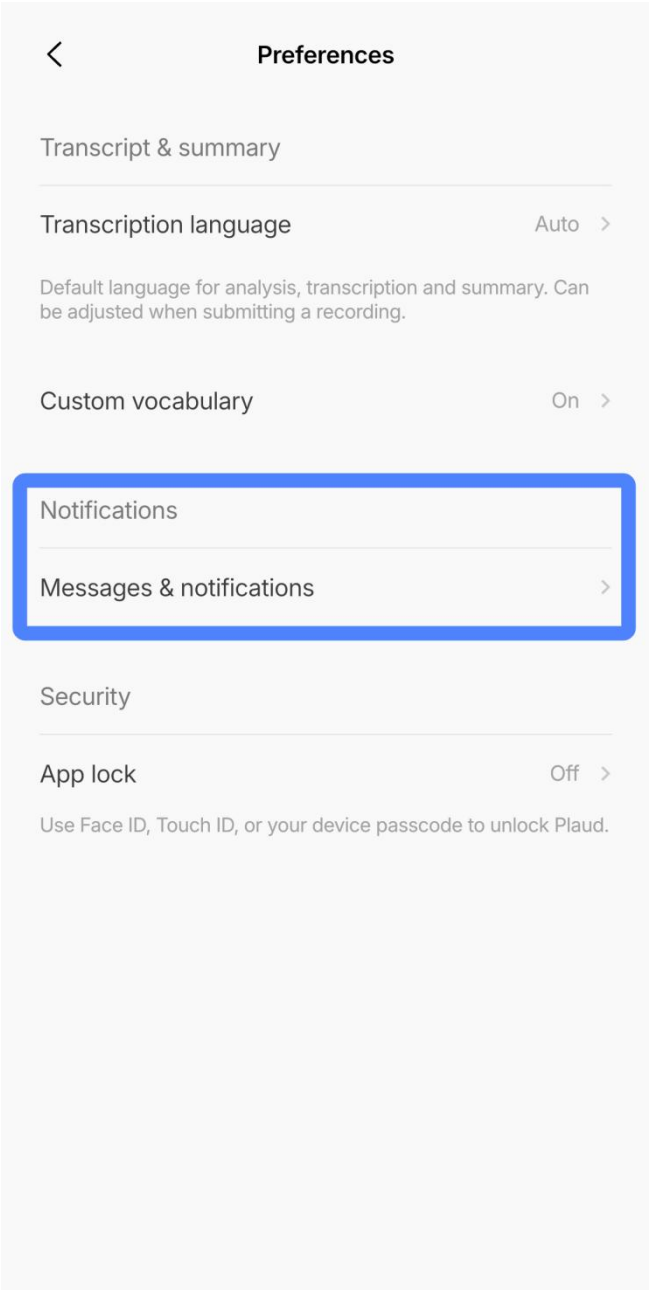
To do that, please tap on the top-right icon to enter the "**Settings**" page.



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

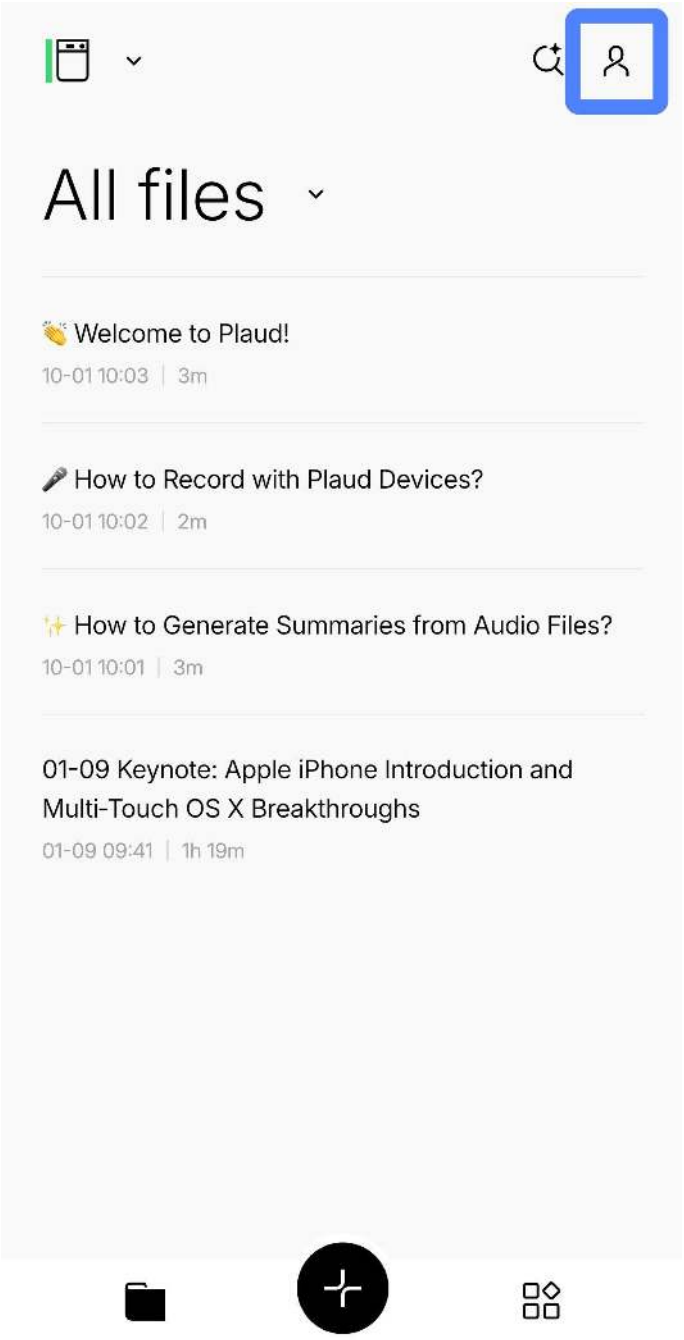


Then tap on "**Messages & notifications**" to enable the notifications for promotions & updates.

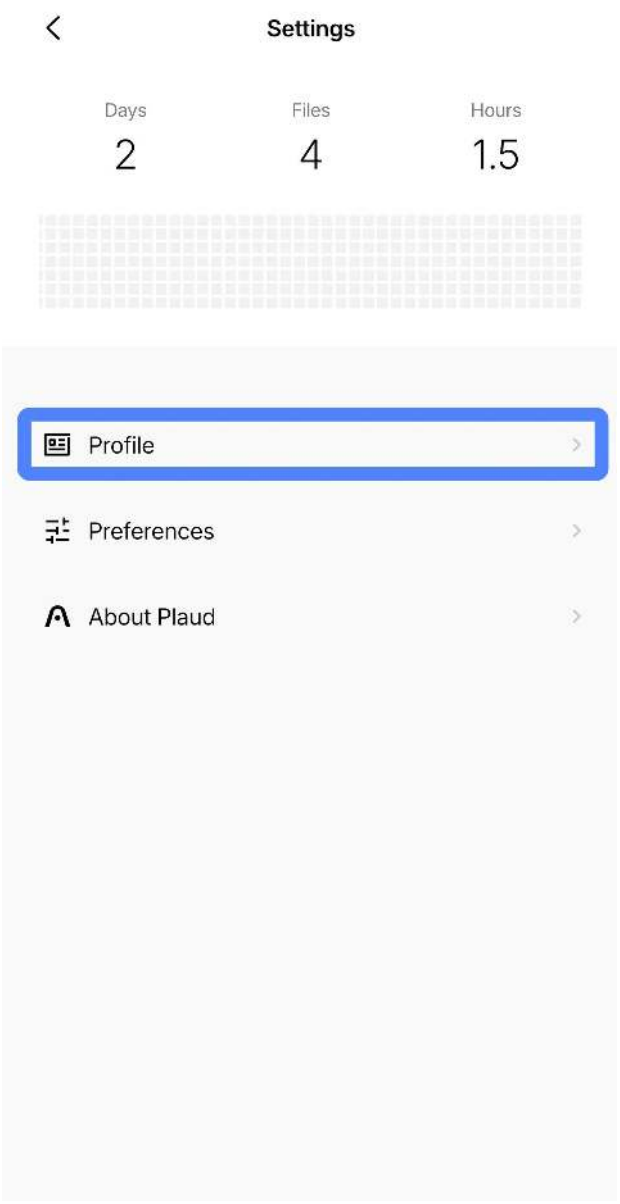


7. Manage Active Sessions

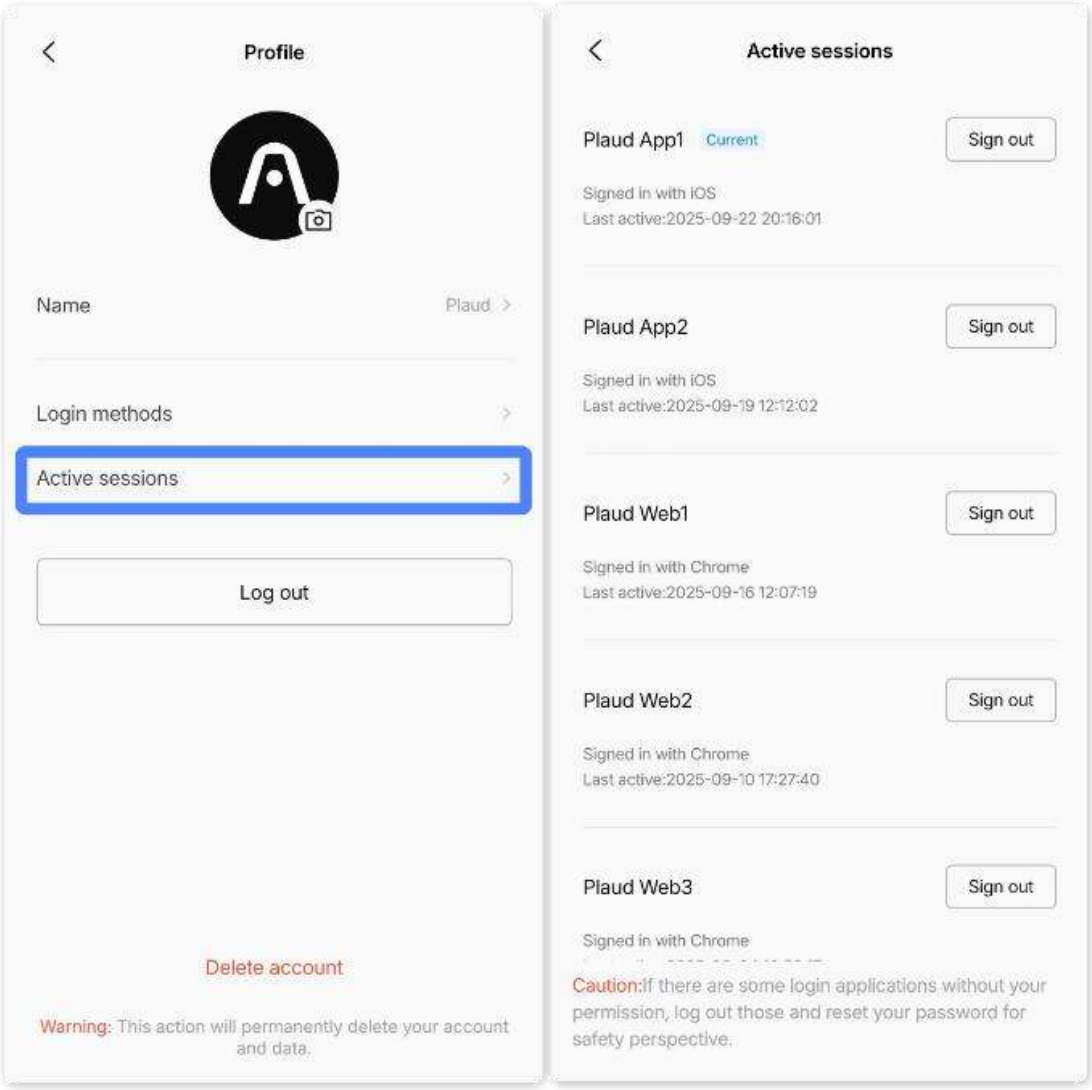
If there are some login applications without your permission, log out those and reset your password for safety purposes.
To do that, please tap on the top-right icon to enter the "**Settings**" page.



Then tap on "**Profile**" to enter the profile page.

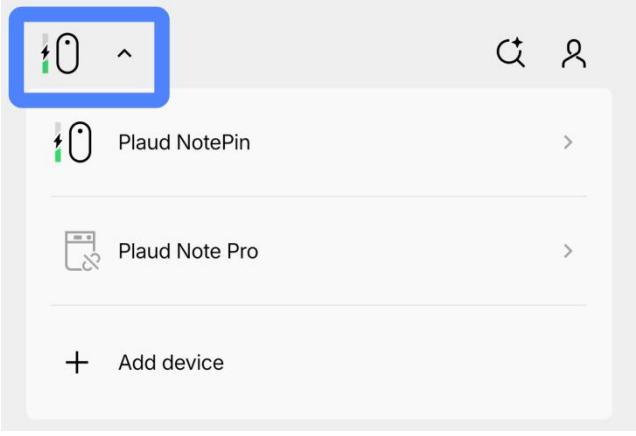


Then tap on "**Active sessions**" to manage your sessions.

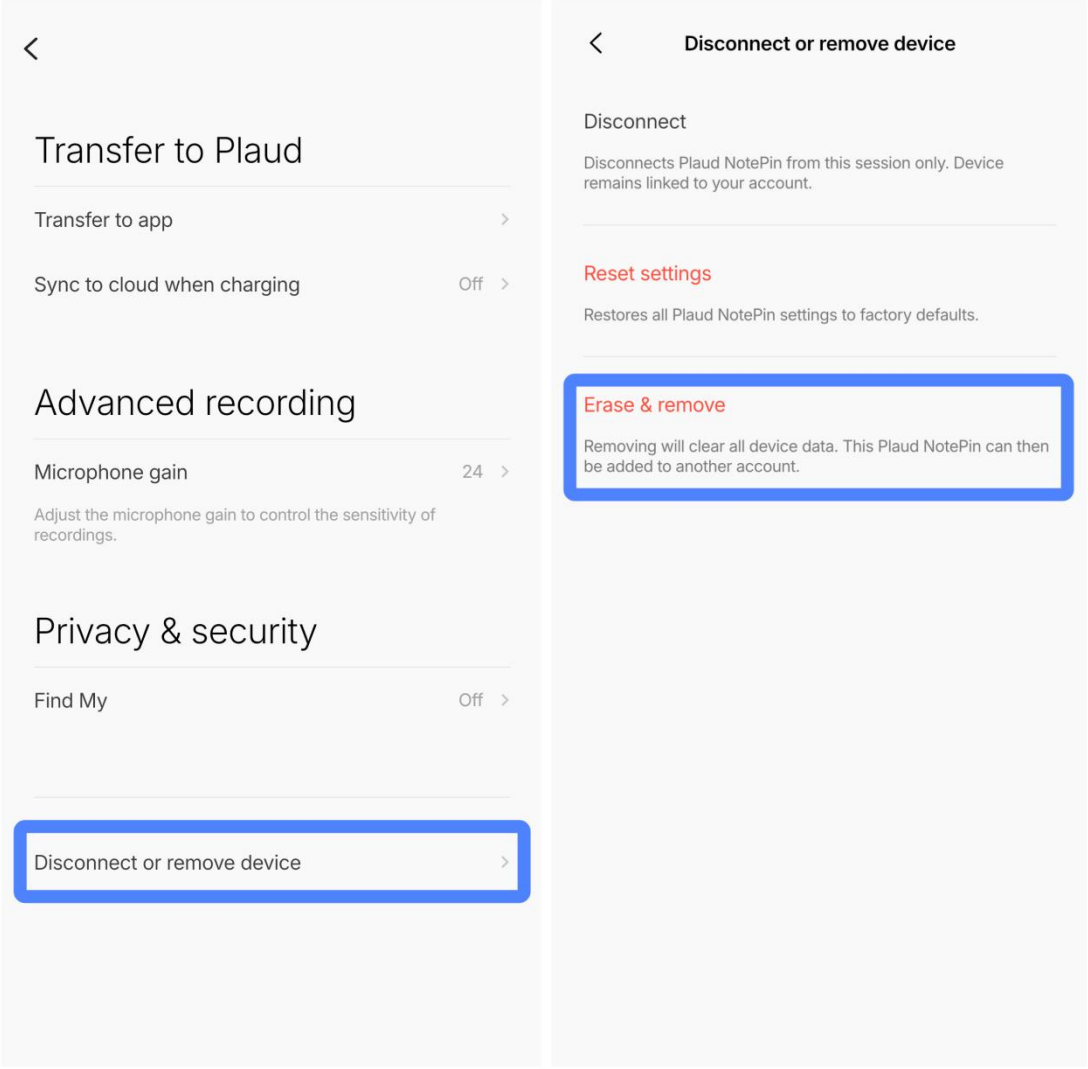


8. Unbind Device

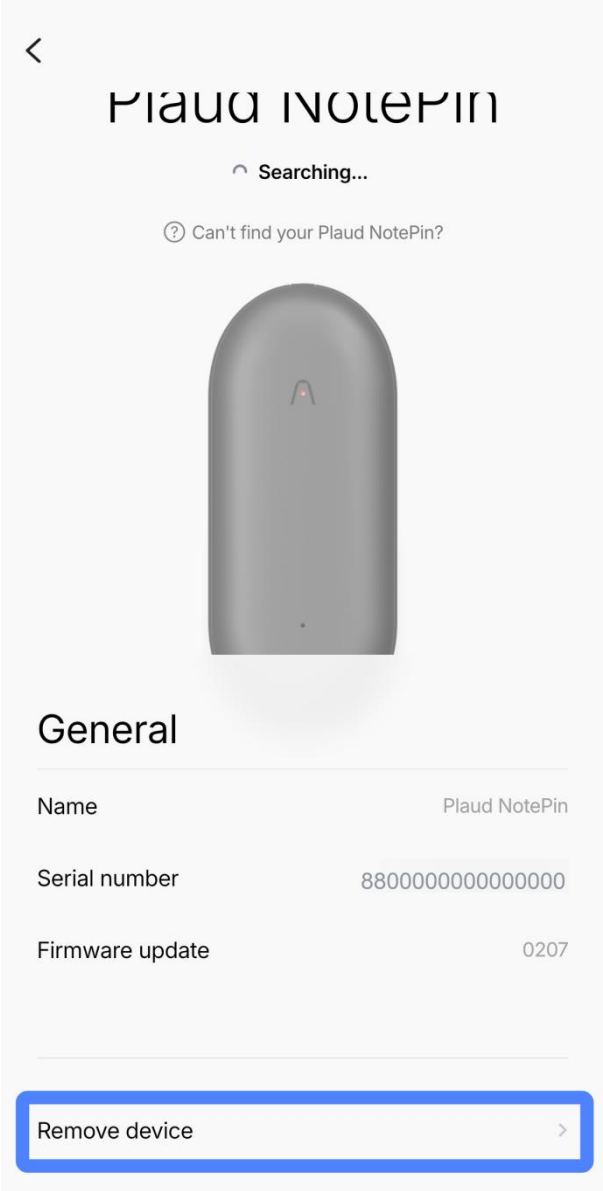
It is supported to unbind the device from your account with or without connecting the device to your Plaud App.
To do that, tap the top-left icon to choose the device you want to unbind.



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.



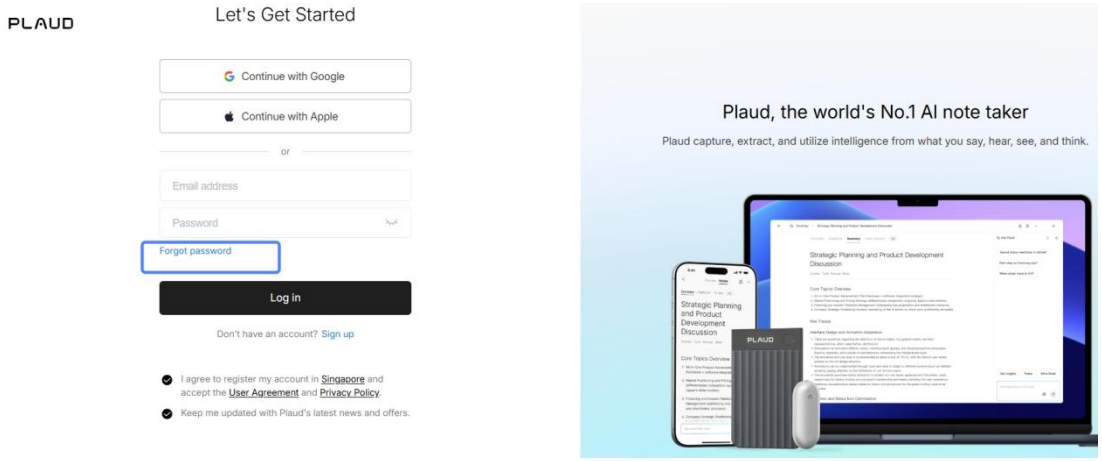
Note: Removing will clear all device data.

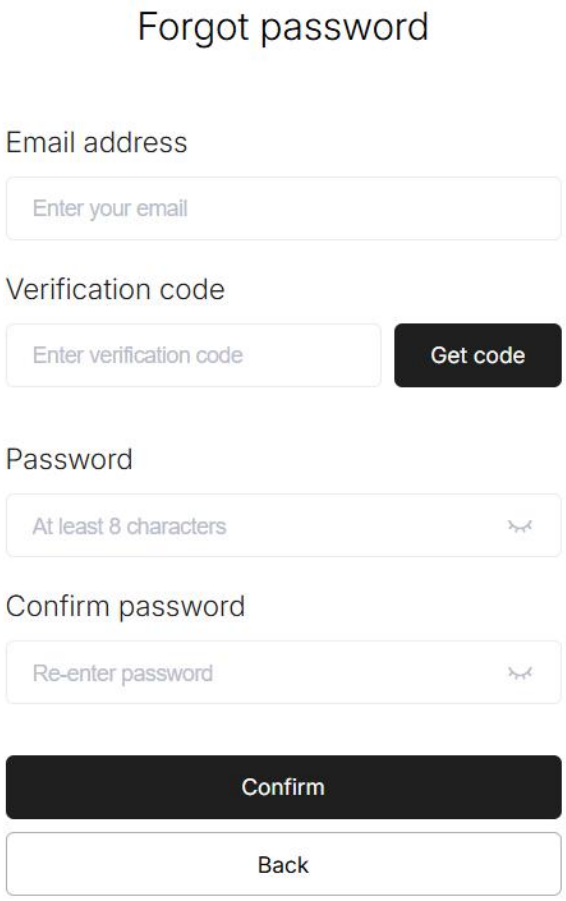
3. Plaud Web

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.

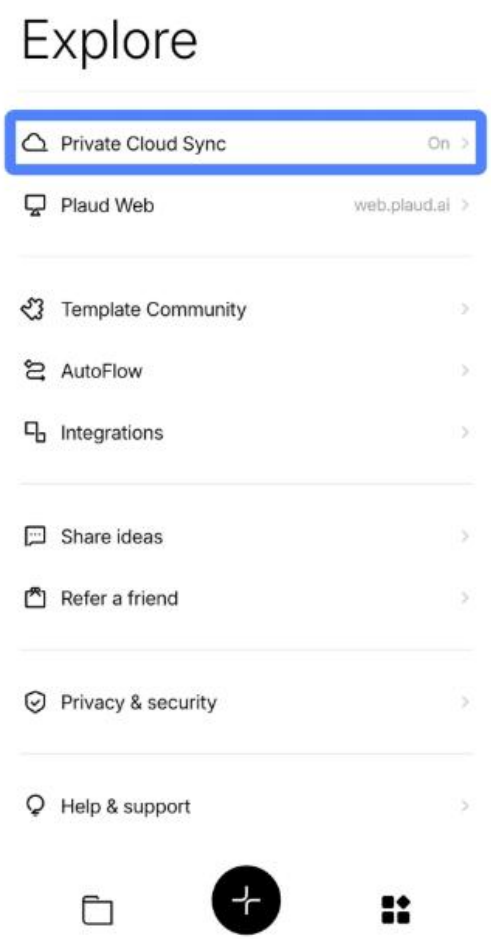




Plaud Web can operate independently once you log in. All files created or uploaded directly on Plaud Web are automatically stored in the cloud and accessible across devices(except for the Plaud App without enabling the **Private Cloud Sync**).

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.

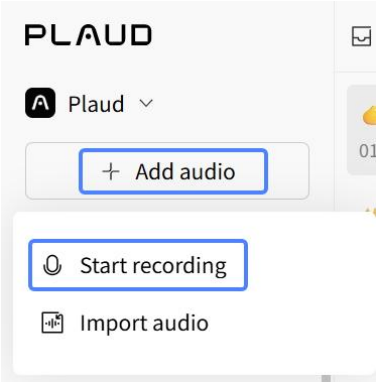


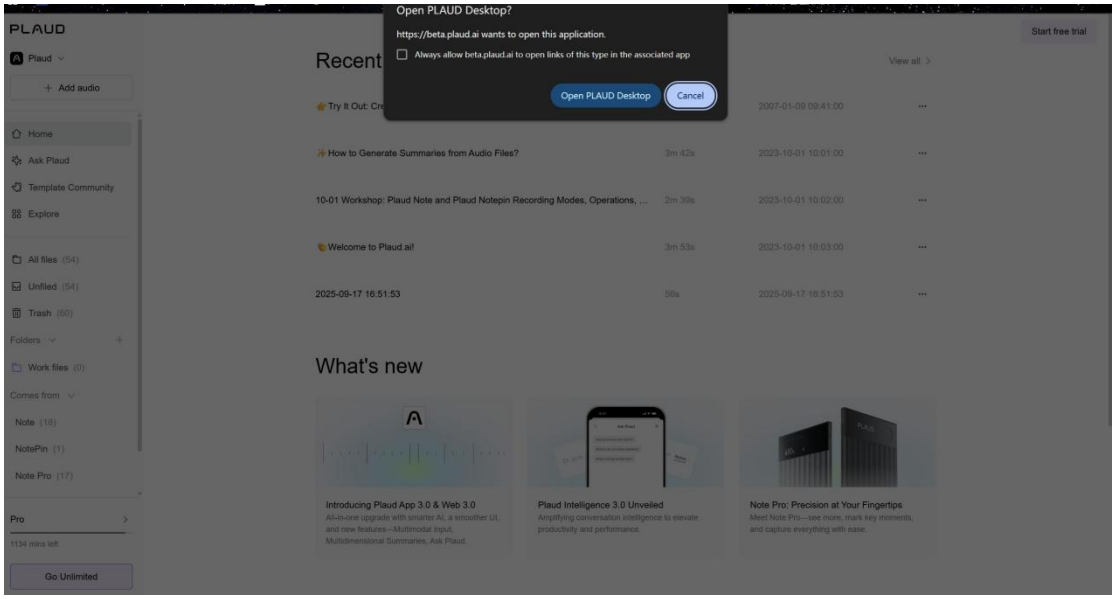


3.2 Process Audios

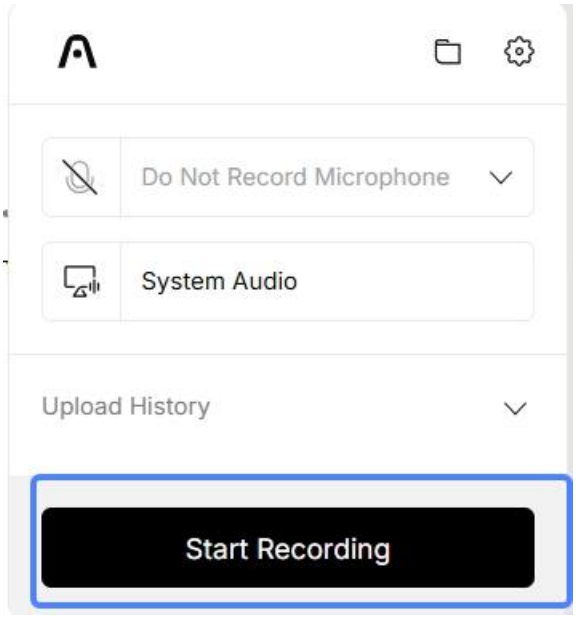
1. Add Audio

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.

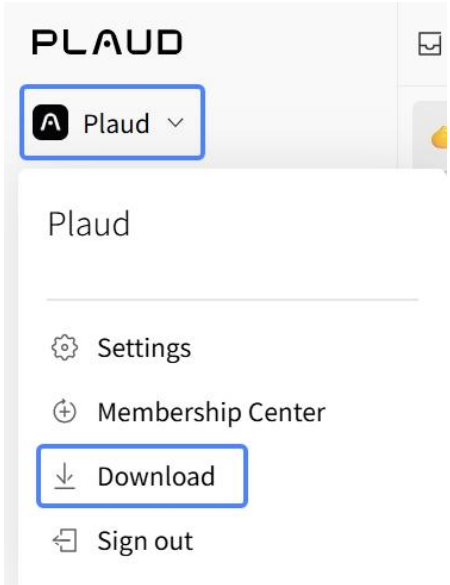


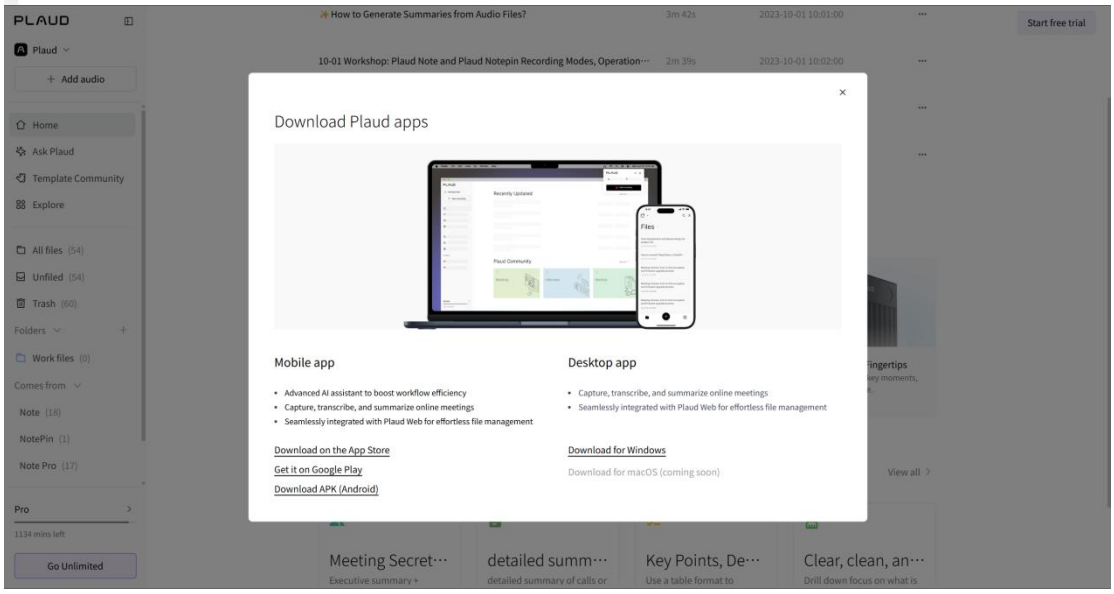


Then you may click the "**Start Recording**" button in the Plaud desktop to record.

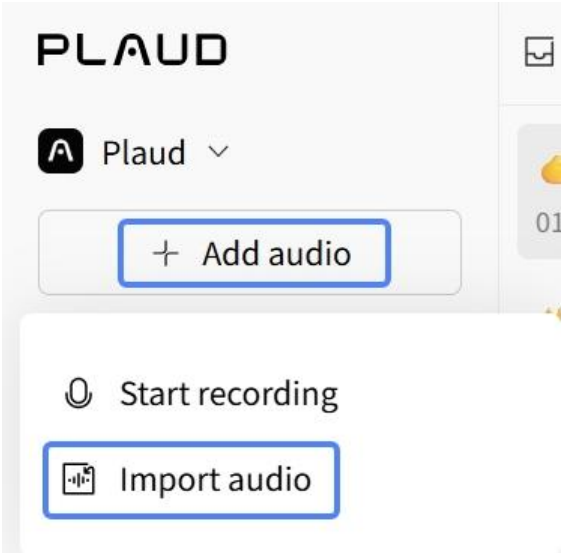


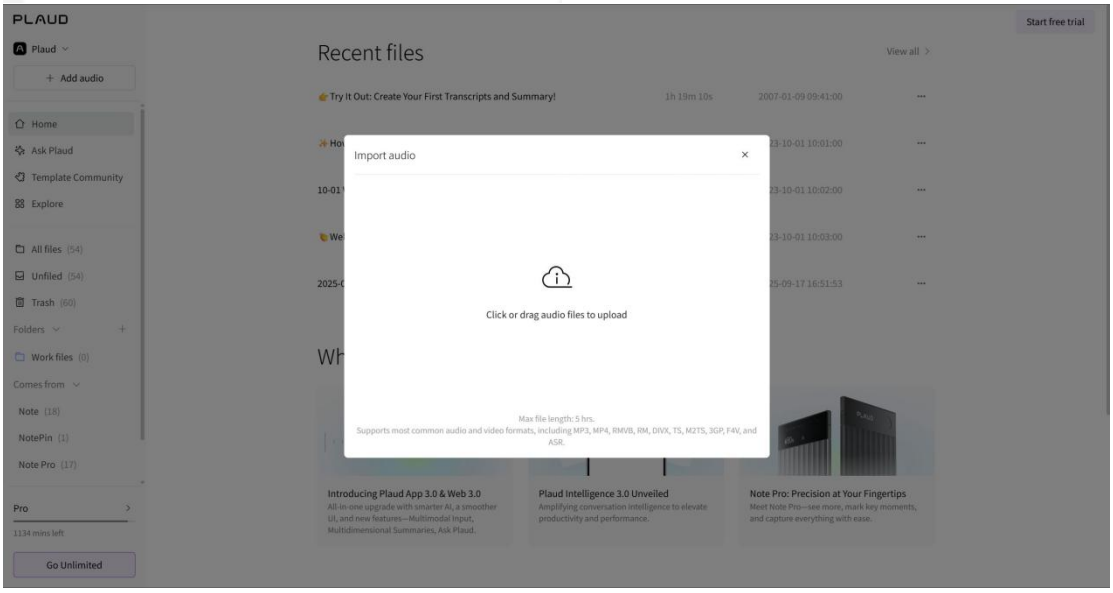
If you did not install the Plaud desktop before, you may need to download the Plaud desktop first in the following page.





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.





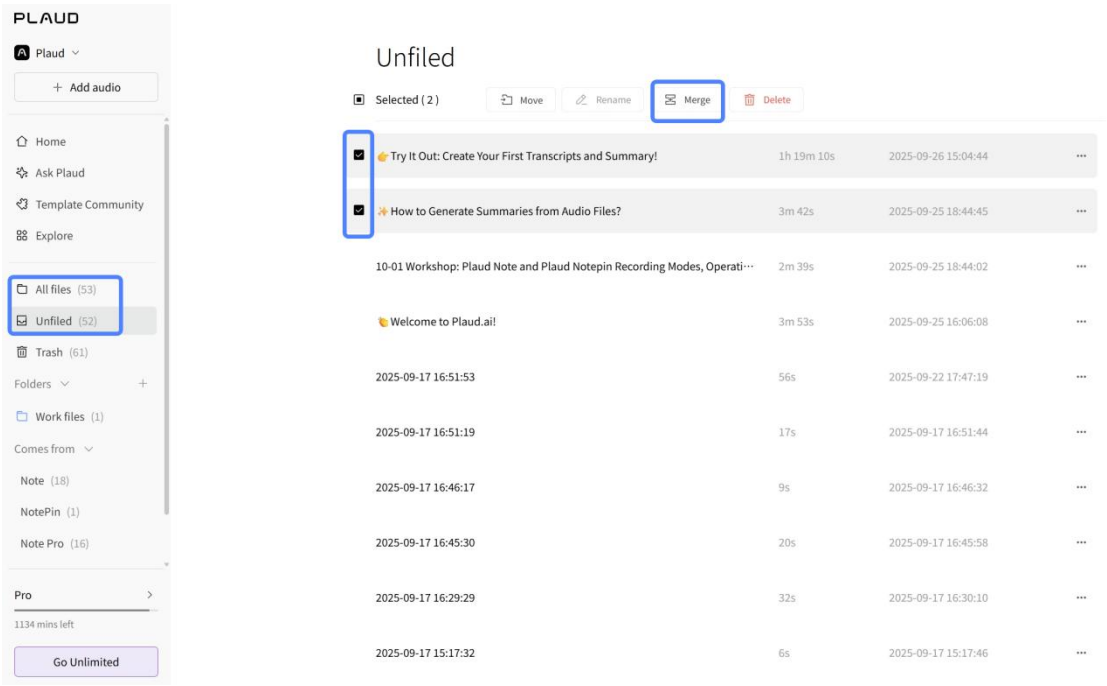
Note: When you import an audio file, the system uses the original recording's creation time (not the import time) as the file's creation time in Plaud Web. If you cannot find your newly imported recording in the file list, but receive a "file already exists" message when trying to import again, this 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.

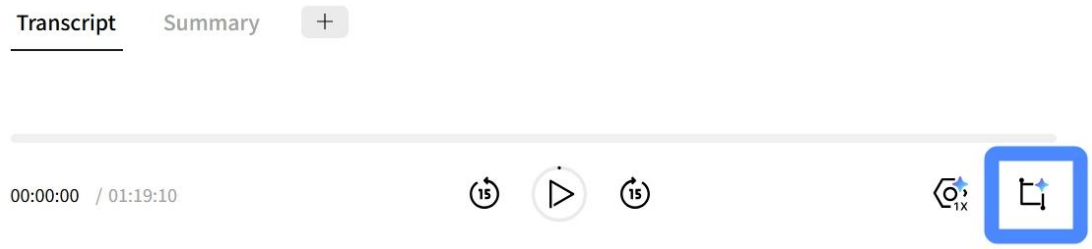


Note: The merged recording will appear as a new, separate file in your file list, rather than modifying any of the original selected recordings. The original recordings will remain unchanged.

3. Edit Audio

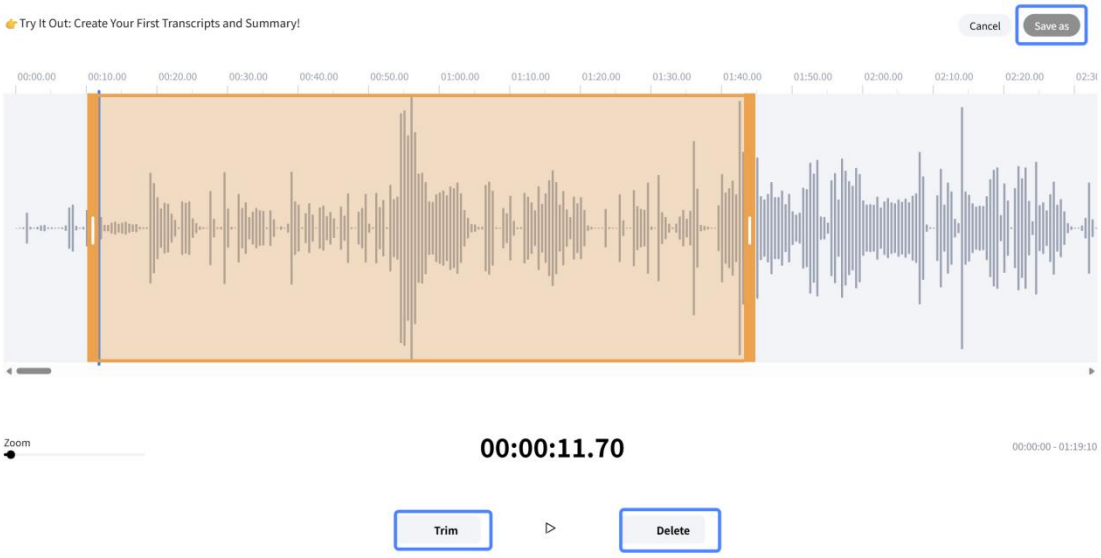
To trim or delete a recording clip, please follow the steps below:

- 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.

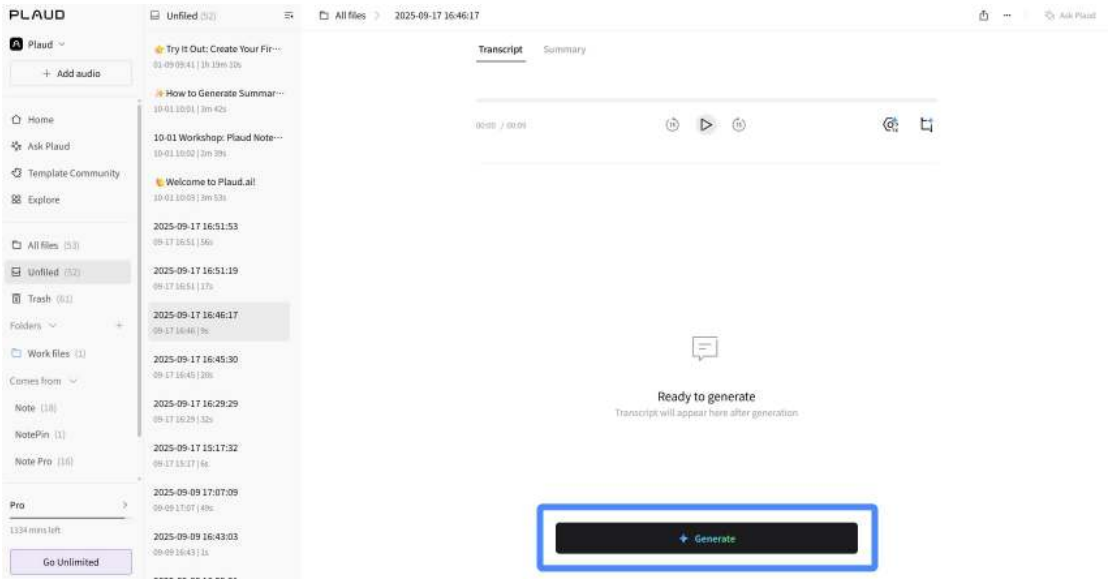
Note: You may click and drag the button at the bottom-left to zoom in or zoom out the audio for your convenience.

3.3 Transcribe

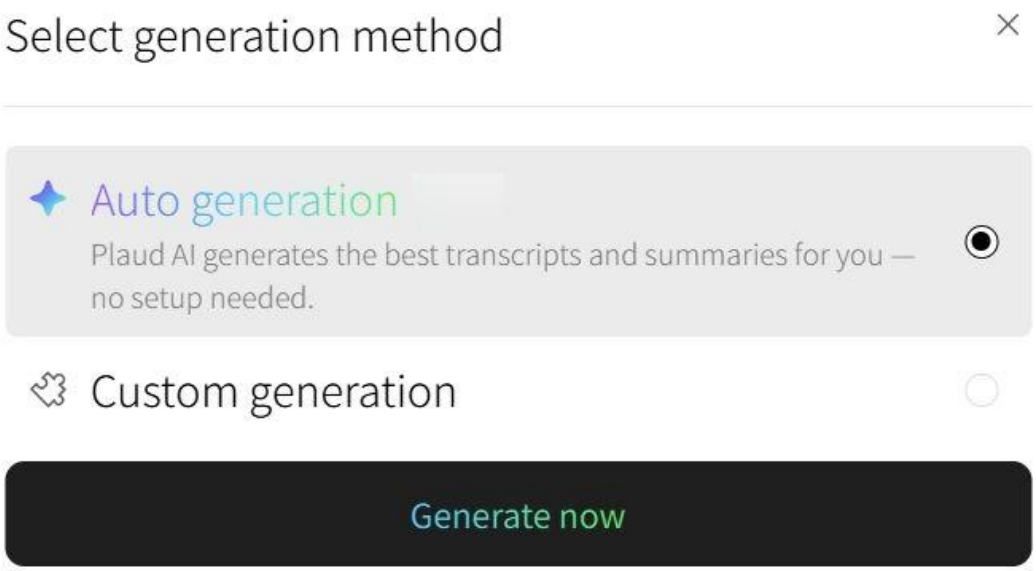
1. Transcription

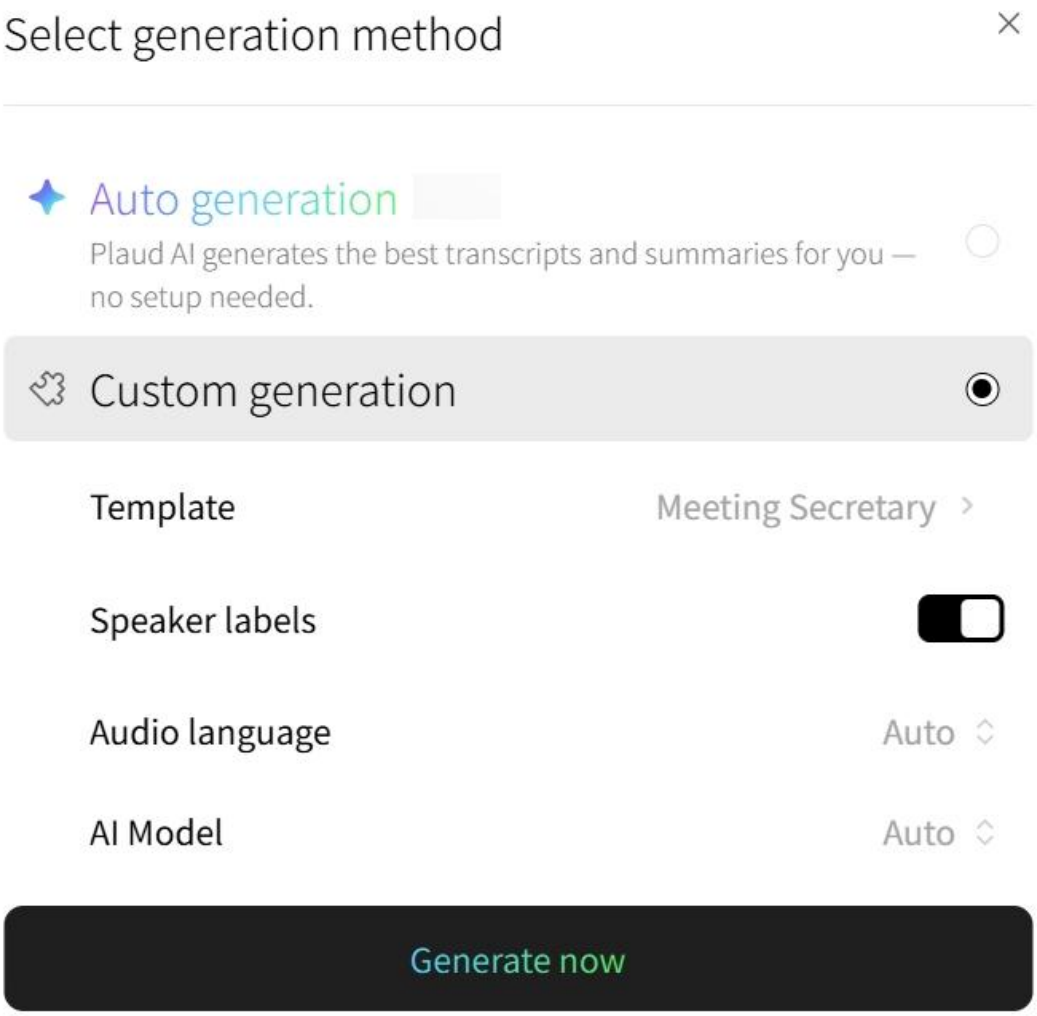
After you finish recording, the audio will be saved and uploaded to your account automatically.
To transcribe your file:

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



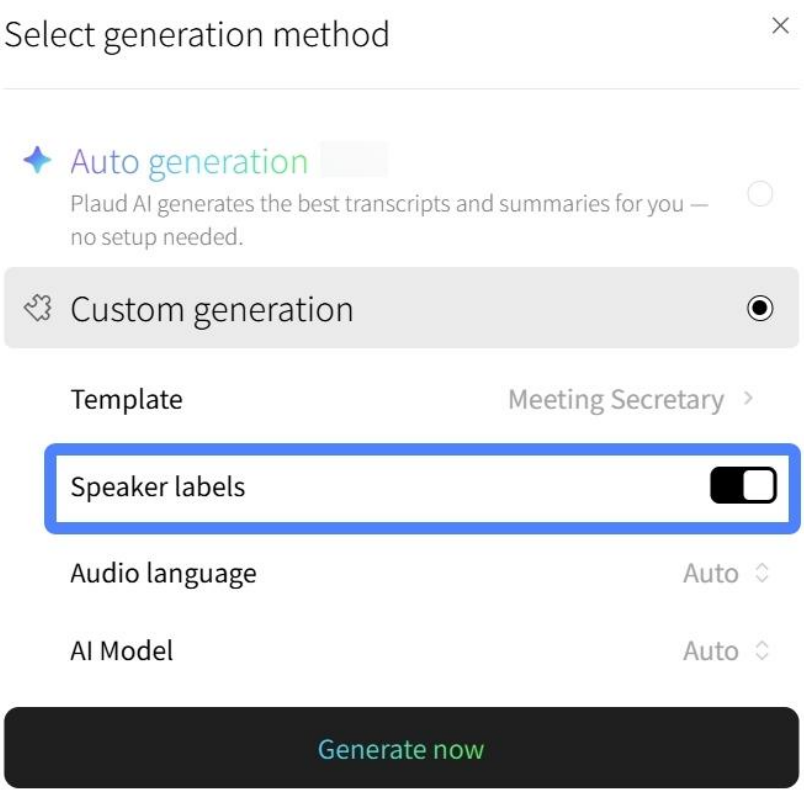
- Select auto or custom generation and tap "**Generate now**" to generate. If you choose custom generation, you can select the language used in the recording under "**Audio language**".



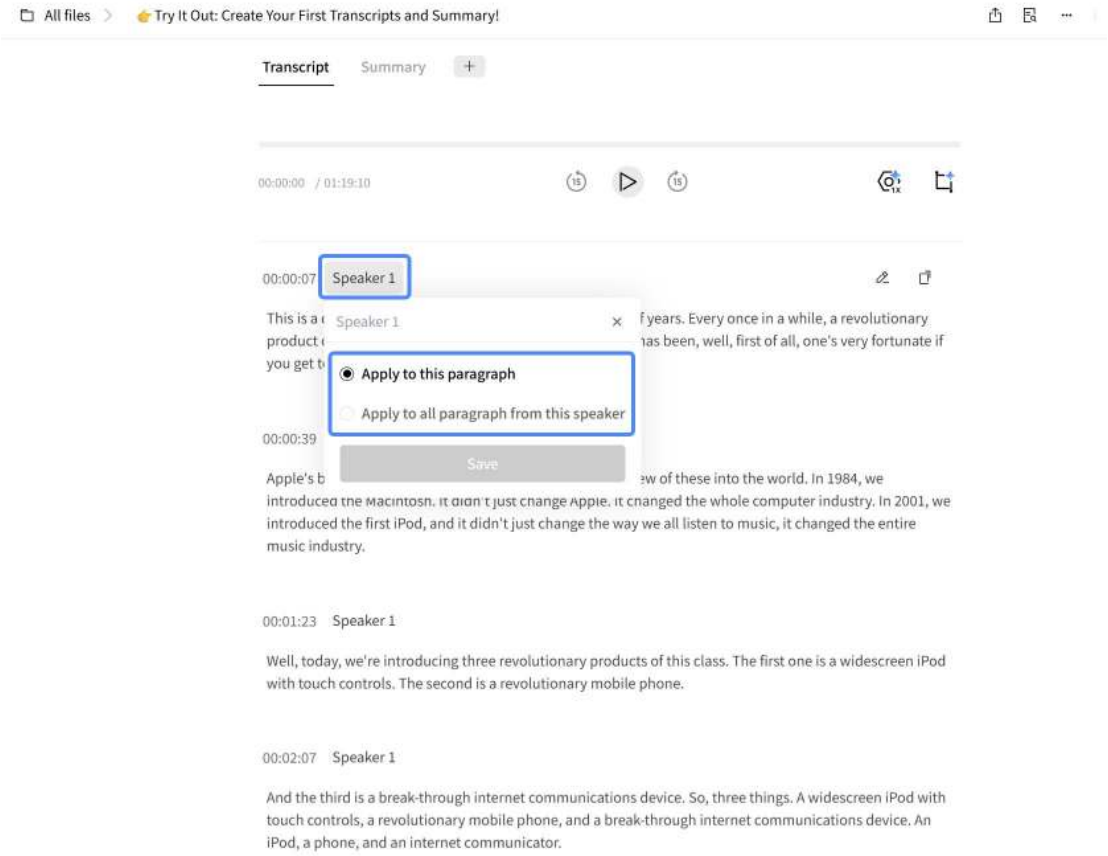


2. Name Speakers

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.

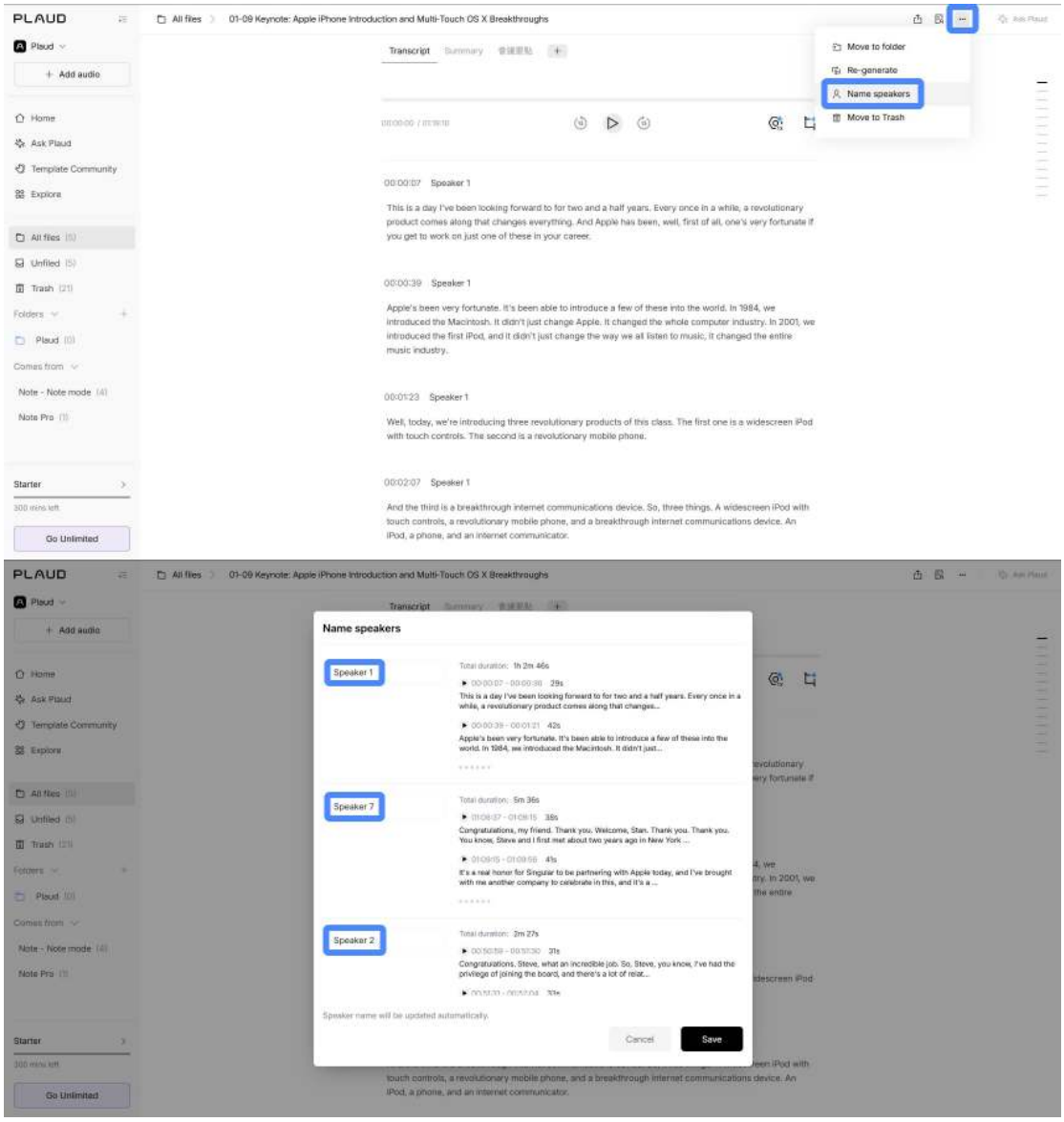


Then you can click the "**Speaker**" directly to name the speaker.



Note:

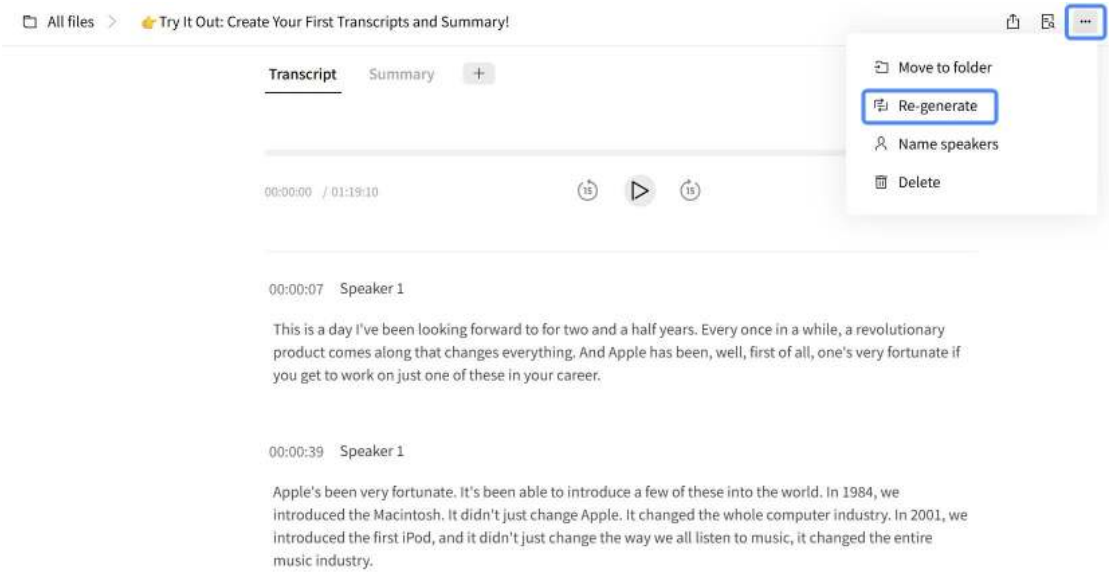
- You can choose to apply the name of the speaker to the paragraph only or all paragraphs.
- Or you can click here to name the speaker for a different paragraph.



3. Re-generate

You can try to regenerate 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-generate**" to regenerate the transcription.



Note:

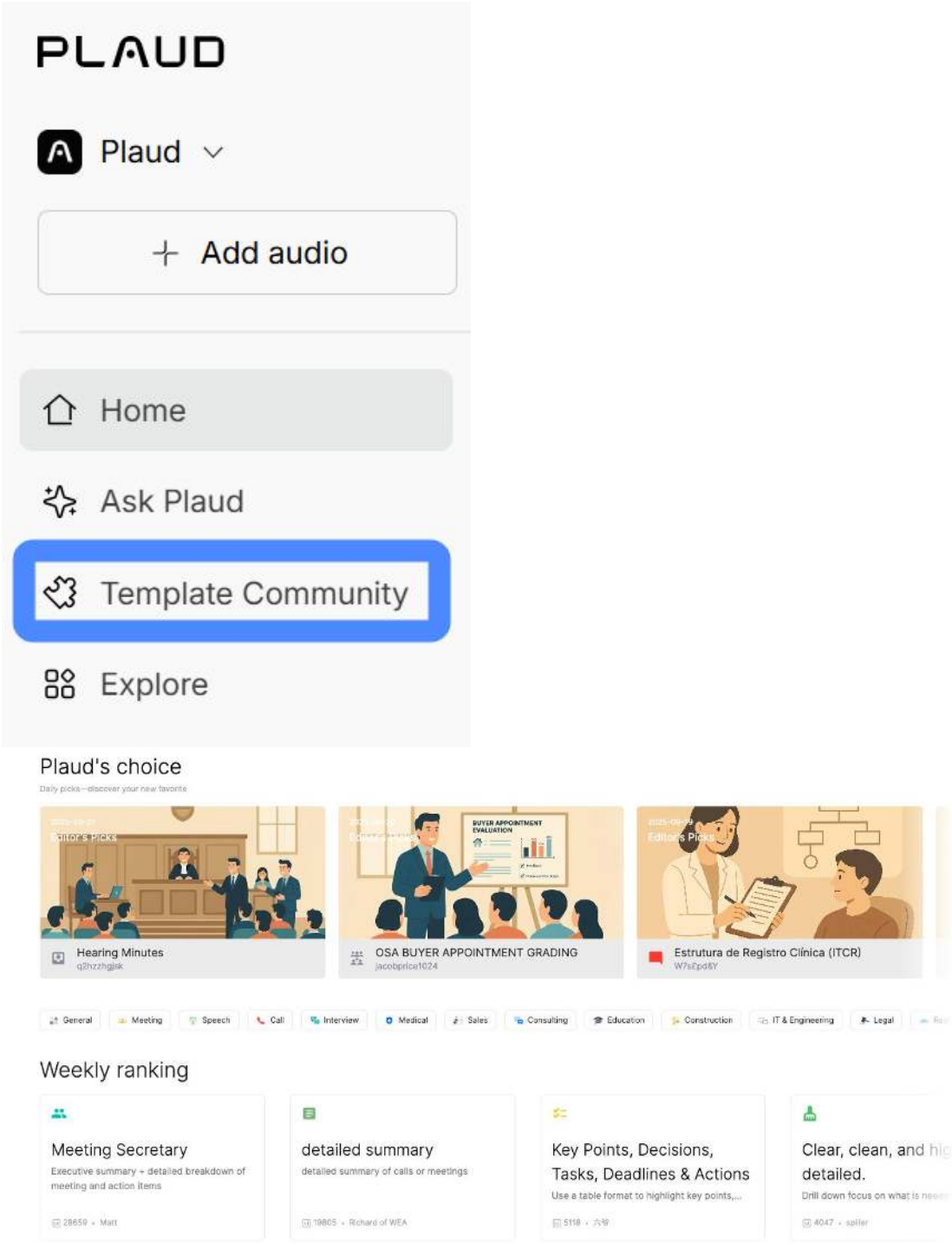
- The quality of the transcription depends on multiple factors such as surrounding noise, speaking volume, etc., so re-transcription does not guarantee that the quality of the transcription will be improved.
- This feature will only re-generate the transcription, summary will not be affected.

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.

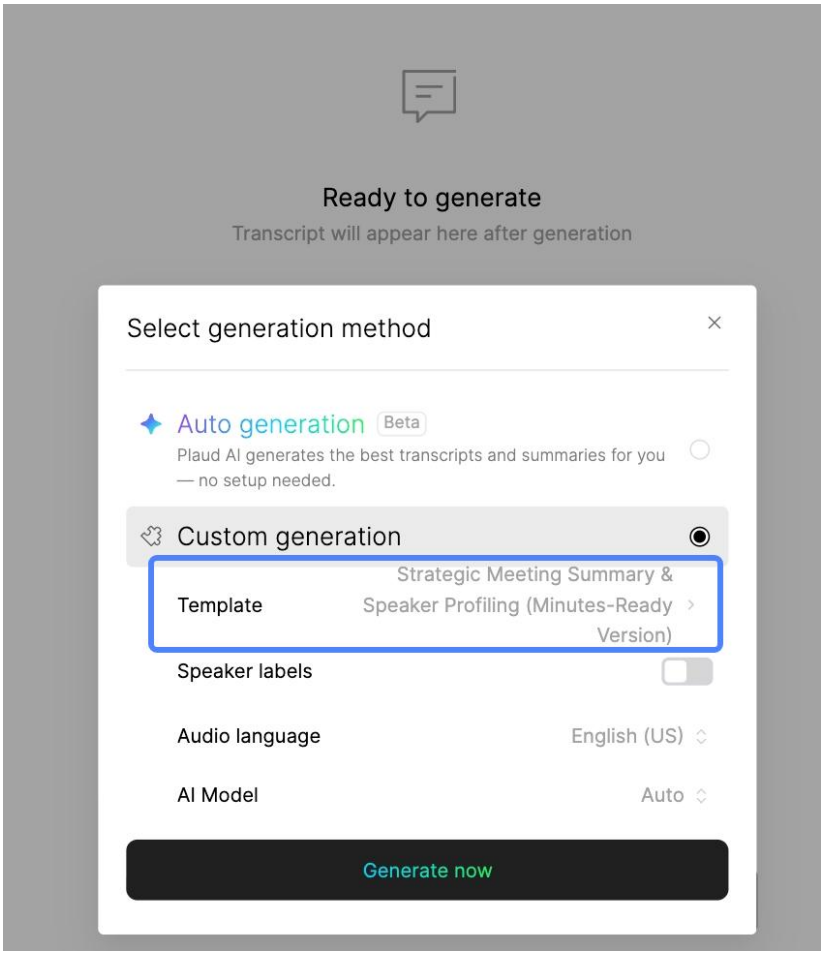
Try It:

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:

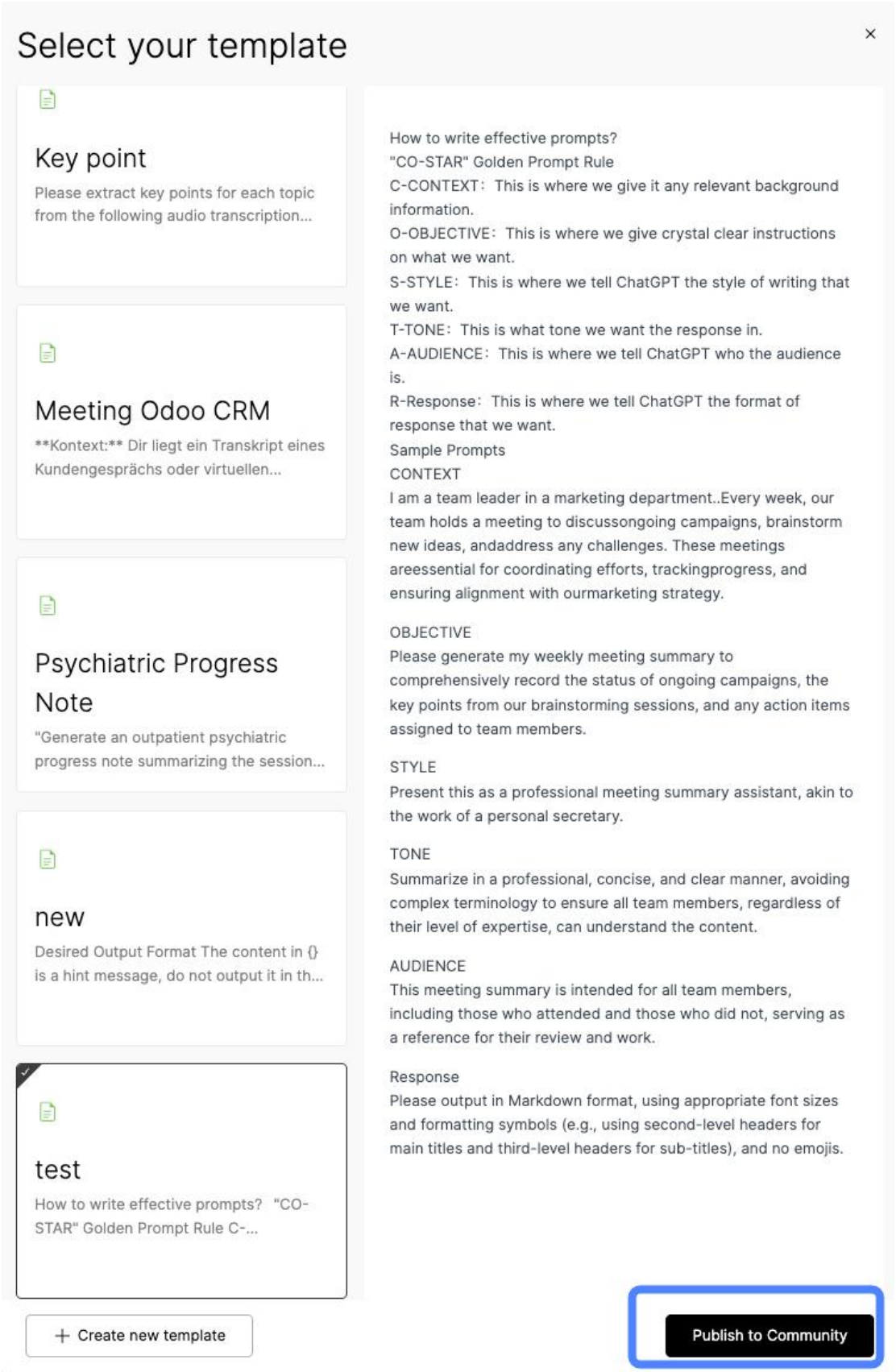
If you already have a recorded file that you would like to transcribe using your chosen template, simply go to the Home page. Select the file you want to transcribe, then click "**Generate**."

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



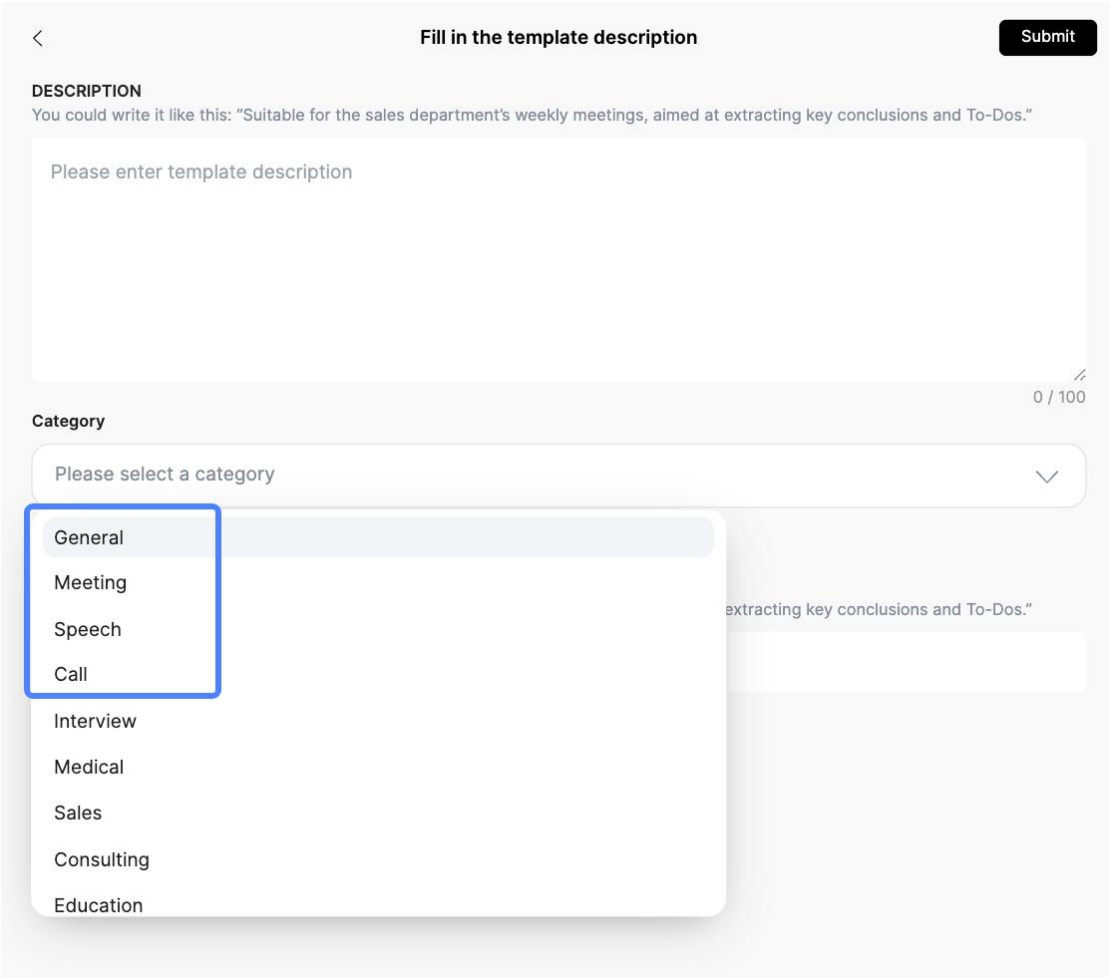
Share Template: You may upload your own template to the community and share it with other users.

- Select the template you want to upload.



- Confirm template details.

- Enter template description, select a category, and then submit.



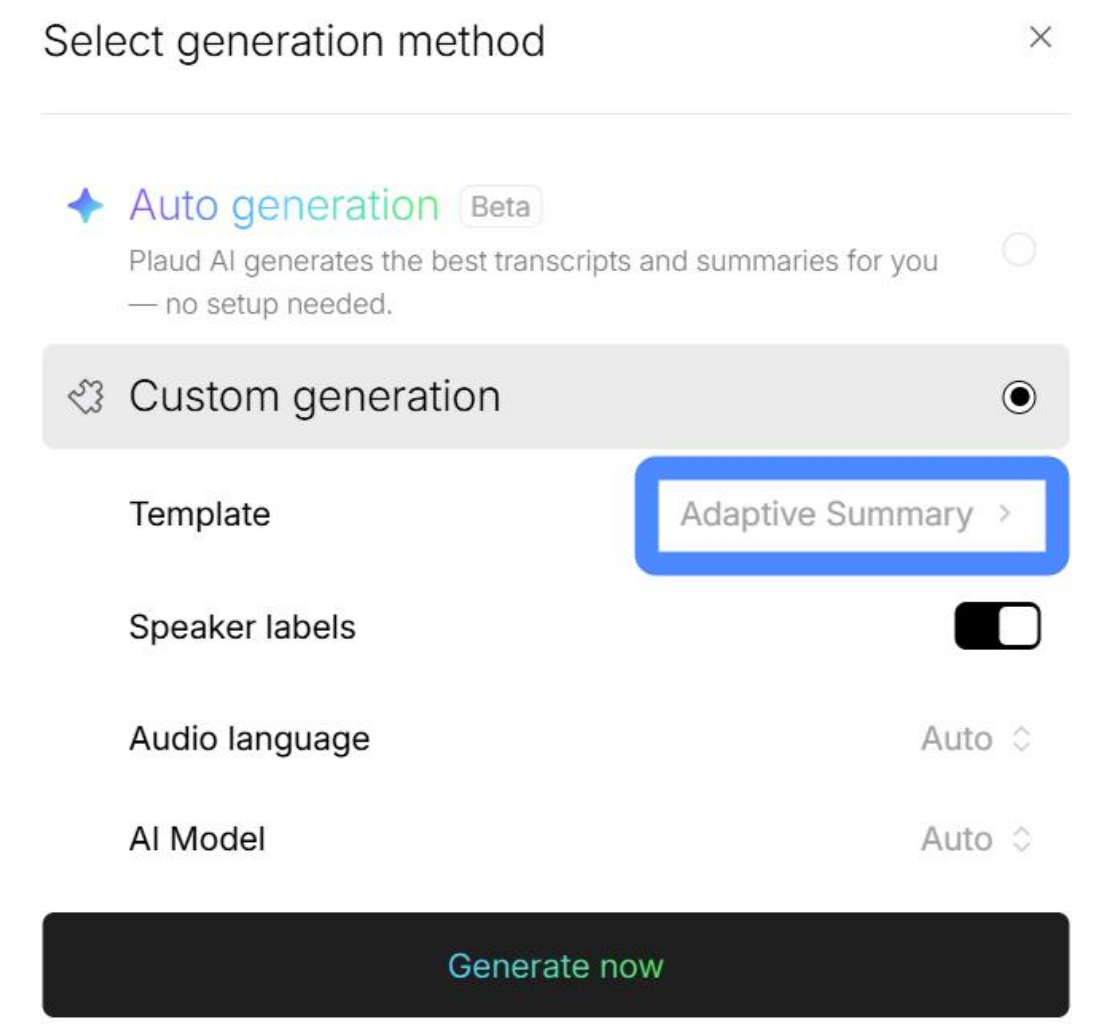
Whether you are a pro seeking niche templates or a starter exploring options, Plaud's Template Community delivers versatility and convenience, powered by both expert curation and global user collaboration.

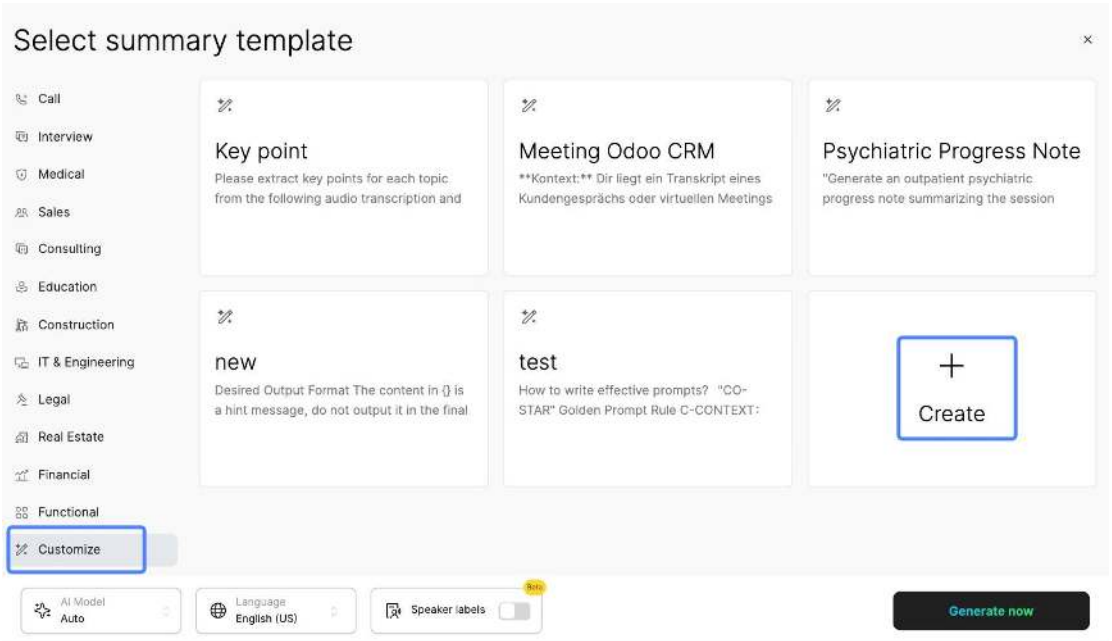
Note: Kindly make sure your template submission excludes sensitive data.

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.

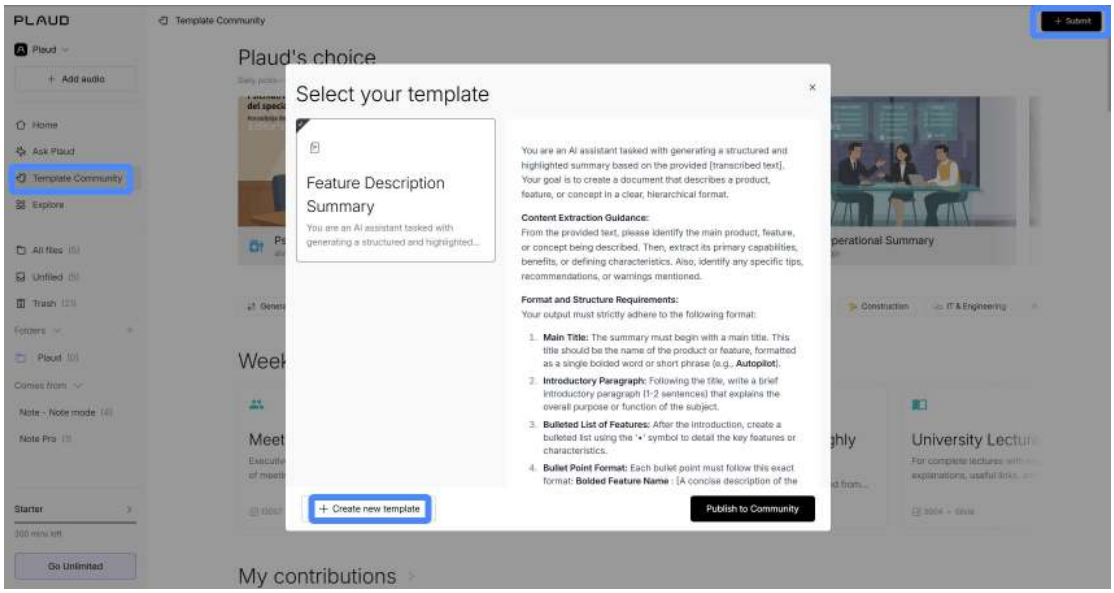
- When generating a summary, in the "**Custom generation**", click "**Template**". Find the "**Customize**" tab and click "**Create**".





- Enter the template name and write a prompt. Then, click "**Save**" and you can use this template directly.

Note: You can also create a new template through the “**Template Community**”.



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:

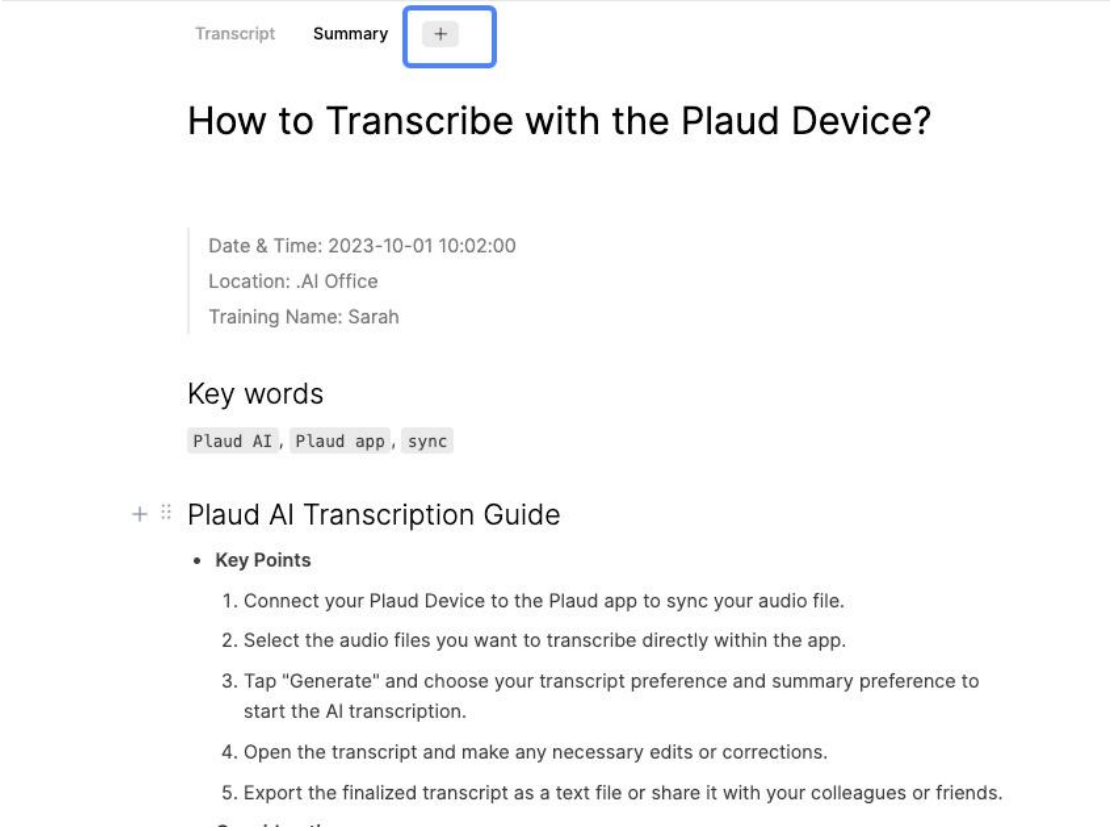
Intelligent Prompt Chains: The AI internally “discusses” the meeting data, drilling down from broad topics to template-specific details.

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).

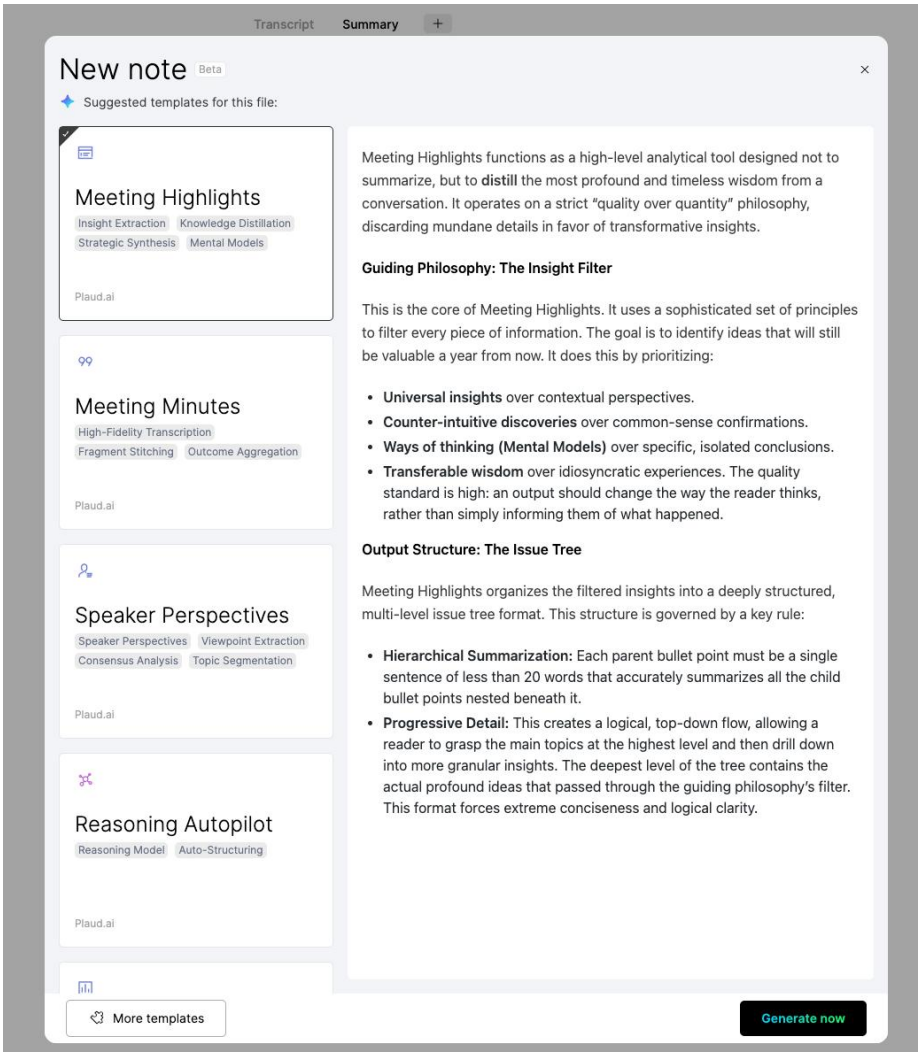
Specialized Models: Each template uses unique AI instructions—for example, the "Key Data" template ignores conversational filler to extract only metrics and statistics.
In short, Multidimensional Summaries transform raw meeting recordings into actionable, context-rich insights, making the Plaud App an indispensable tool for professionals seeking efficiency and precision.

To generate a new summary:

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



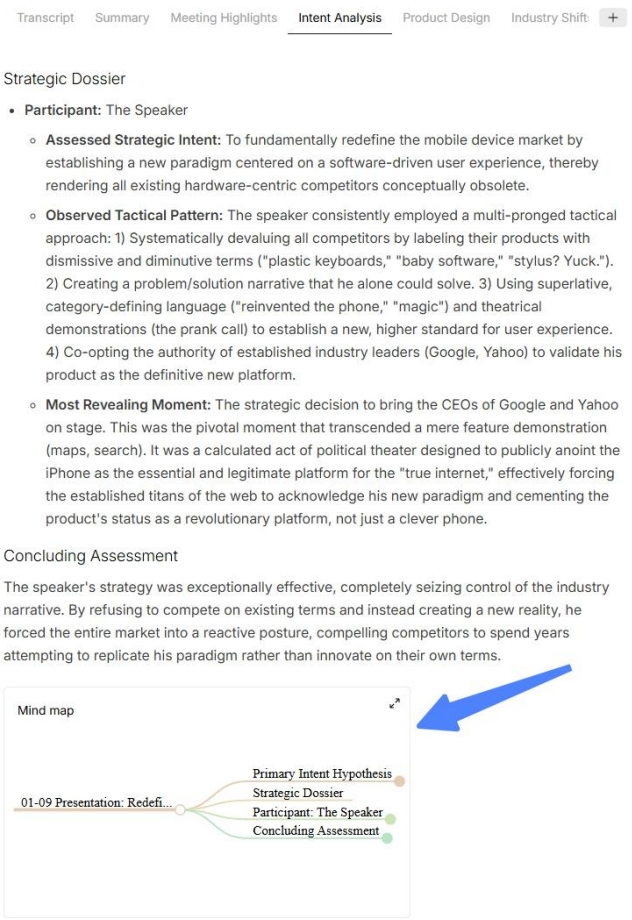
- Select a template from the library, such as "Meeting Highlights," "Meeting Minutes," or "Key Quantitative Data" (new functional templates designed for targeted insights). You may click each template to review the detailed description.



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

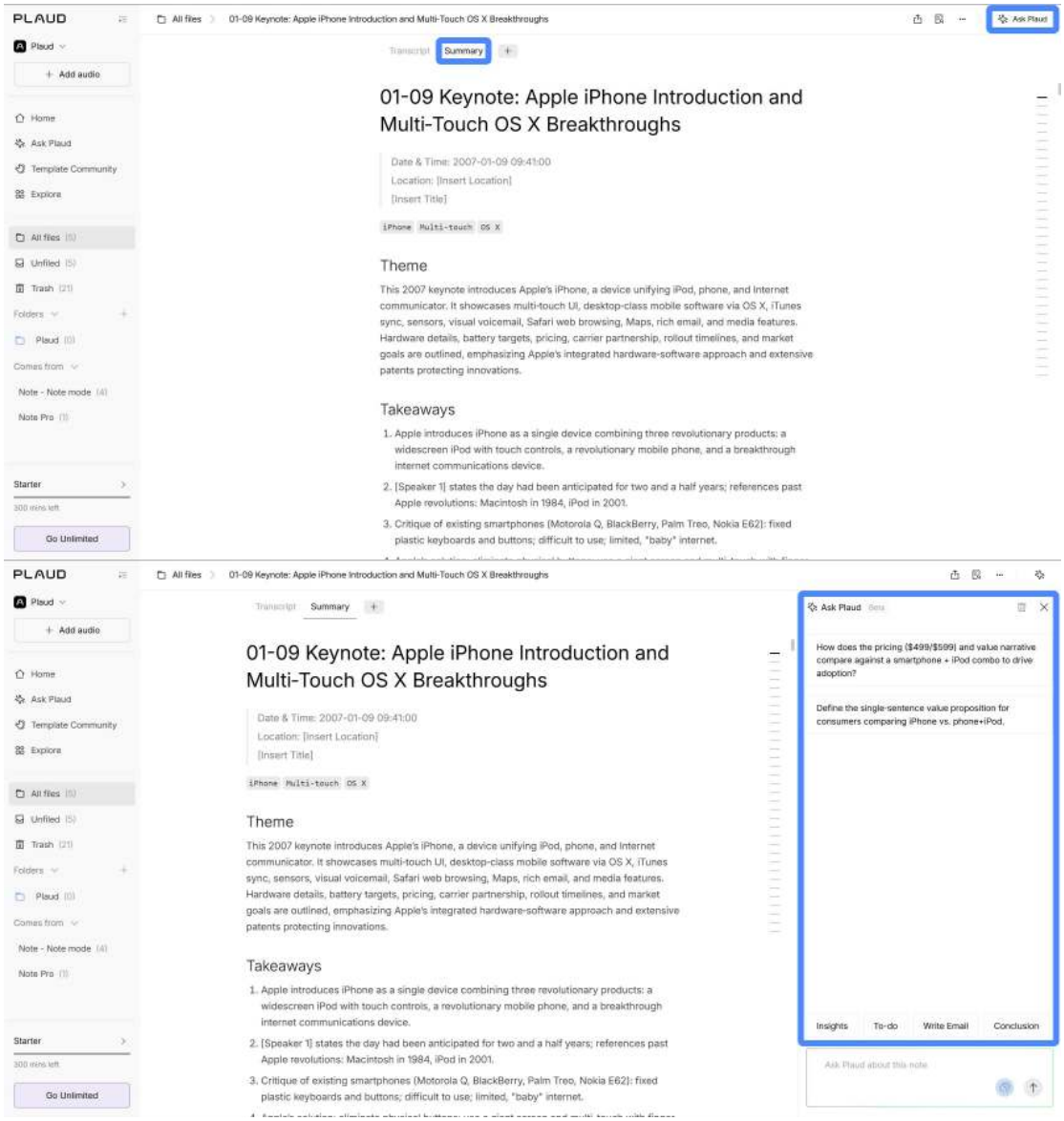
At the end of your notes, you will see a mind map.



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”.

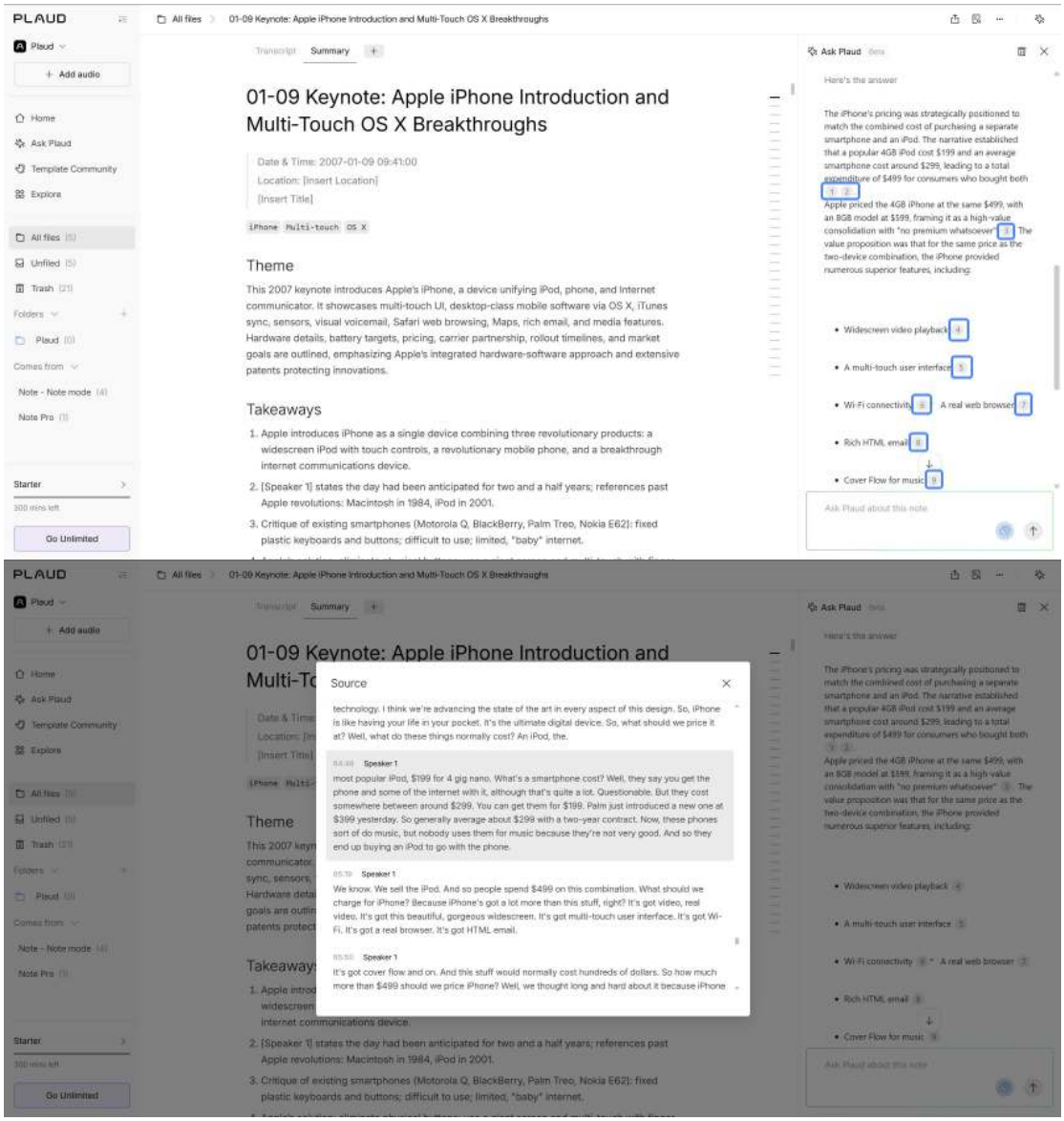


Contextual Indexing: The AI first breaks down the file into timestamp-tagged segments, making it easy to trace back to the original content later.

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.



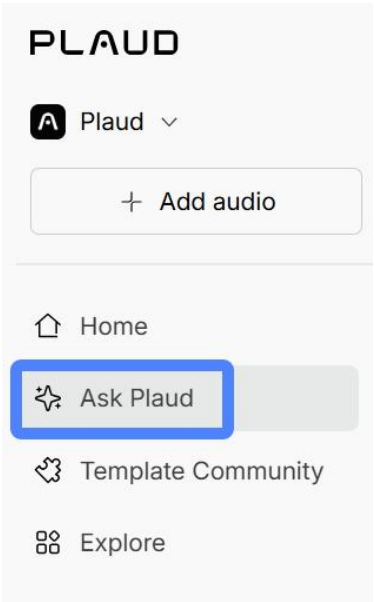
In short, Ask Based on a Single File transforms how you engage with your notes—turning long transcripts into actionable, searchable insights in seconds.

2. Ask Across All Files

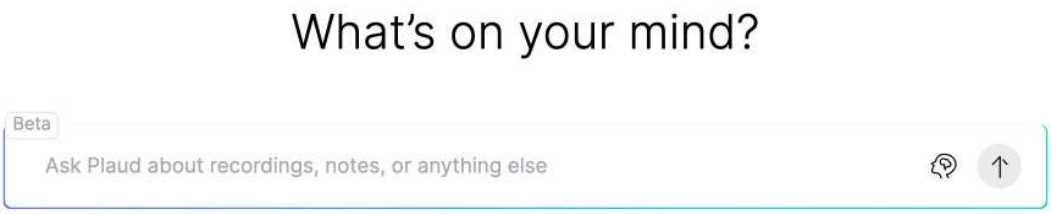
The Ask Across All Files feature lets you search for information across all your transcribed files anytime, anywhere. The AI generates answers based on the transcripts and summaries of all your files, helping you instantly find key information without manually sifting through text.

To use it:

- 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.



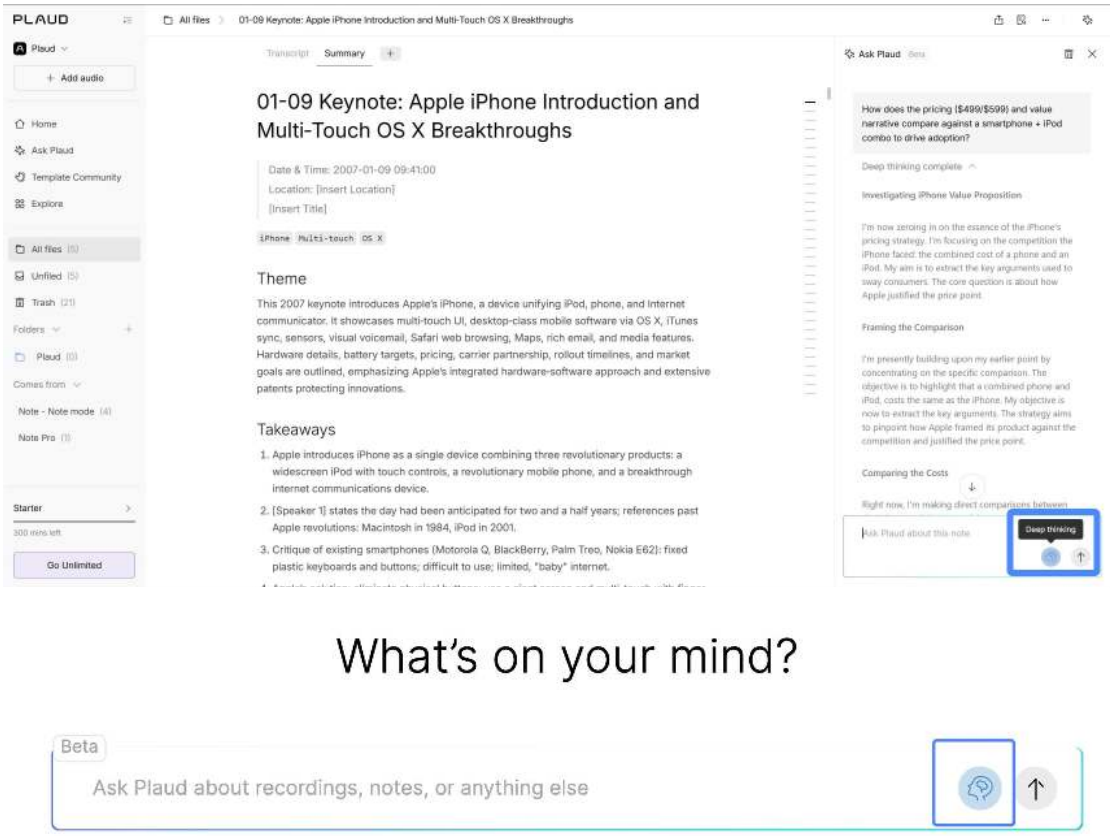
- Ask Plaud about recordings, notes, or anything else.



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.

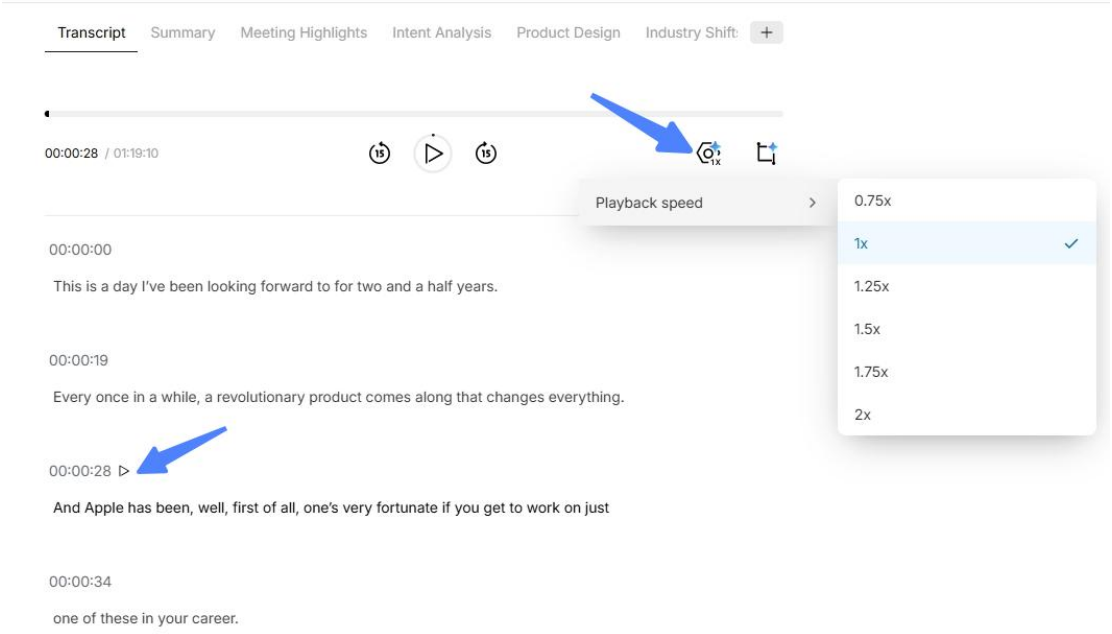
Transparent Process: Users can view the AI’ s "thinking steps"—a breakdown of how the model arrived at its conclusion—adding transparency and verifying the logic behind the response.



3.7 File Details Features

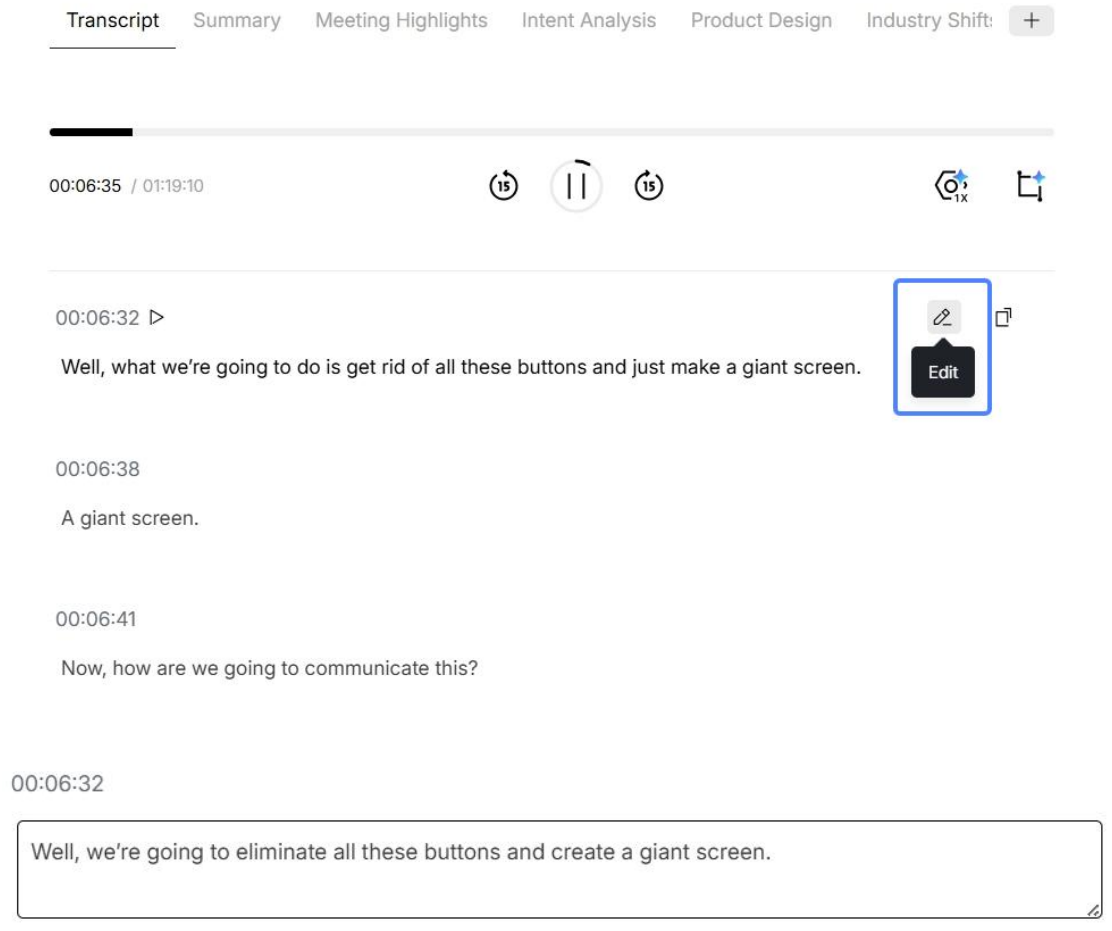
1. Playback Audios

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

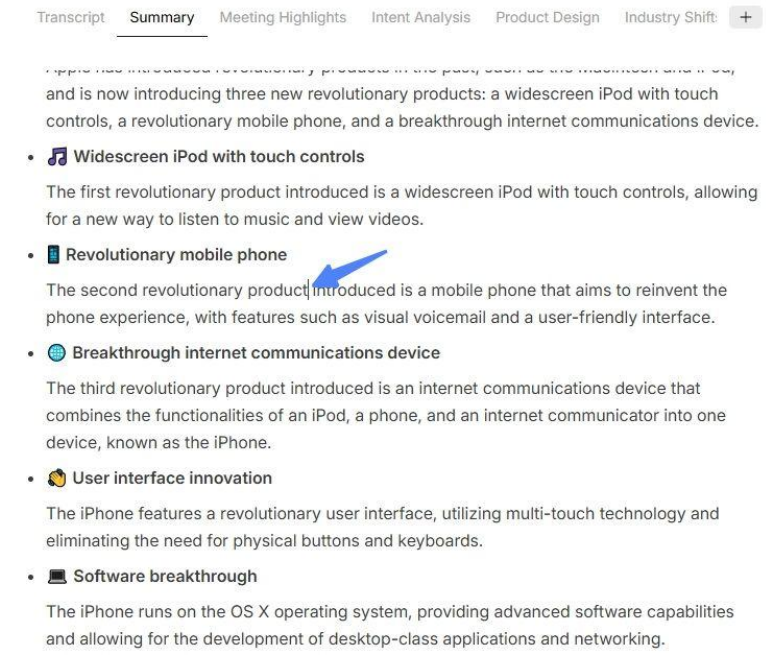
If you want to manually edit the transcripts, just click the edit button.



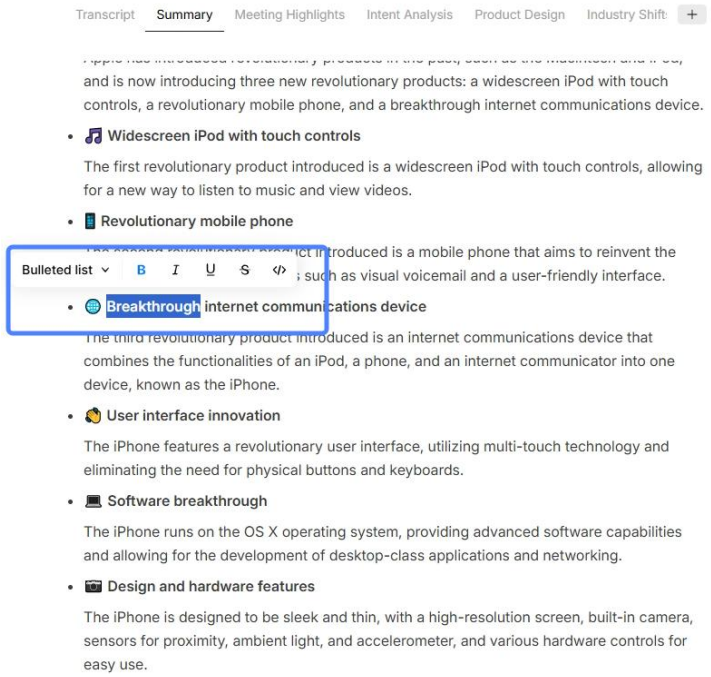
3. Edit Notes

Follow the steps below to edit your notes:

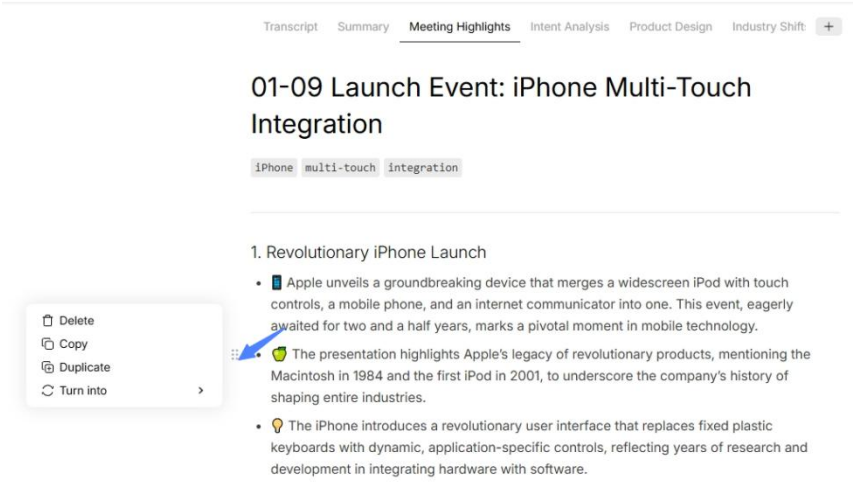
- Hover your mouse cursor over the text to start editing.



- Double-click the left mouse button to edit.



- Click the side button to edit the paragraph.



4. Find & Replace

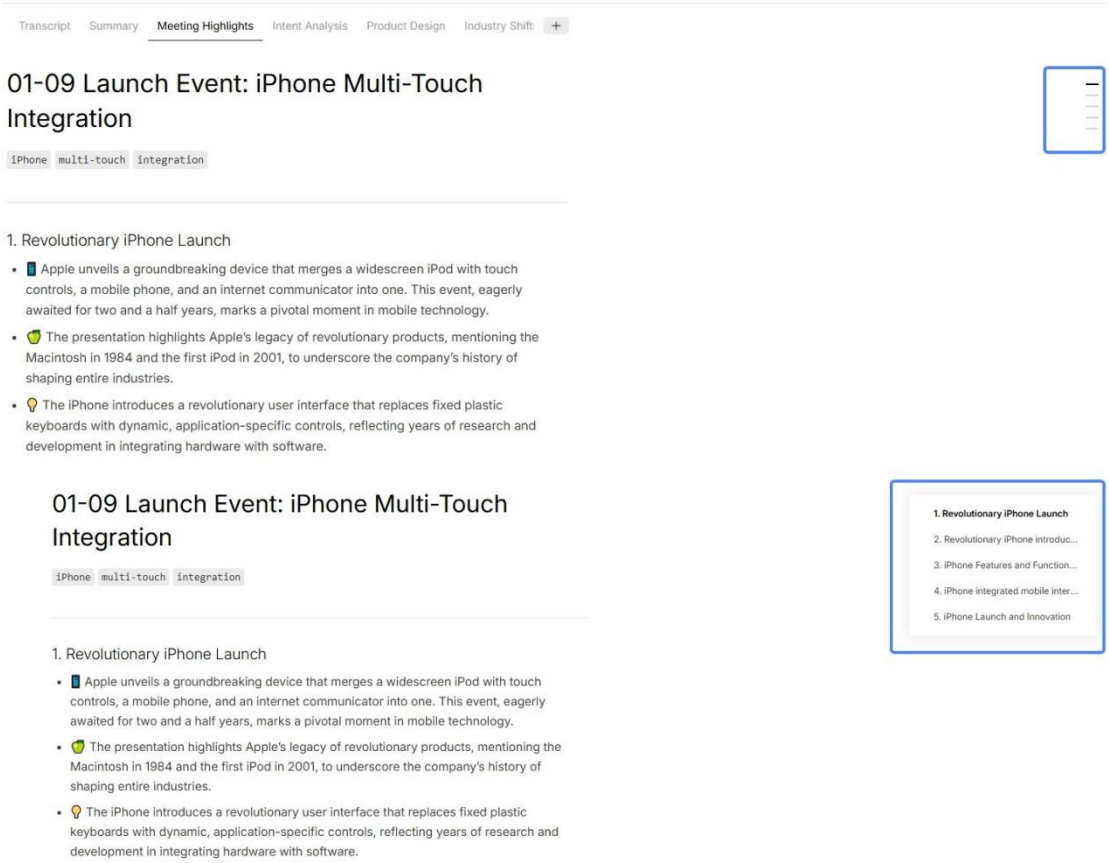
To replace the words in the transcripts or summaries:

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

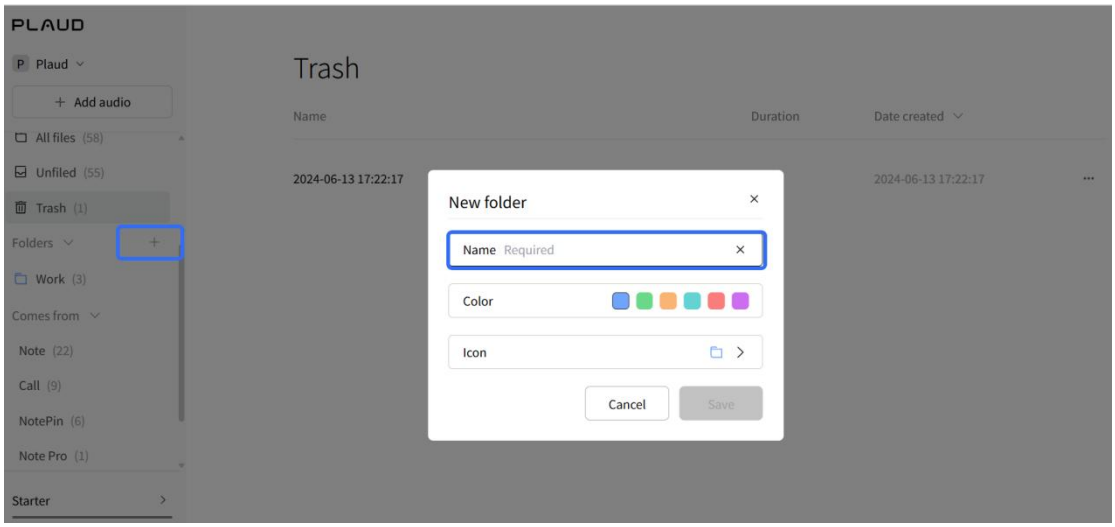


3.8 File Management

1. Create & Rename & Delete Folders

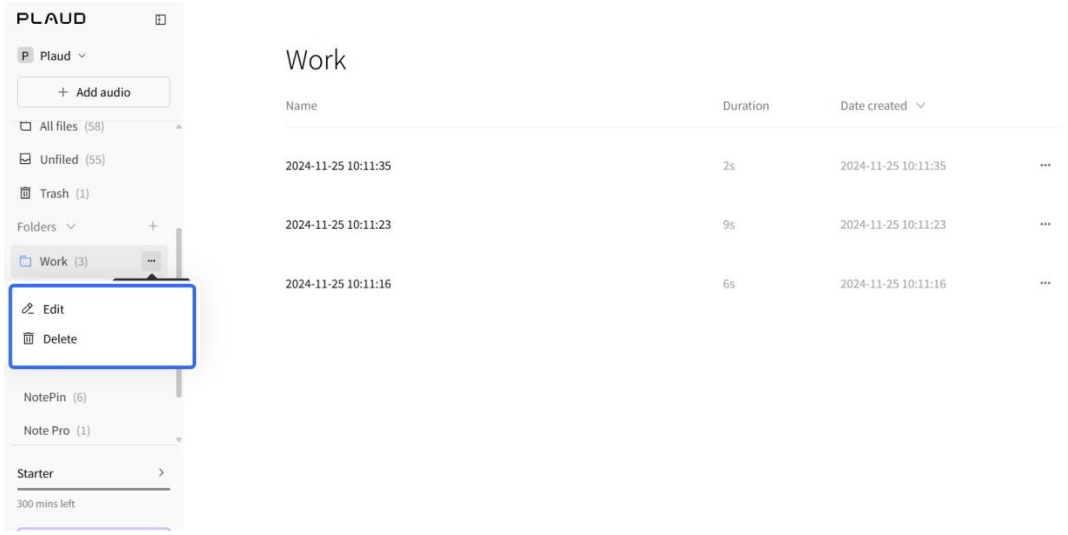
To create a new folder:

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



To rename or delete a folder:

- Find the folder you want to modify.
- Click the "..." icon to the right of its name.
- 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.



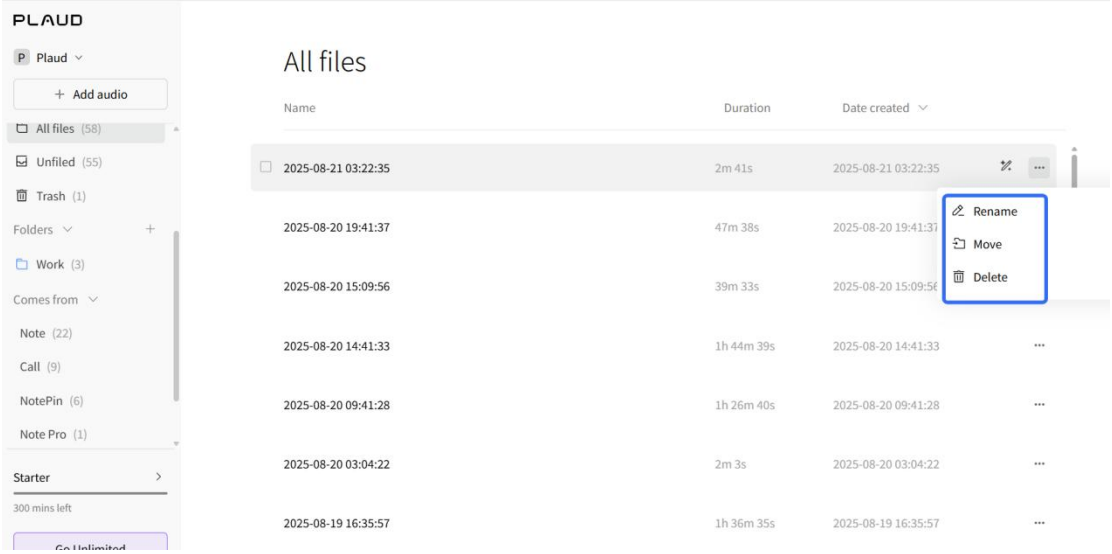
2 Rename & Delete & Move & Merge & Restore Files

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

To Manage a Single File:

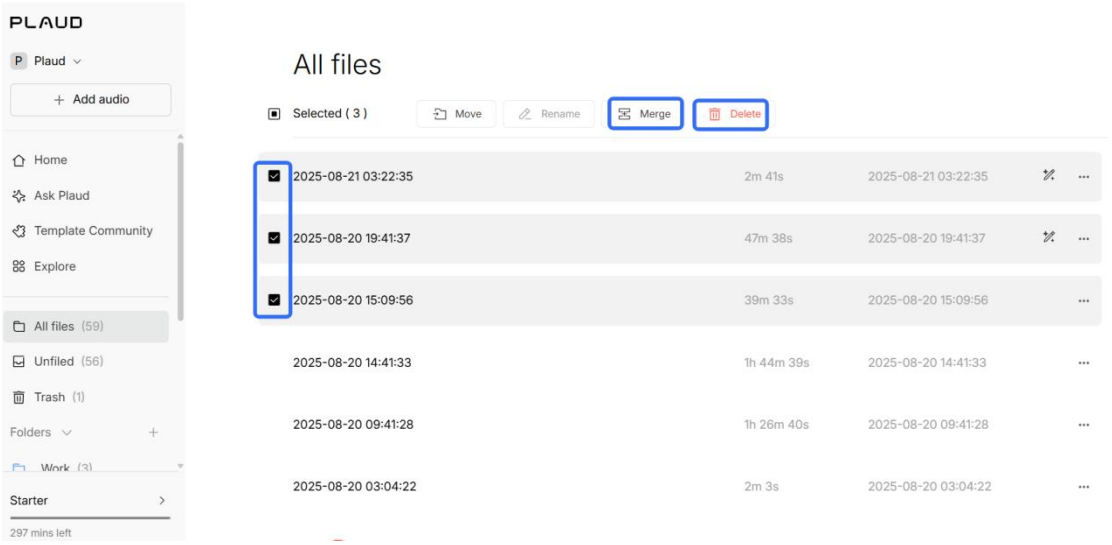
- Locate the file you wish to modify.
- Click the "..." (more options) icon next to the file.
- Select an action from the menu:

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



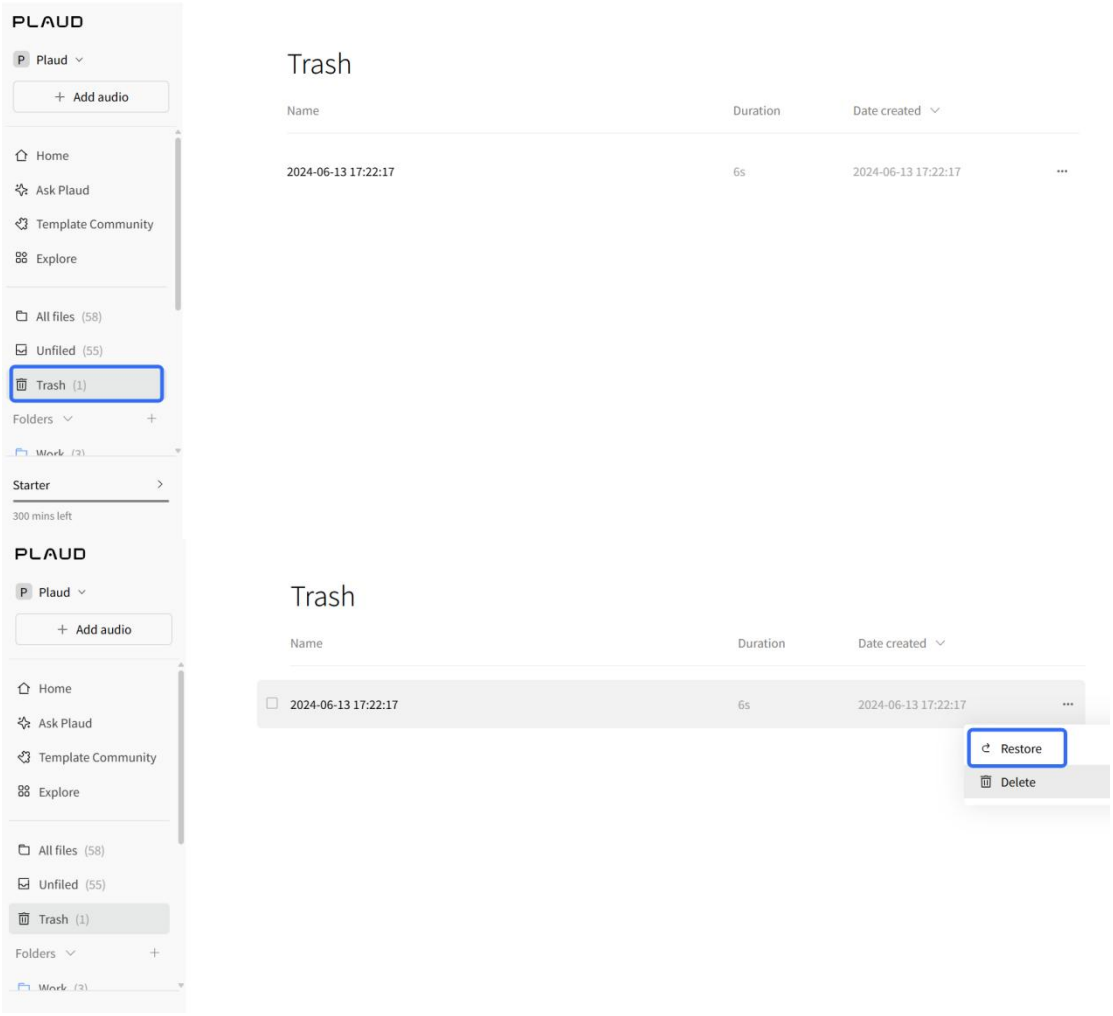
To Manage Multiple Files at Once:

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



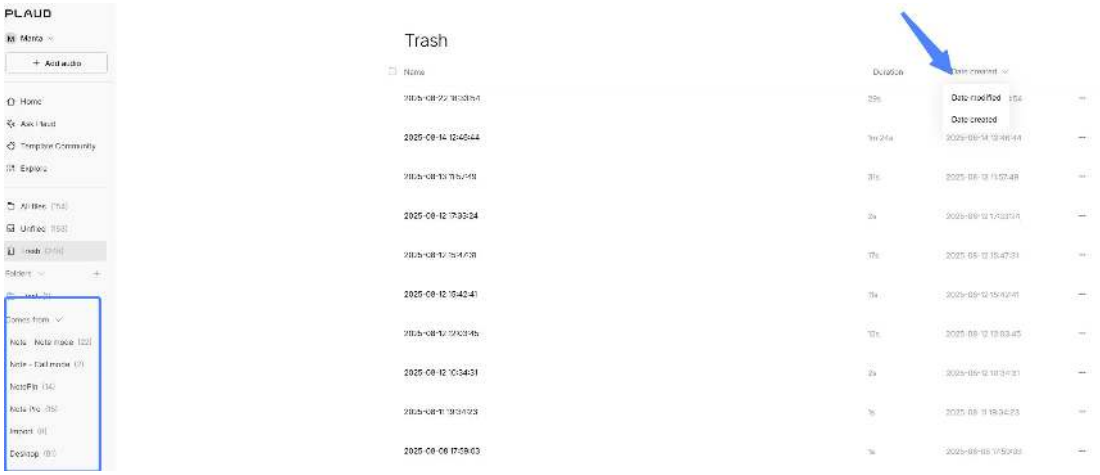
Deleted files are moved to the Trash. To restore the file from trash:

- Navigate to and click on the Trash folder.
- Inside, locate and select the file(s) you wish to recover.
- 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.



3.9 Share & Export

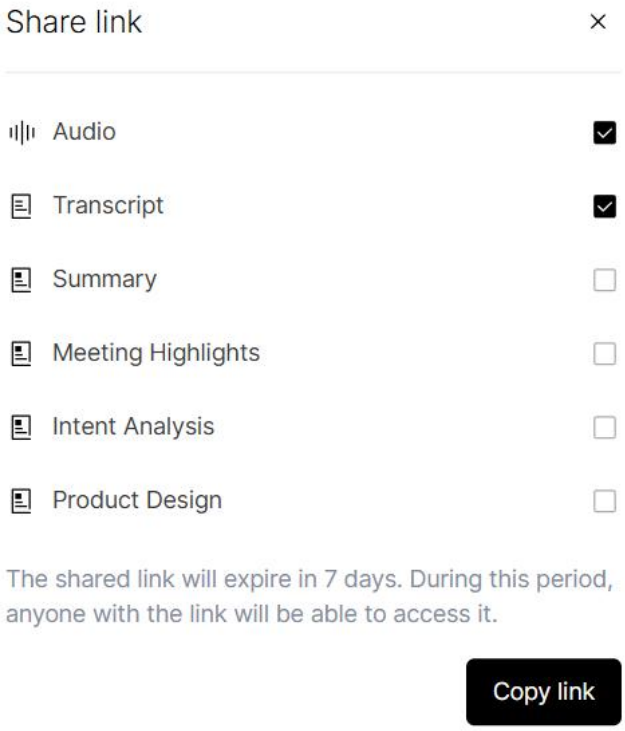
1. Share Link

Follow these steps to share your files with others via a link.

- Enter the file you want to share.
- Click the share icon in the top right corner.



- You can select the contents you want to share.



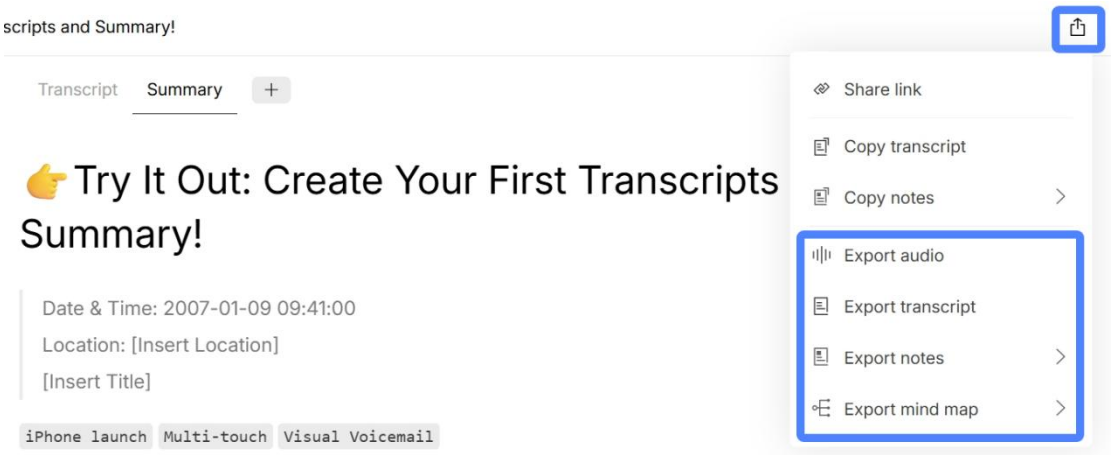
Note: The link will expire in 7 days.

2. Export Files

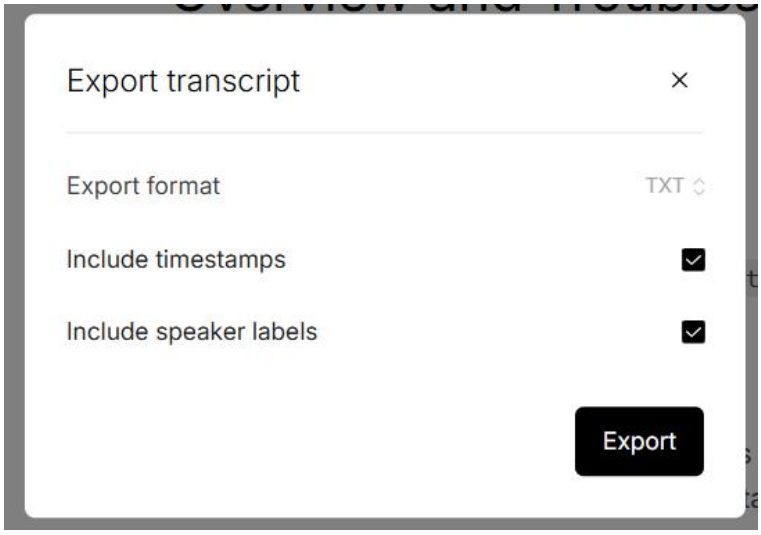
Here are the steps to export files:

- Enter the file you want to share.

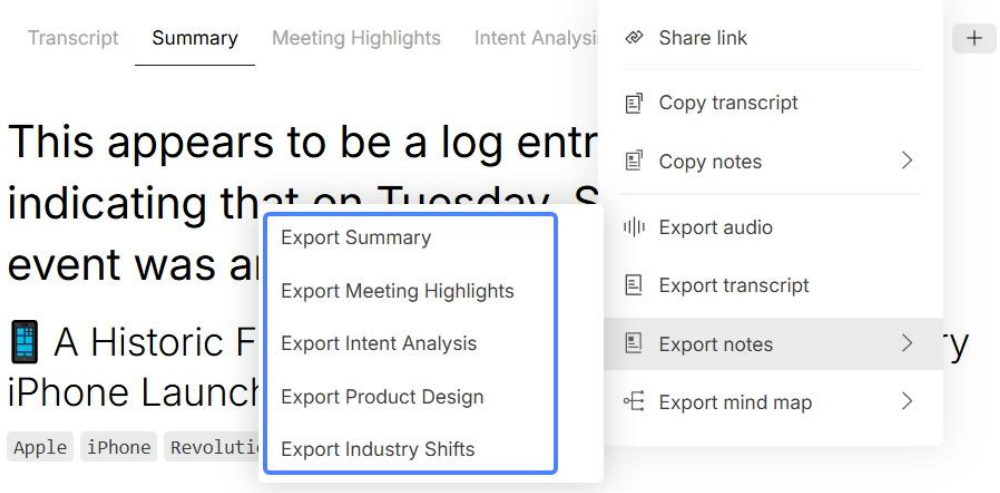
- Click the icon in the top right corner.
- Choose the content you want to export.

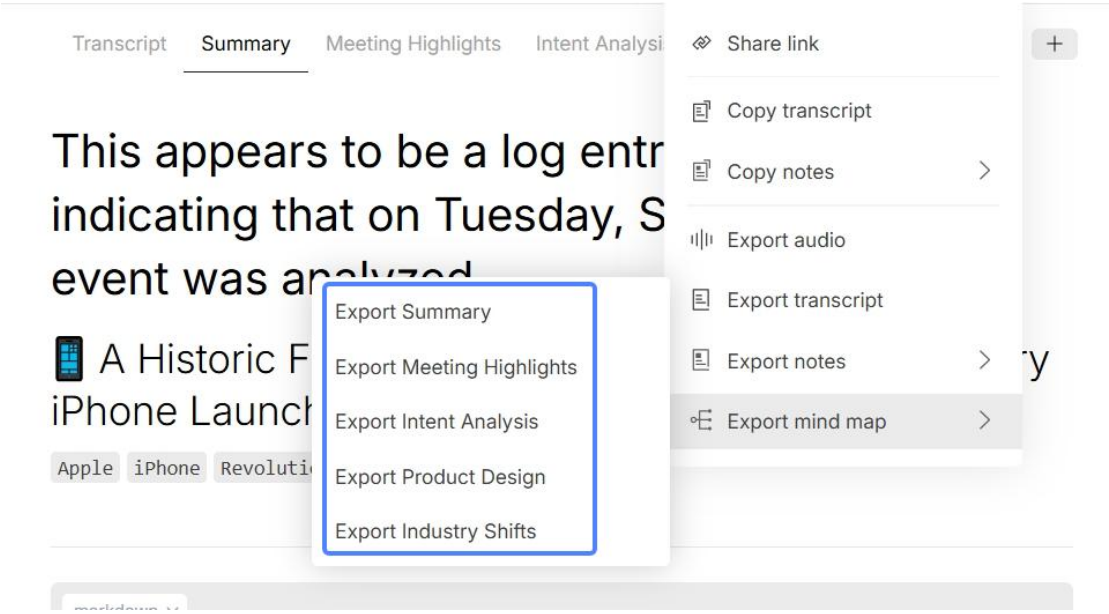


- When exporting the transcript, you can decide whether it includes timestamps or speaker labels or not.



- 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.

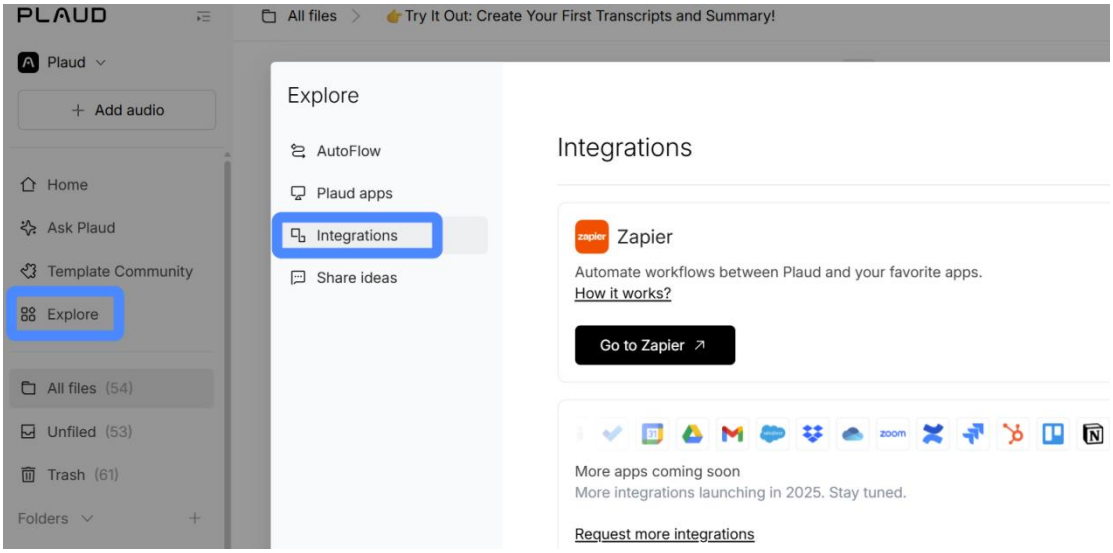
To connect Zapier with Plaud, you'll first need to create accounts on both platforms. Here is what you need to do:

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

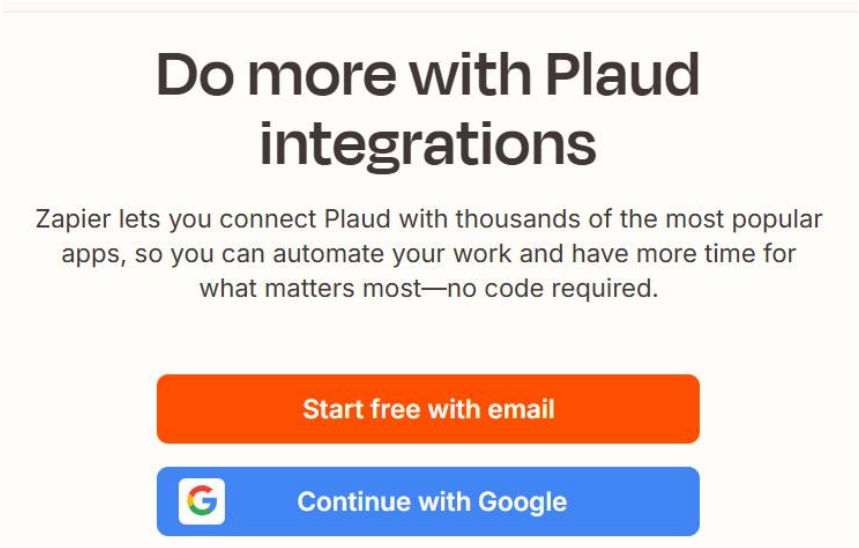
pricing)

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

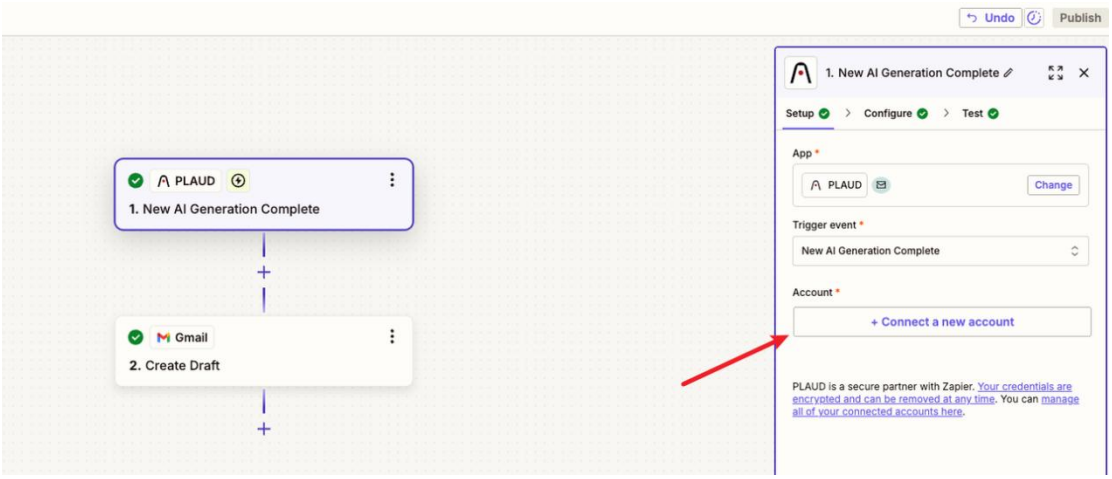
- Click "Explore"—"**Integrations**".
- Scroll down the page to locate "**Zapier**" and then click "**Go to Zapier**."



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



- After signing in, you'll be redirected to the Zap editor. Select the "**Account**" tab, then click the "**Sign in**" or "**Connect**".
- 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.

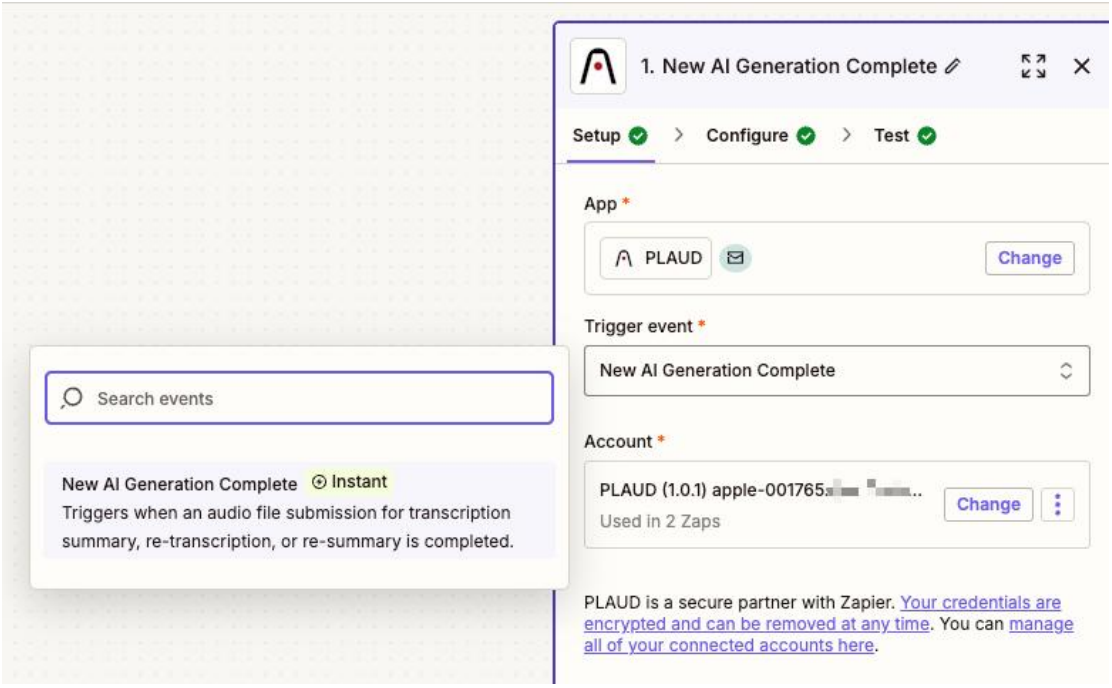


You can set Plaud as a trigger. The available events differ based on your settings.

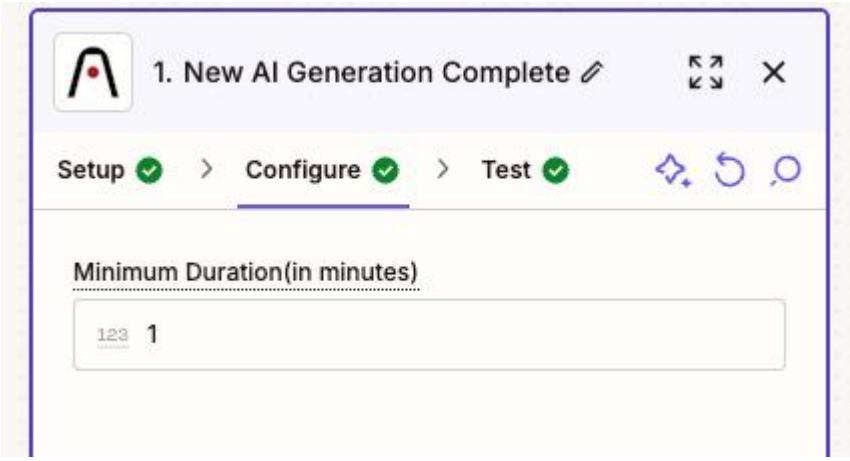
If you set Plaud as a trigger, you can automatically send data when an audio file submission for transcription summary, re-transcription, or re-summary is completed.

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

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

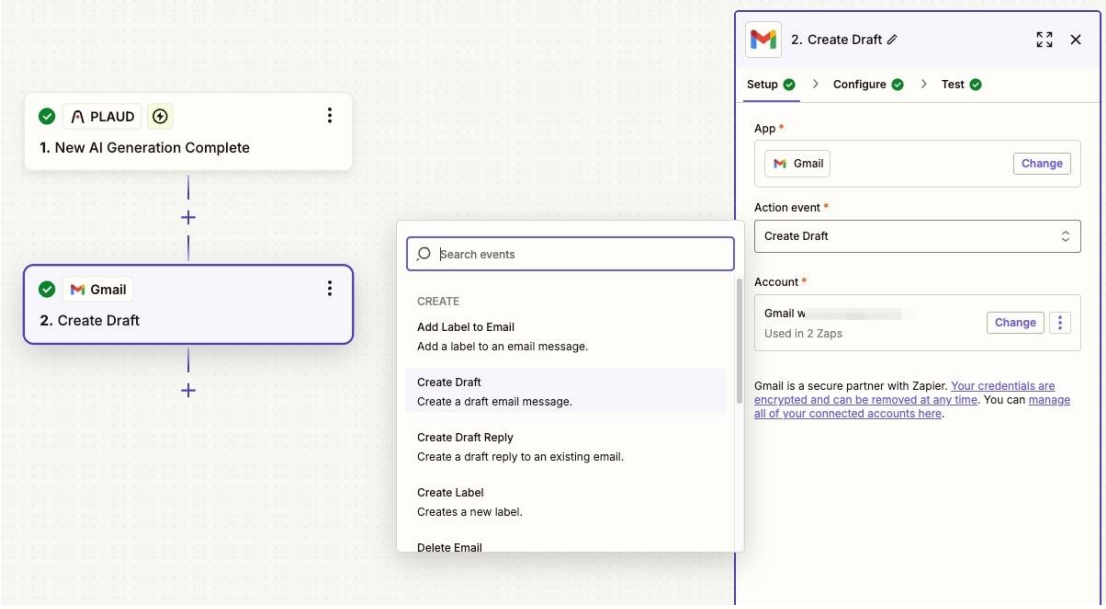


- After signing in, select the "**Trigger**" tab and complete the "**Configure**."

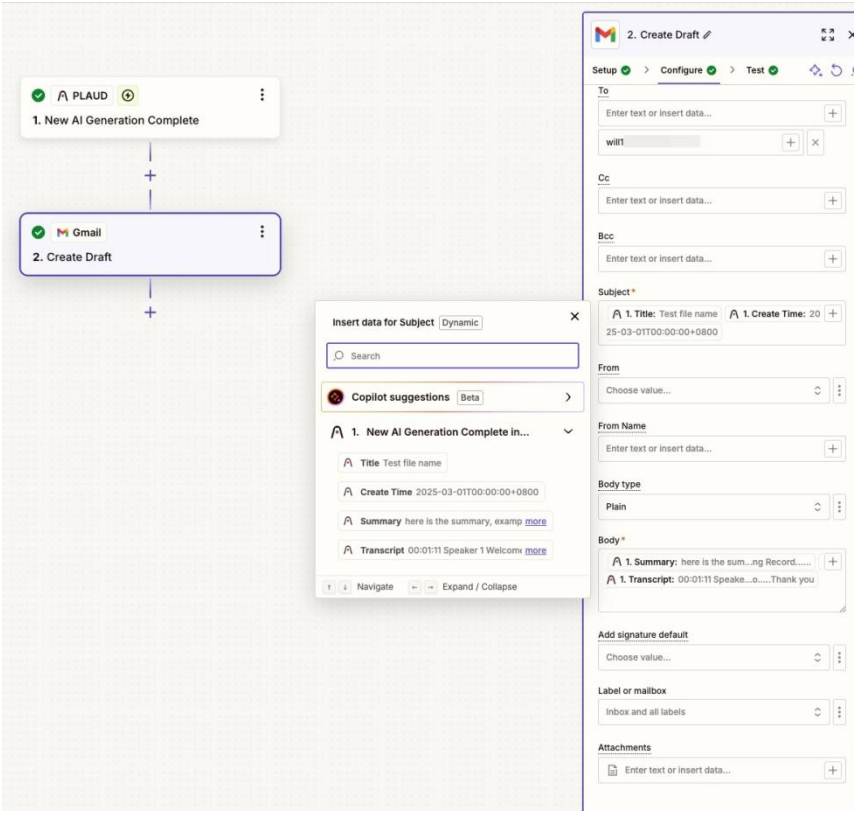


- Once you complete the configuration in the “**Trigger**” tab, open the **"Test"** tab and click “**Test trigger**”.
- Add an action and choose an event for the action. Then, complete the sign-in in the "**Account**" tab.

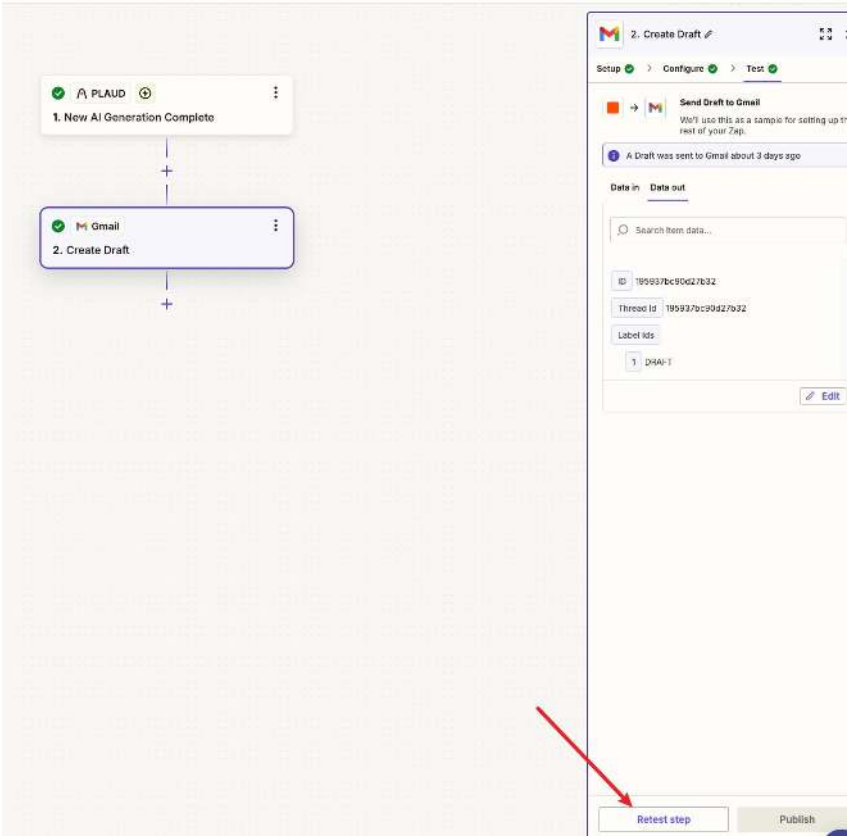




- After signing in, select the "**Configure**" tab and complete the configuration.



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



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

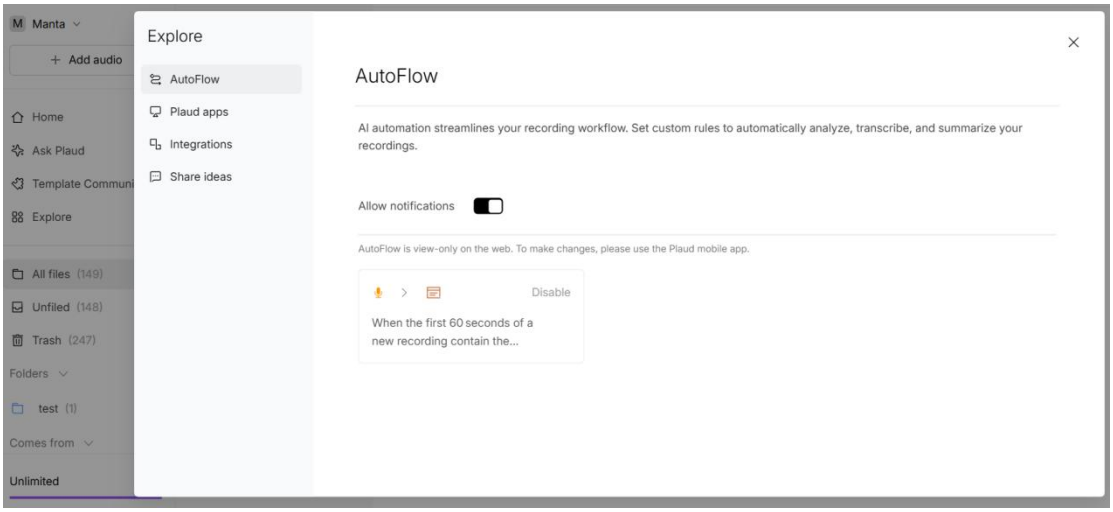


For step-by-step instructions on how to create Zaps, please refer to https://help.zapier.com/hc/en-us/articles/8496309697421-Create-Zaps.

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

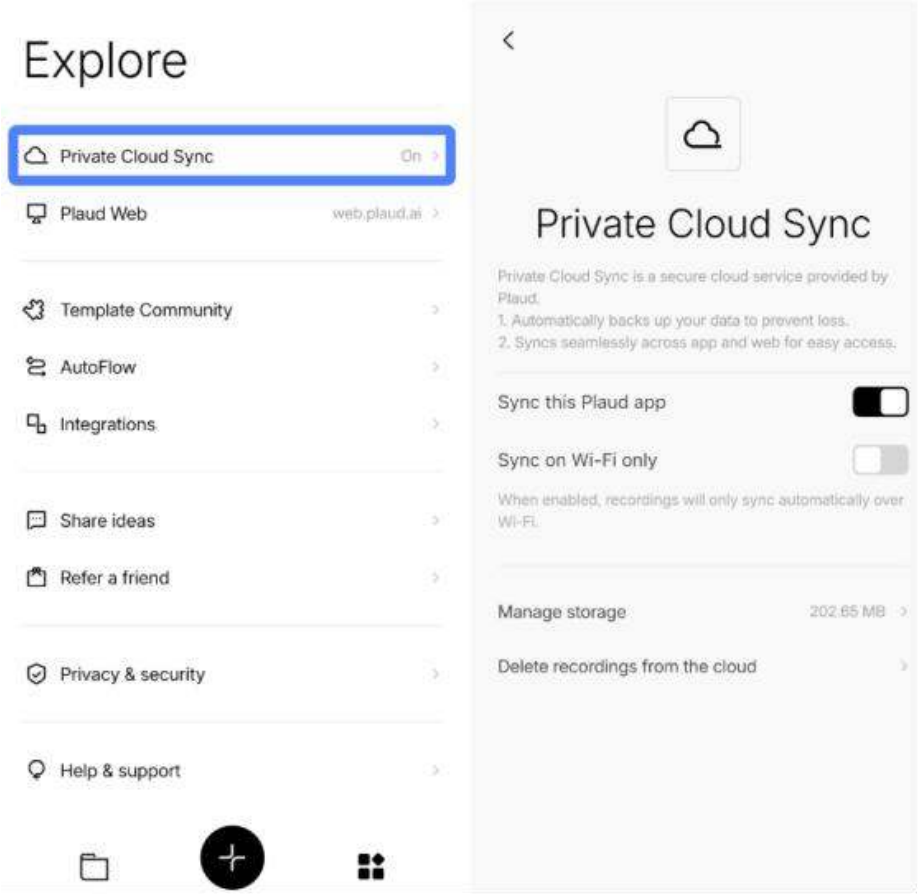
1. Private Cloud Sync

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

- Automatically back up your data to prevent loss.

- Syncs seamlessly across App and Web for easy access.

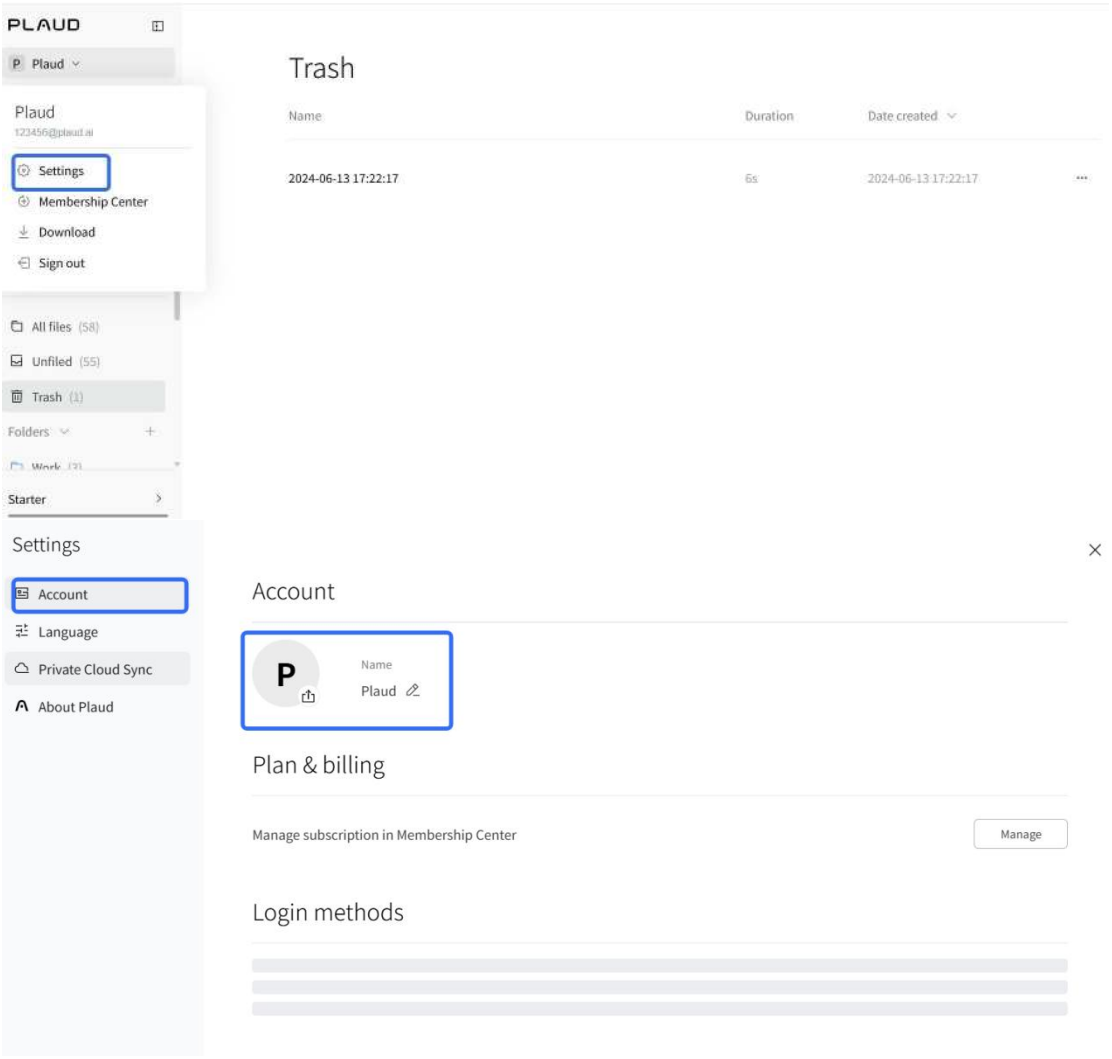
The Plaud cloud service is totally free, and its storage is unlimited. Please enter the Plaud App to turn on "**Private Cloud Sync**" so that you can access all your files in both the Plaud App and the Web.



2. Update Profile Image or Name

To update your profile picture or name:

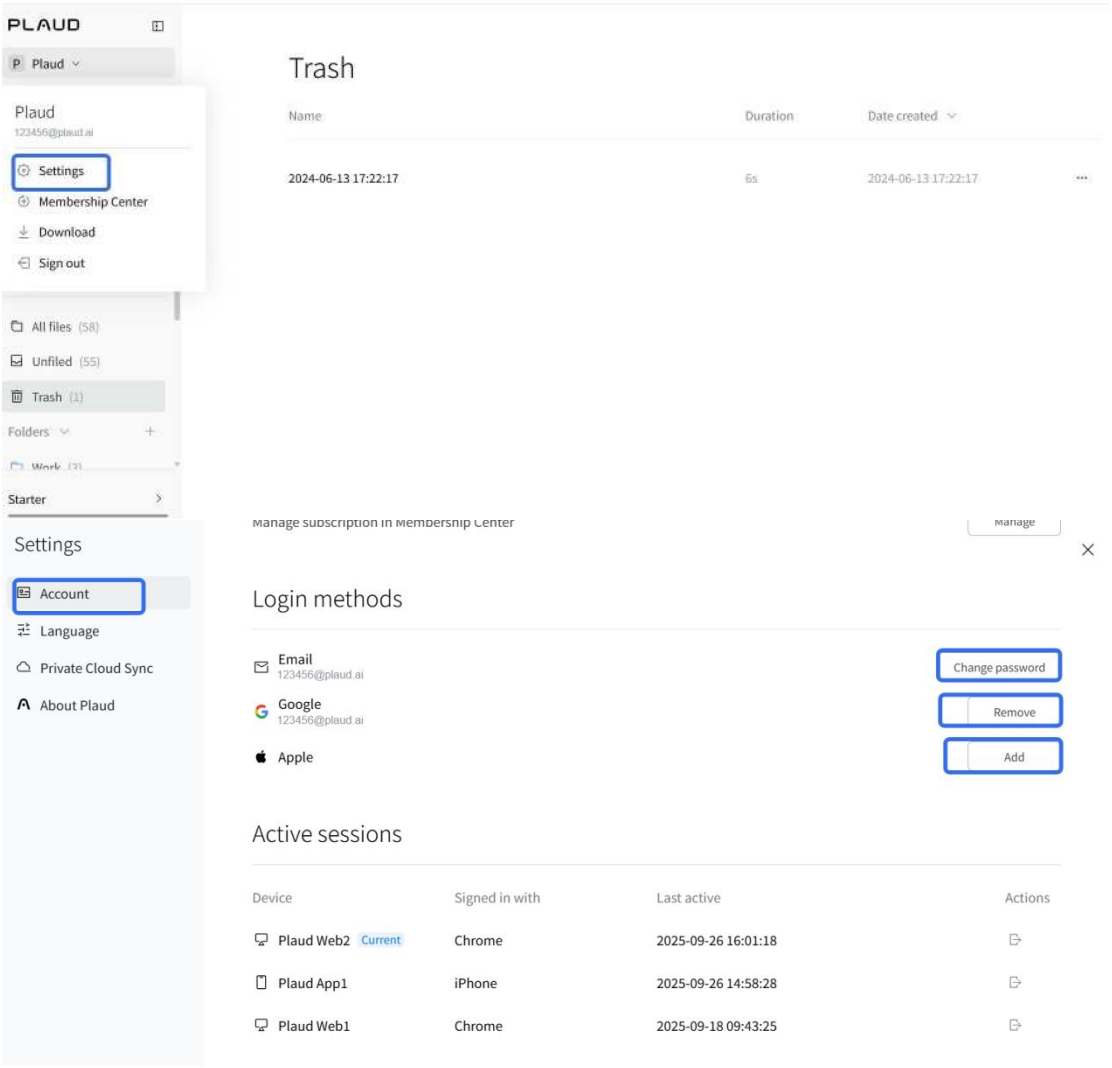
- Click your account name to access Settings.
- Go to Settings > Account.
- Here, you can upload a new profile image or edit your account name.



3. Manage Account Security

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

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

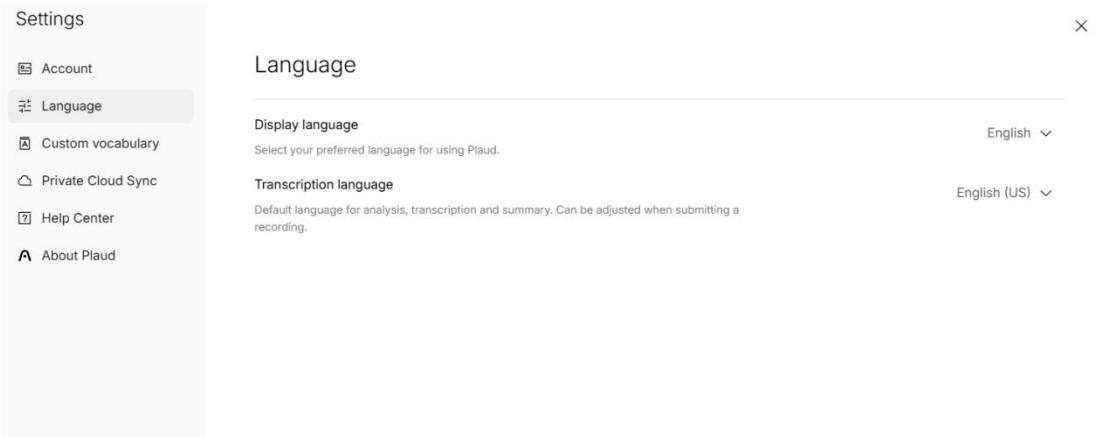


Note:

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

4. Language Settings

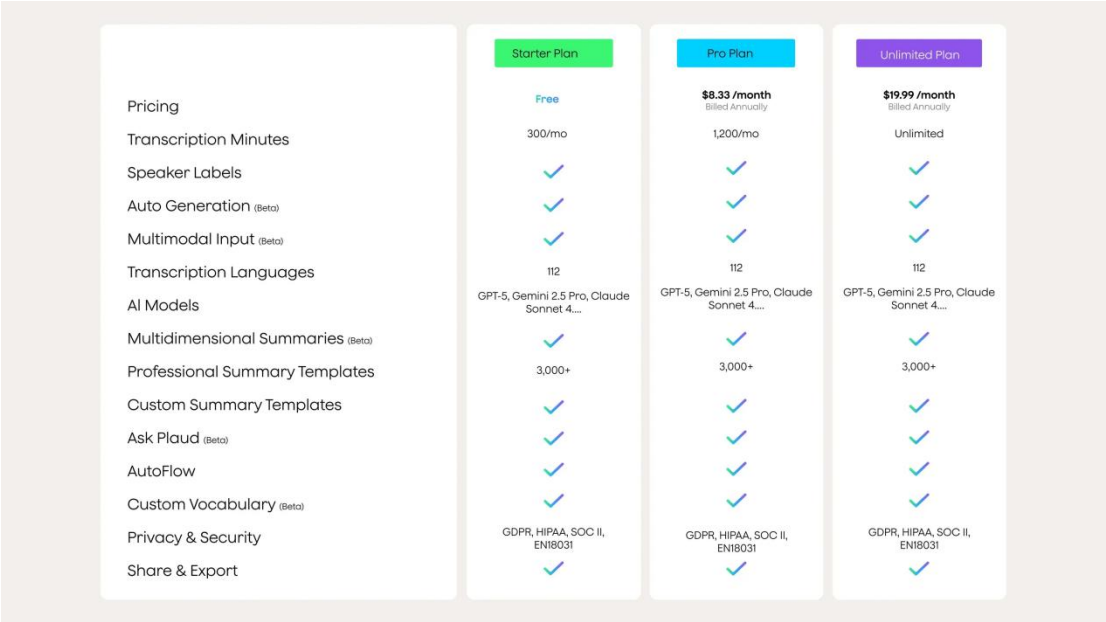
On the Settings page, you can set the display language for Plaud Web and choose the default transcription language.



4. Subscription

4.1 Comparison

Check the differences between the three plans below:
The only difference is the price and transcription minutes.



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

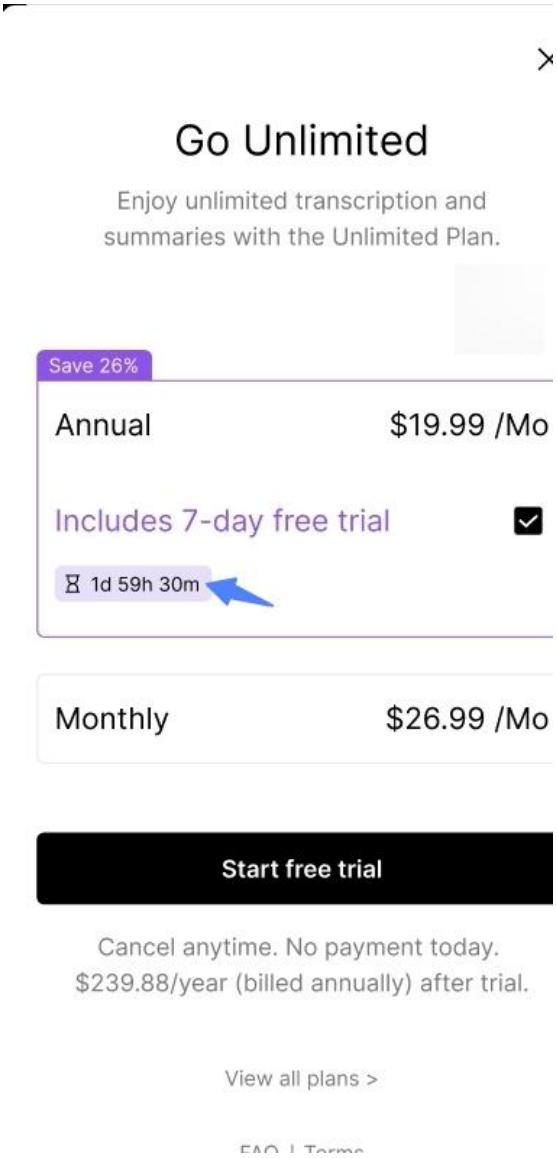
- Direct Subscription: You can subscribe to our AI membership directly

through our mobile app or web platform(https://web.plaud.ai/).

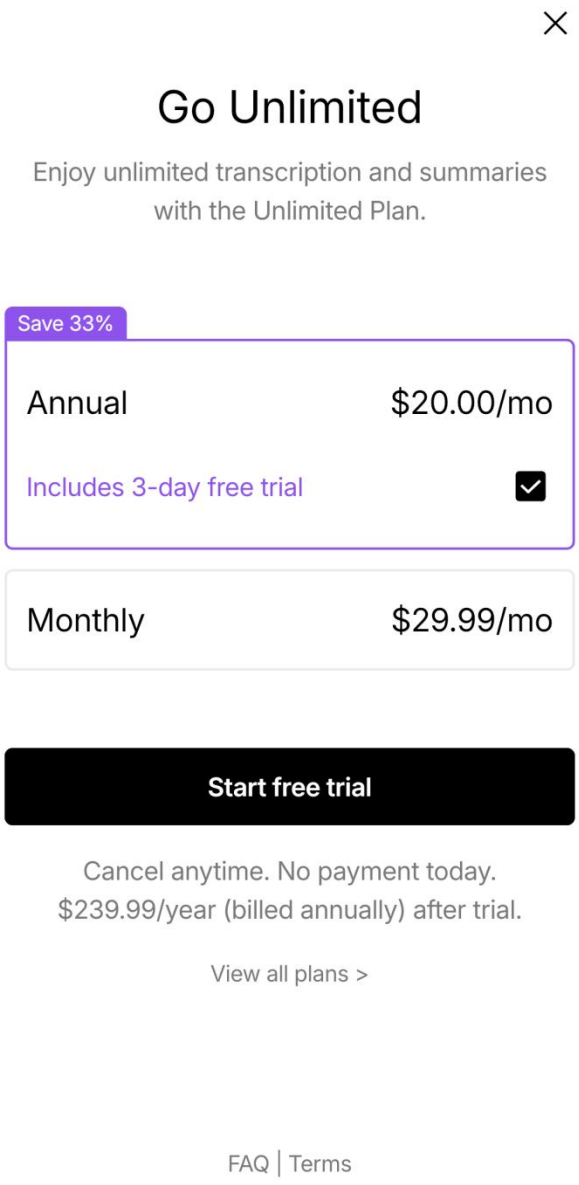
- Activation Code: You can purchase a one-time AI membership on our official website https://www.plaud.ai/) and activate it by entering the activation code through the redemption portal in the mobile app.

4.2 Free Trial

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	Payment will be deducted within	The system initiates the first	First charge attempt occurs

Platform	iOS (Apple App Store)	Google Play （Android）	Stripe （Web & iOS ）
Rules	24 hours before the end of the subscription period.	payment attempt 24 hours before trial ends.	within ~1 hour after the 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)

Platform	Payment Methods
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.

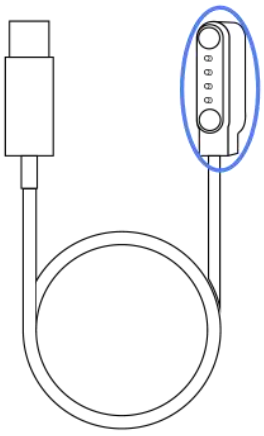
Note: Once you redeem the activation code purchased on the Plaud official website, refunds are not available.

5. Troubleshooting

5.1 What should I do if my Note Pro doesn't turn on?

Please try the steps below:

1. Charge the device for 10 minutes to check whether it turns on.
2. Check whether the four pins on the charging cable have collapsed.



3. Ensure you are using the original charging cable and that it has good contact (you can try cleaning the contacts).
4. Press and hold the record button for 12 seconds to restart the device (without the charging cable connected). There will be a power-on logo on the screen, and the record button will vibrate briefly, which means the device has been restarted.

5.2 What should I do if I can't hear the other party's voice during a phone call recording?

Please check the steps below:

- Ensure the device is attached closely to the back of your phone. Please refrain from dragging or tapping the Plaud Note Pro during the call to prevent noise.
- Ensure the volume of your phone is normal. Adjust the volume of the phone to the max to try again.
- Wearing earphones or headphones, such as AirPods, is not supported when recording a phone call because the vibration conduction sensor of the Plaud Note needs to pick up sound directly from the phone's speaker itself.
- Take the phone case(if there is one) off to try again. If the phone case is too thick, it may affect audio pickup.

5.3 What should I do if my Plaud Note Pro fails to connect to the Plaud App?

If you cannot connect your Plaud Note Pro to the Plaud App, here are some troubleshooting steps you can try:

For first-time connection issues

- Charge your Plaud Note Pro: Check if the recorder is out of power. If so, please charge it for at least 10 minutes.
- Enable Bluetooth permission:
  —iOS: Go to your iPhone's Settings, find the "Plaud" app, and ensure Bluetooth permissions are enabled.
  —Android: Open your phone's Settings and enable Bluetooth and location permissions for the Plaud App. Before Android 12, the Location

service must be enabled for Bluetooth scanning.

- Enable your phone's Bluetooth: Make sure your phone's Bluetooth is on, and keep Plaud Note close to your phone.
- Make sure your phone's Bluetooth is on, and keep Plaud Note Pro close to your phone.
- Press the record button to turn on the device to try binding again.

For reconnection issues

If the Plaud App cannot find the Plaud Note Pro, please try the following methods:

- Make sure the device has sufficient battery and can be turned on (better to fully charge the device).
- Make sure the phone's Bluetooth is on.
- Update the Plaud App to the newest version.
- Restart the phone.
- Reset the device(Long-press the record button for 12 seconds without charging).

5.4 What should I do if the battery of my Plaud Note Pro is draining very fast?

There are mainly two situations. Please take the test according to your actual situation and see whether the problem still occurs.

Short standby time

Description: I used it once on Monday. Then, I didn't use the Plaud device for two days, and when I connected to use it on the third day, I found the battery was empty.

Test:

- Charge the device 100% (after the device is fully charged, continue to charge for 15 minutes).
- Long-press the record button for 12 seconds to reset the device (without the charging cable connected). When the "PLAUD" logo shows up on the screen and the record button briefly vibrates, the reset is successful.
- Then, don't use it to see how long it will last out of battery.

Short recording hours

Description: I bought the Plaud Note Pro, charged it to 100% and today I made some recordings, and my Plaud Note Pro is almost off (a charge is required). The main problem was that the total recording was less than 10 hours.

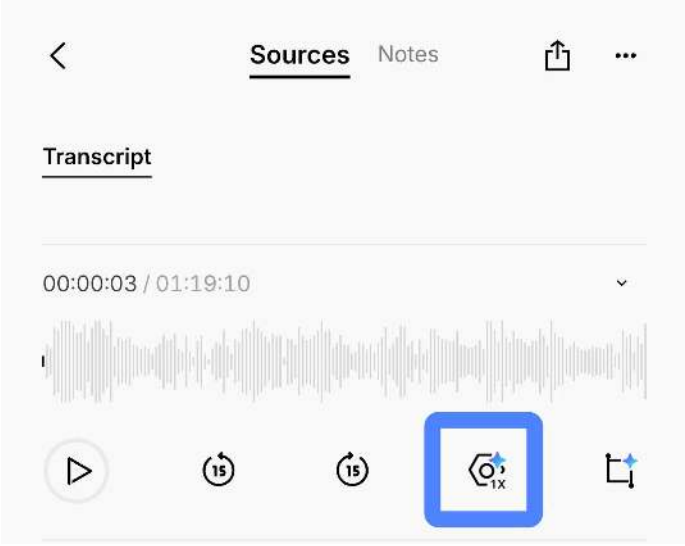
Test:

- Charge the device 100% (after the device is fully charged, continue to charge for 15 minutes).
- Long-press the record button for 12 seconds to reset the device (without the charging cable connected). When the "PLAUD" logo shows up on the screen and the record button briefly vibrates, the reset is successful.
- Make it start recording continuously until it runs out of battery and shuts down. Then, recharge it and reconnect it to the app to transfer the recording to see how many hours the recording lasts.

5.5 What should I do if the sound quality of my Plaud Note Pro is poor?

If the sound quality is not as good as expected, the volume is low, or there is noise in the audio, please check the steps below:

1. Please check whether the audio can be transcribed successfully and whether the transcript is accurate and complete. When transferring the audio to the App, the file will be compressed for fast transfer, so the audio quality may be affected. But it will not affect the transcription. If the transcript is complete and accurate, please adjust AI Speech Enhancement to Medium or High to play the audio again.



2. If the transcript is not accurate, then the problem is related to the poor quality of the audio itself. Please check the steps below:

- Check whether the problem persists in both Note and Phone Call recording modes and occurs even though you stay close to the Plaud device during recording.
- Adjust the AI Speech Enhancement to Medium or High.