Plaud NotePin User Guide

Comprehensive Guide to Setup, Recording, and Device Management



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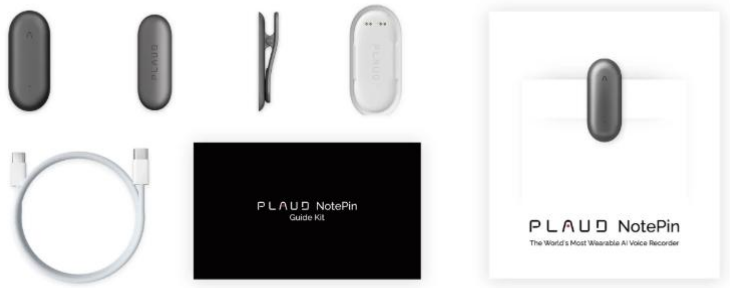
Chapter 1: Introduction

What Is Plaud NotePin?

Plaud NotePin is a wearable AI voice recorder that captures in-person conversations and syncs them to the Plaud App for transcription, summaries, and other Plaud Intelligence features. Because it has no screen, a single indicator light communicates device status, and a pressure-sensitive button in the center handles all recording controls. You wear it using the included accessories, and it pairs with your phone over Bluetooth Low Energy.

What's in the Box



- 1 x NotePin Device
- 1 x Magnetic Pin
- 1 x Clip
- 1 x Charging Dock
- 1 x USB-C Charging Cable
- 1 x Quick Start Guide

Specs at a Glance

Specification	Detail
Standby time	Up to 40 days on a full charge
Continuous recording	Up to 20 hours on a full charge
Bluetooth	Bluetooth Low Energy (BLE); classic Bluetooth is not supported
Water resistance	Splash-resistant (light rain or washing hands); not for submersion
Phone call recording	Not supported
Apple Find My	Supported

After a full charge, Plaud NotePin supports up to 40 days of standby time and 20 hours of continuous recording. It is splash-resistant and suitable for light rain or washing hands, but it is not designed for submersion in water, such as swimming pools or showers.

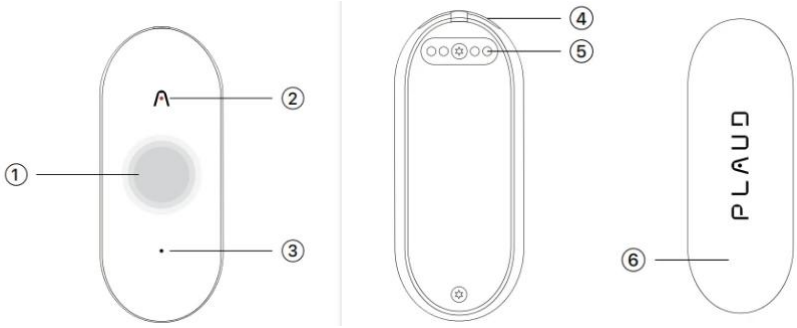
Safety: Pacemakers and Magnetic Fields

The sensitivity of a pacemaker to magnetic fields depends on both the strength of the magnetic field and the rate of change. Generally, magnetic fields ranging from a few gauss to several

thousand gauss can potentially interfere with pacemakers. The Plaud NotePin magnetic pin and clip generate magnetic fields up to 2100 gauss. For users with pacemakers, we advise against wearing the NotePin on the chest area, whether with the lanyard, magnetic pin, or clip, due to its magnetic properties.

Chapter 2: Know Your Device

Main Components



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

Indicator Light

The indicator light on Plaud NotePin is a small LED that shows device status at a glance, whether you are recording, the battery is low, or charging is in progress. It is the primary way to read device state since Plaud NotePin has no screen.

What Does Each Light Color Mean?

Light color	Status
White	Ready to connect
Red	Recording
Flashing purple	Battery is low
Steady purple	Charging
Green	Fully charged
Yellow	Storage is full

The indicator light can't be turned off.

FAQ about the Indicator Light

Does the indicator light drain the battery?

No. The indicator light uses minimal power and does not meaningfully affect battery life.

Chapter 3: Getting Started

Turn On the Device

Plaud NotePin powers on with a long-press on the device center. A white indicator light confirms the device is on. Because NotePin uses touch-based gesture input, the press requires a little more force than a typical button press. The device must have sufficient charge to power on.

Before You Start

- Make sure your Plaud NotePin has enough battery charge. If the device doesn't respond, charge it for a few minutes first.

How to Turn On Plaud NotePin

Press and hold the center of the device with firm, steady pressure until the white light appears. The device is now on.



FAQ about Turning On Plaud NotePin

The device doesn't respond when I press. What should I do?

First, make sure you're pressing with enough force: the center requires more pressure than a standard button. If it still doesn't respond, the battery may be depleted. Connect Plaud NotePin to a charger, wait a few minutes, and try again.

Do I need to turn off the device when not in use?

No. Plaud NotePin enters a low-power sleep state automatically when idle.

Charge the Device

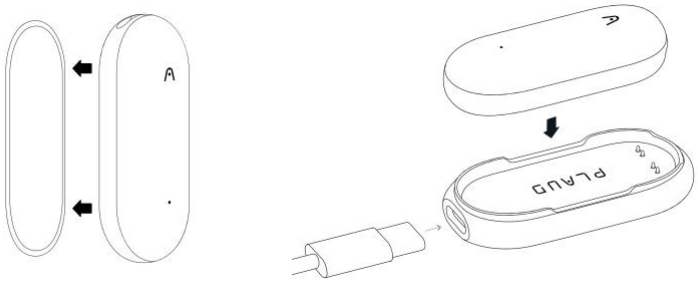
Plaud NotePin charges through a dedicated charging dock. The magnetic pin that attaches the device must be removed before charging can begin.

Before You Start

Make sure the charging dock and USB-C cable are clean and free of debris. You'll also need a compatible power adapter.

How to Charge Plaud NotePin

1. Remove the magnetic pin from the Plaud NotePin.
2. Place the Plaud NotePin into the charging dock.
3. Plug the USB-C cable into the charging dock, then plug the other end into a power source.



The indicator light turns solid purple during charging and solid green when fully charged.

FAQ about Charging Plaud NotePin

Do I need to remove the magnetic pin before charging?

Yes. Remove the magnetic pin before placing the device in the dock. The device won't charge with the pin attached.

What if the device isn't charging?

Reseat the Plaud NotePin in the dock to make sure it's properly seated, then try a different cable or power source.

Download the Plaud App

Use the link below, or scan the QR code: Download the Plaud App.

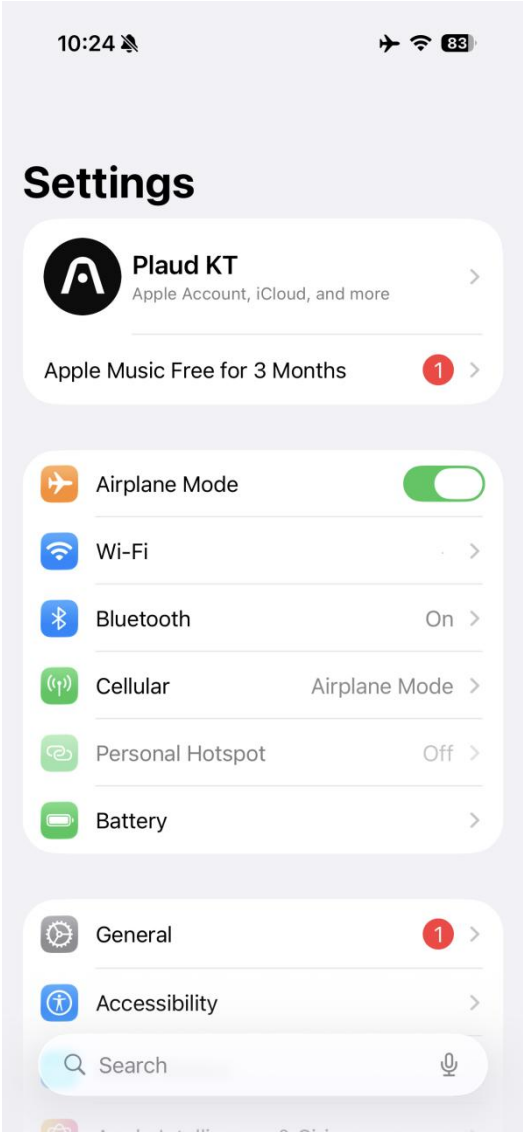


Required Permissions

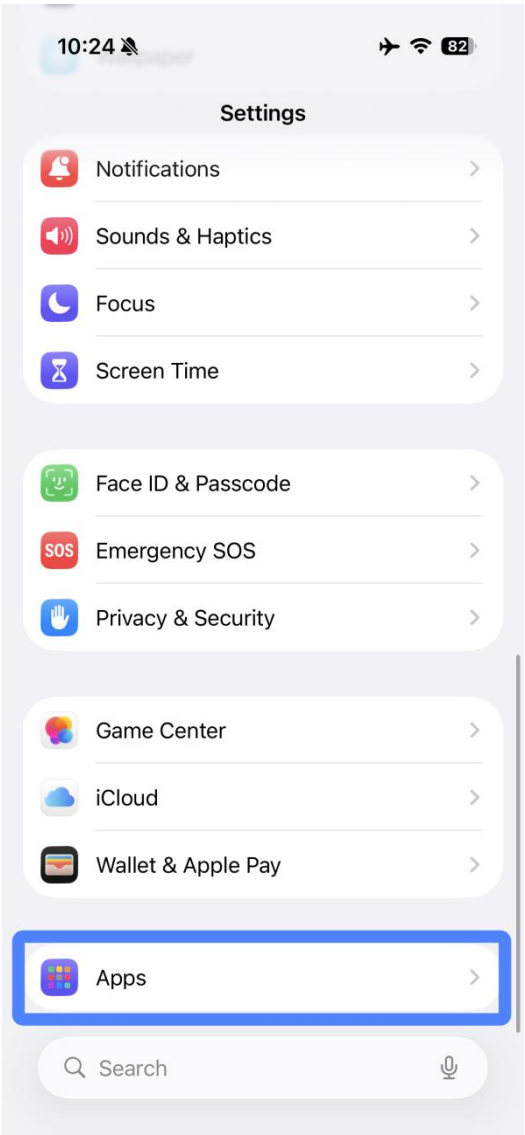
The app needs Bluetooth (and on some Android phones, Location) to discover and connect to your device.

iOS

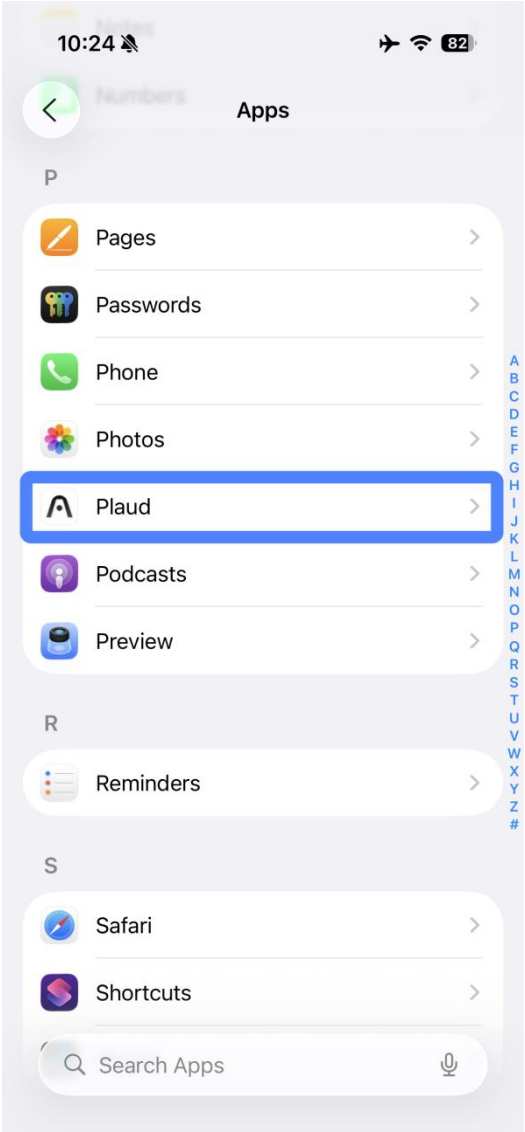
1. Open Settings.


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

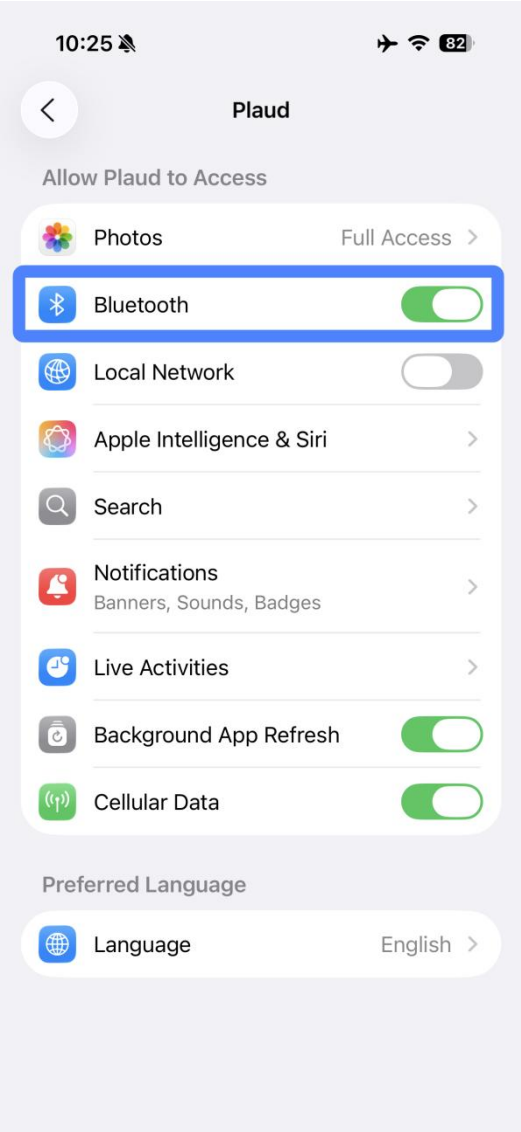
2. Tap Apps.


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

3. Tap Plaud.

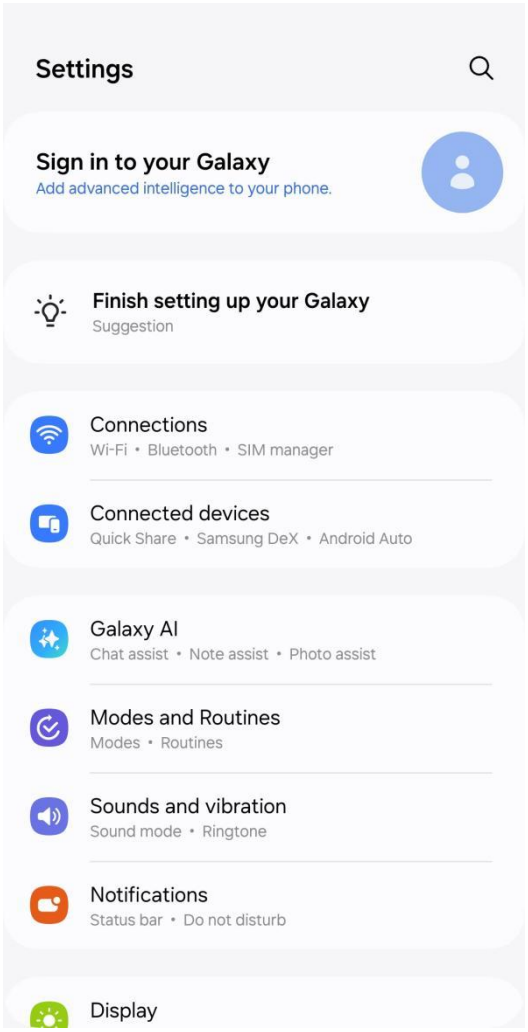


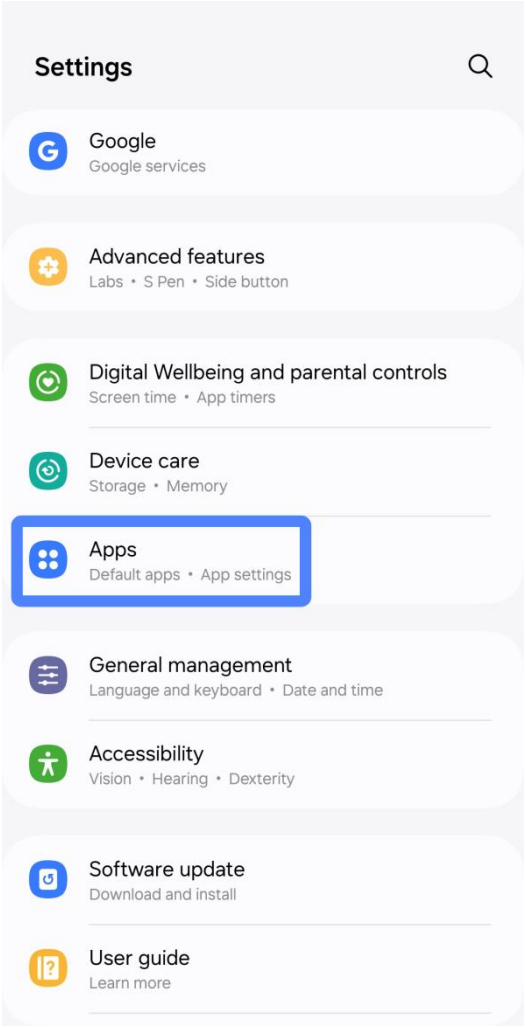
4. Turn on Bluetooth.



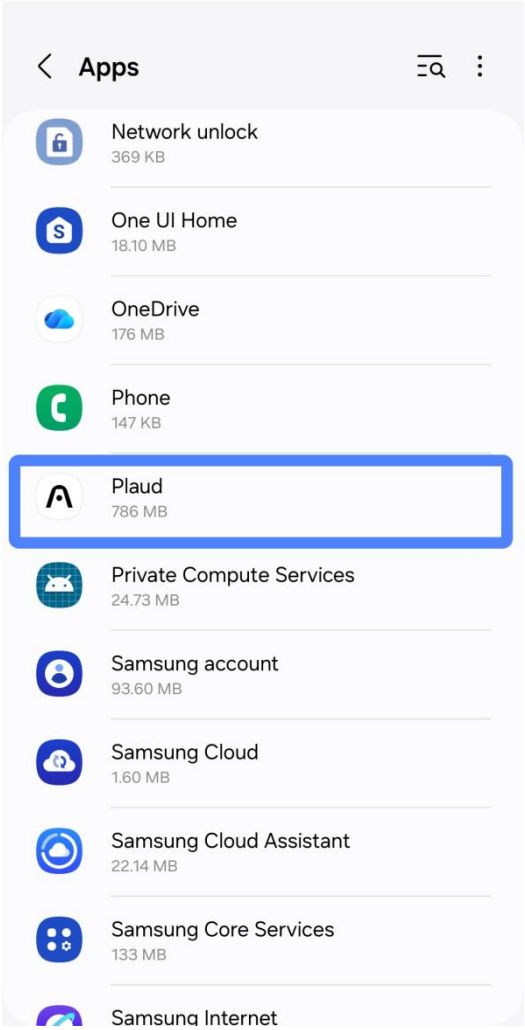
Android

1. Open Settings and go to Apps.

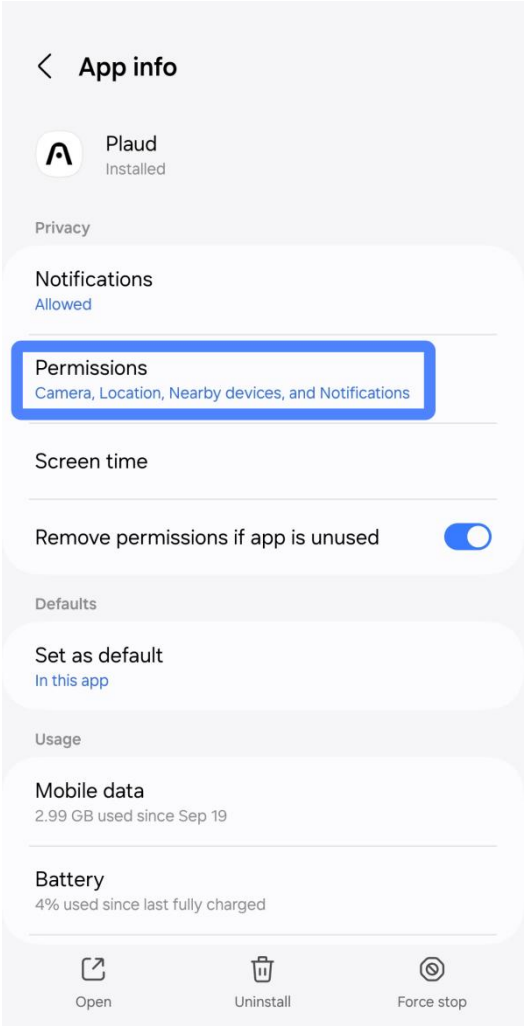

Settings
Sign in to your Galaxy
Add advanced intelligence to your phone.
Finish setting up your Galaxy
Suggestion
Connections
Wi-Fi • Bluetooth • SIM manager
Connected devices
Quick Share • Samsung DeX • Android Auto
Galaxy AI
Chat assist • Note assist • Photo assist
Modes and Routines
Modes • Routines
Sounds and vibration
Sound mode • Ringtone
Notifications
Status bar • Do not disturb
Display


Settings
Google
Google services
Advanced features
Labs • S Pen • Side button
Digital Wellbeing and parental controls
Screen time • App timers
Device care
Storage • Memory
Apps
Default apps • App settings
General management
Language and keyboard • Date and time
Accessibility
Vision • Hearing • Dexterity
Software update
Download and install
User guide
Learn more

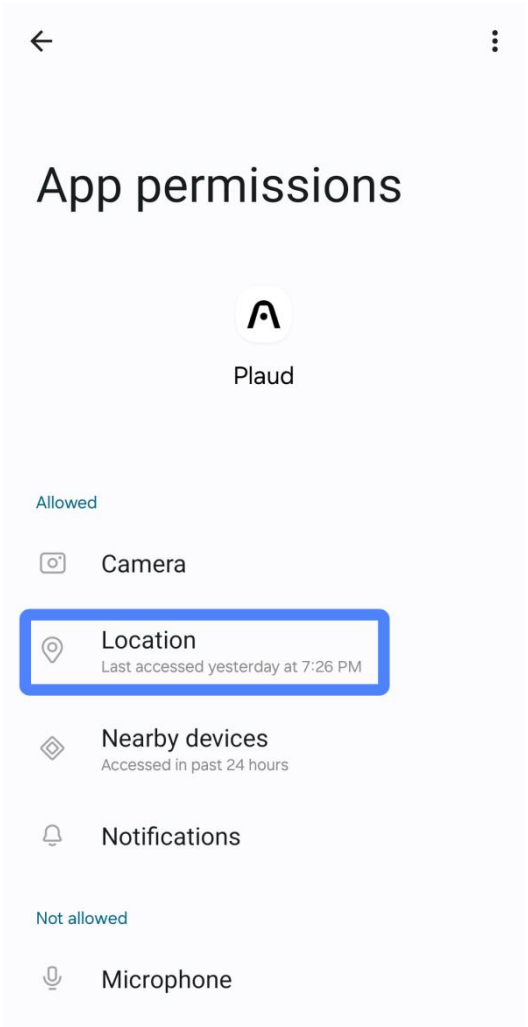
2. Tap Plaud.

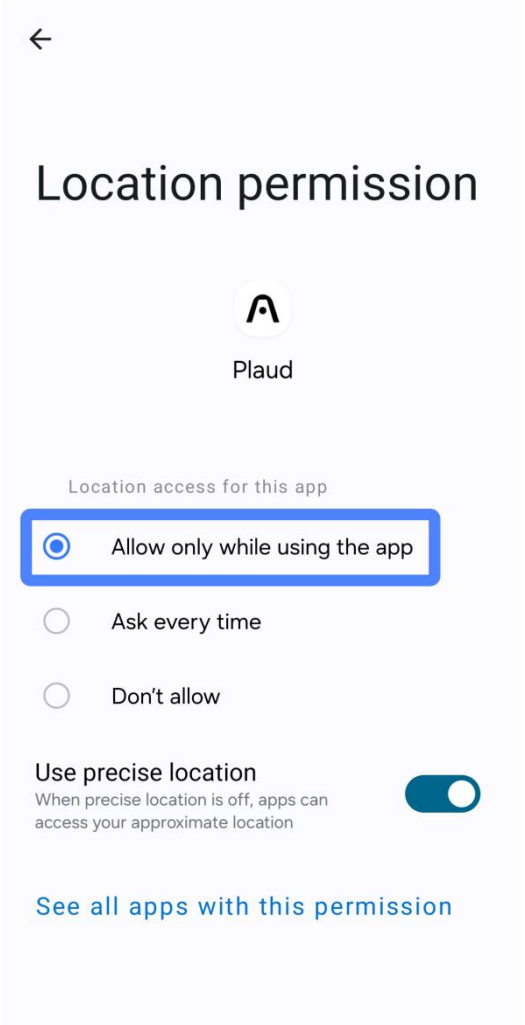


3. Tap Permissions.



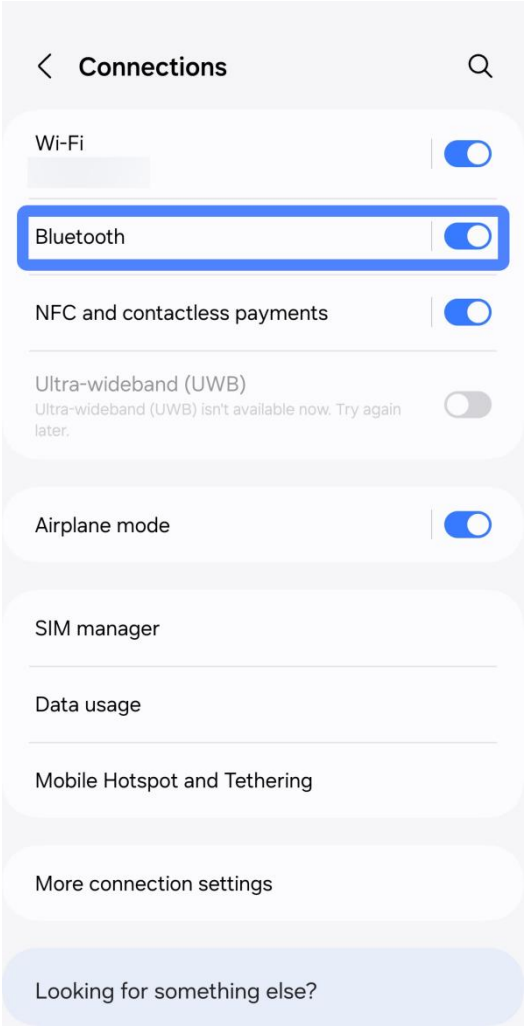
4. Allow Location.


App permissions
Plaud
Allowed
Camera
Location
Last accessed yesterday at 7:26 PM
Nearby devices
Accessed in past 24 hours
Notifications
Not allowed
Microphone



Checkpoint

Make sure Bluetooth is enabled on your phone.

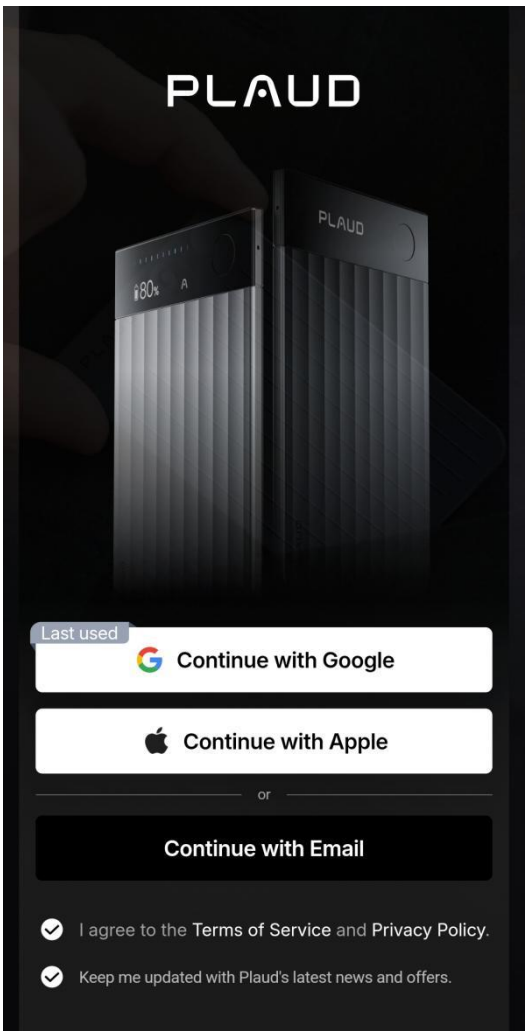


Create a Plaud Account

You can log in to the Plaud App directly with your existing Google or Apple account, or create a Plaud account with your email.

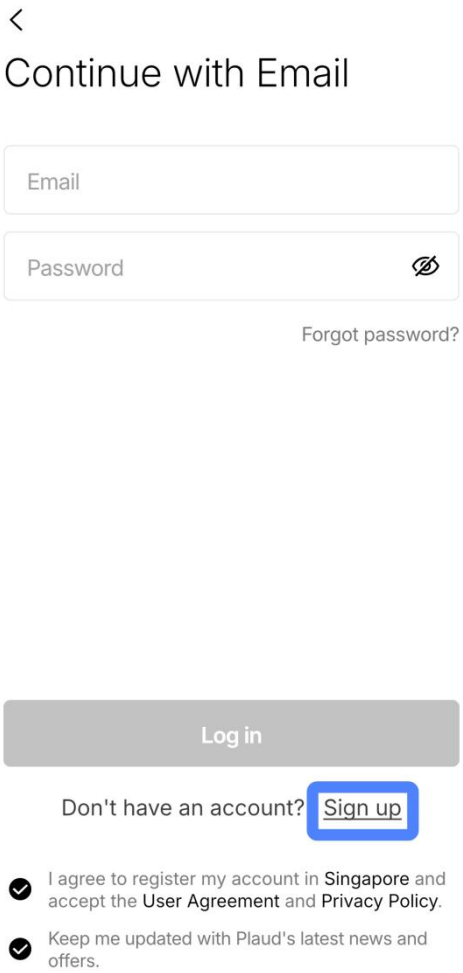
Log In with Google or Apple

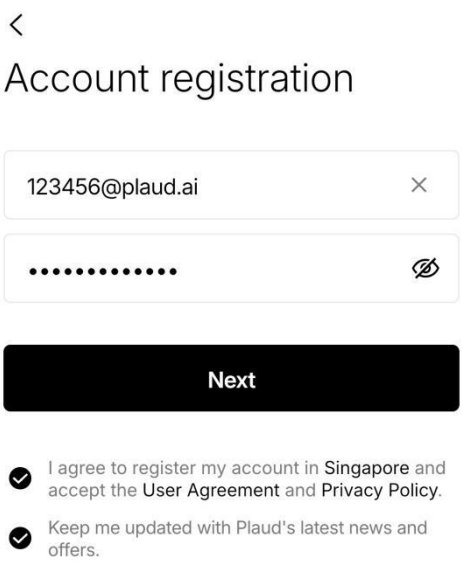
Tap Continue with Google or Continue with Apple and follow the on-screen instructions to log in to the app directly.



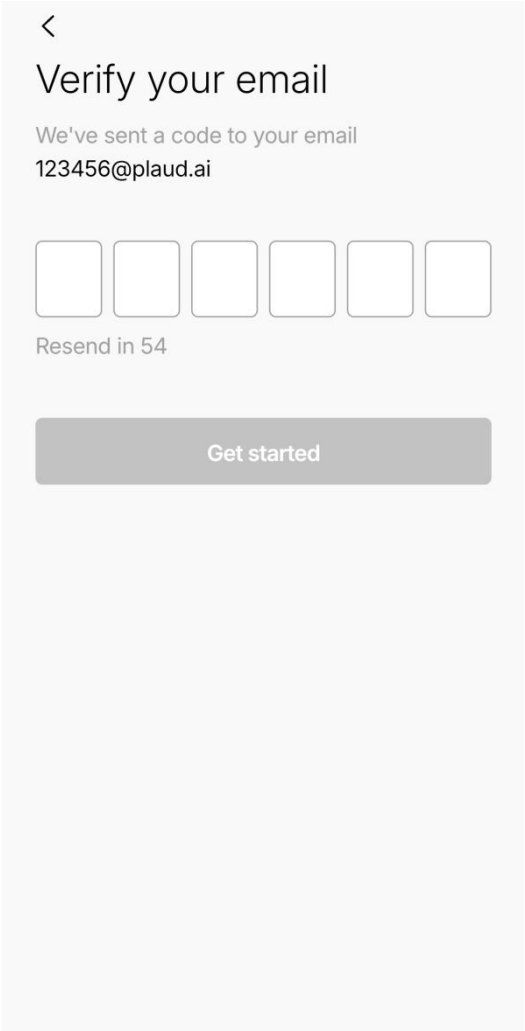
Create an Account with Email

1. Tap Continue with Email.
2. Tap Sign up to create an account.
3. Enter your email address (make sure it's spelled correctly) and create a password with 6 to 16 characters, including both uppercase and lowercase letters and at least one number, with no spaces.
4. Tap Account registration to get a verification code.


Continue with Email
Email
Password
Forgot password?
Log in
Don't have an account? Sign up
I agree to register my account in Singapore and accept the User Agreement and Privacy Policy.
Keep me updated with Plaud's latest news and offers.



5. Enter the verification code to get started.



Bind the Device

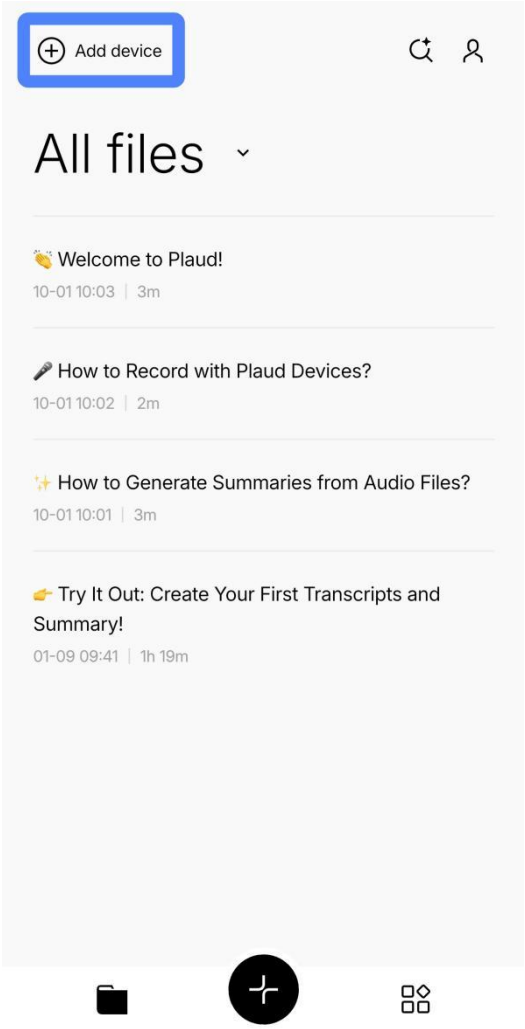
Binding links your Plaud NotePin to your Plaud account through the Plaud App. You only need to do it once per device. After binding, the device syncs with your account whenever it's connected. Binding also activates your Plaud account, giving you access to Plaud Intelligence features and unlimited cloud storage on the Starter plan and above.

Before You Start

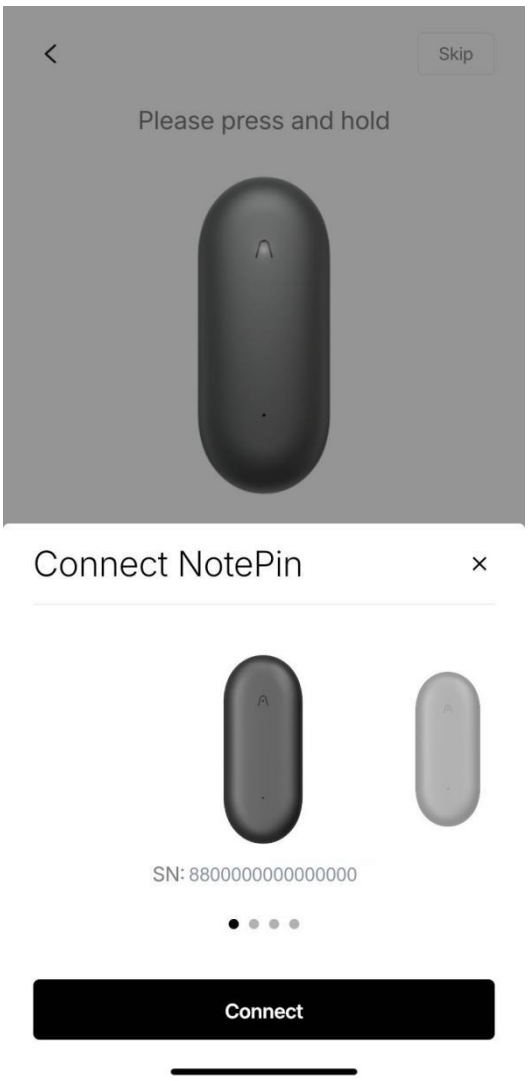
- Make sure you're logged in to the Plaud App.
- Turn on Bluetooth on your phone.
- Have your Plaud NotePin nearby.

How to Bind Your Plaud NotePin

1. Open the Plaud App and tap Add device in the top-left corner.



2. Select Plaud NotePin from the device list.
3. Press and hold the record button on your Plaud NotePin until the white indicator light flashes. The device is now ready to connect.
4. The app scans for nearby devices. When your device appears, verify the serial number and tap Connect.



FAQ about Binding Plaud NotePin

What if my device doesn't appear in the app?

Make sure the white light is flashing. If it isn't, press and hold the record button again to put the device into pairing mode. Keep the device within Bluetooth range of your phone.

Can I bind the device to more than one account?

No. A device can only be bound to one account at a time. To switch accounts, unbind the device from the current account first.

Do I need to bind the device again after a firmware update?

No. Firmware updates don't affect the binding. Your device stays linked to your account after any update.

Chapter 4: Recording

Start and Stop a Recording

Plaud NotePin is a wearable recorder that captures in-person conversations. You start and stop recordings with a long press on Plaud NotePin's pressure-sensitive button, with no app interaction needed during the session. A red indicator light and vibration feedback confirm the recording state. Recordings are stored on the device and synced to the Plaud App when you transfer files.

Before You Start

- Make sure your Plaud NotePin firmware and Plaud App are updated to the latest version.
- Make sure your device has enough battery to cover the session you plan to record.
- Plaud NotePin records in-person conversations only and does not support phone call recording.

To Start Recording

Long-press the center of the device with gentle force. You'll feel a gentle vibration, then one strong vibration, and the red light turns on. Recording has started.

> ⚠ *If you feel a vibration but the red light doesn't turn on, the recording hasn't started. Long-press the center again.*

To Stop Recording

Long-press the center of the device with gentle force again. You'll feel a gentle vibration, then two strong vibrations, and the red light turns off. Recording has stopped.

> ⚠ *If the red light stays on, the recording is still in progress. Long-press the center again until you feel two strong vibrations.*

FAQ about Recording on Plaud NotePin

Does Plaud NotePin support phone call recording?

No. Plaud NotePin records in-person conversations only. For phone call recording, use Plaud Note or Plaud Note Pro.

Is there a pause option during recording?

The Plaud NotePin device does not support a pause option. However, you can use the in-app pause feature, or record multiple files and merge them later.

Can I add highlights during a recording on Plaud NotePin?

No. Plaud NotePin doesn't support the Highlights feature. To mark moments during a recording, use Plaud NotePin S, Plaud Note, or Plaud Note Pro instead.

What should I do if the red light doesn't turn on after I press?

The recording didn't start, likely because the press wasn't firm enough. Long-press the device center again with slightly more force until you feel one strong vibration and the red light turns on.

Chapter 5: Transfer and Access Your Recordings

Transfer Files to the Plaud App

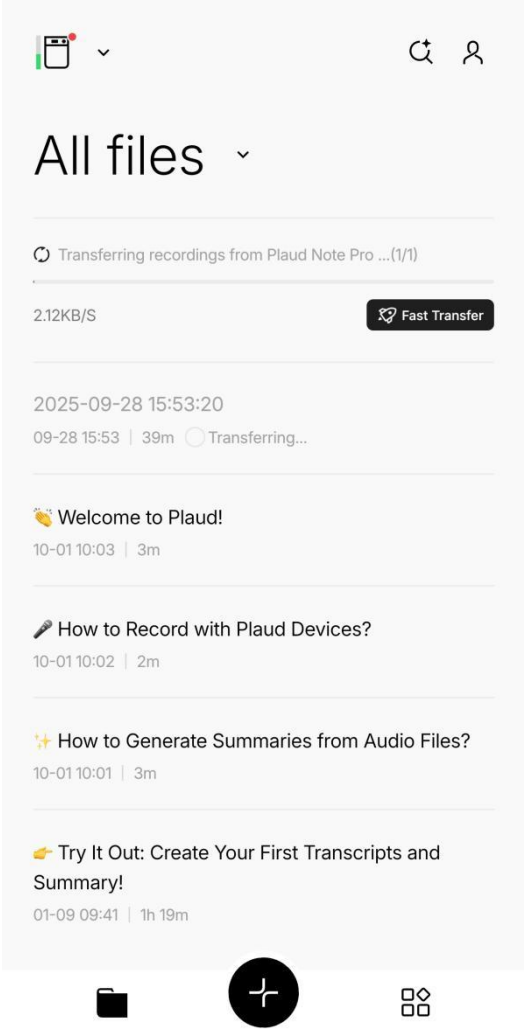
Recordings captured on Plaud NotePin are stored locally on the device. Connecting to the Plaud App over Bluetooth triggers an automatic transfer to your account, where files become available for transcription and AI processing. For large recordings, Fast Transfer uses Wi-Fi for a quicker upload.

Before You Start

- Make sure the Plaud App is installed on your phone and your device is bound to your account.
- Make sure Bluetooth is enabled on your phone.
- For Fast Transfer: make sure Wi-Fi is also enabled on your phone and that both your phone and Plaud NotePin are on the same Wi-Fi network.

Standard Transfer

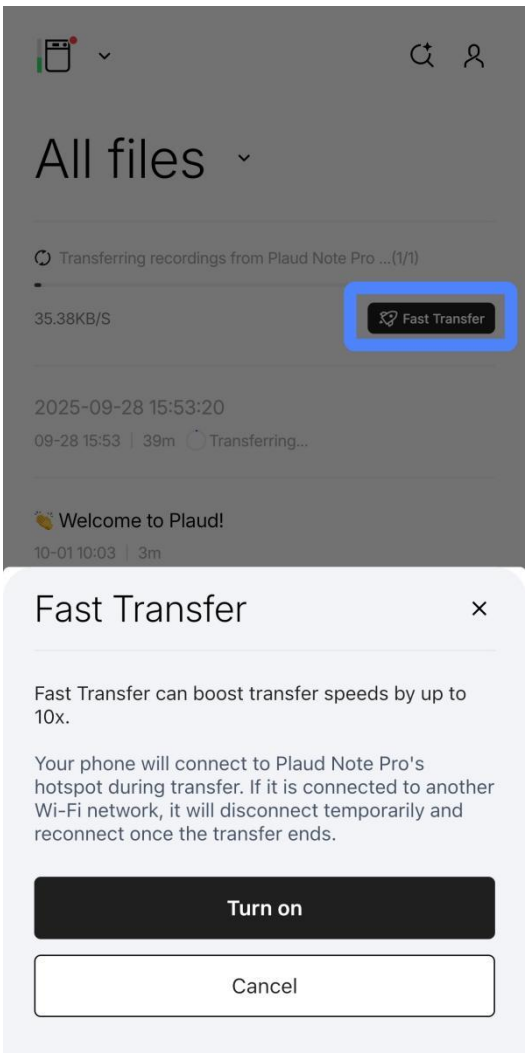
Open the Plaud App and connect your Plaud NotePin. Recordings on the device transfer to your account automatically over Bluetooth. No additional steps are needed for the standard transfer.



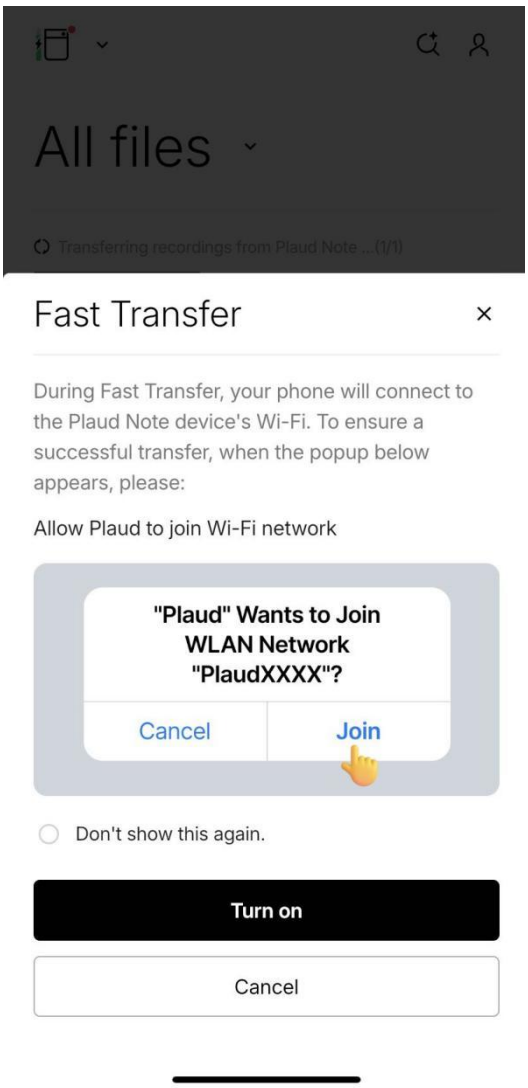
Fast Transfer for Larger Recordings

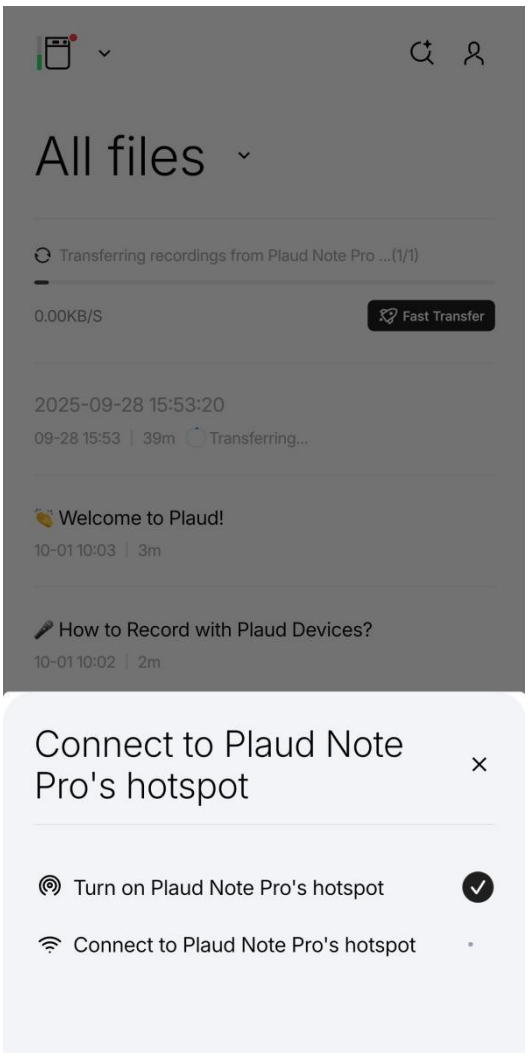
Fast Transfer switches from Bluetooth to Wi-Fi for faster uploads. Use it when you have large recordings and want a quicker transfer.

1. Connect your Plaud NotePin to the Plaud App over Bluetooth.
2. Tap the Fast Transfer prompt that appears in the upper-right corner of the screen.

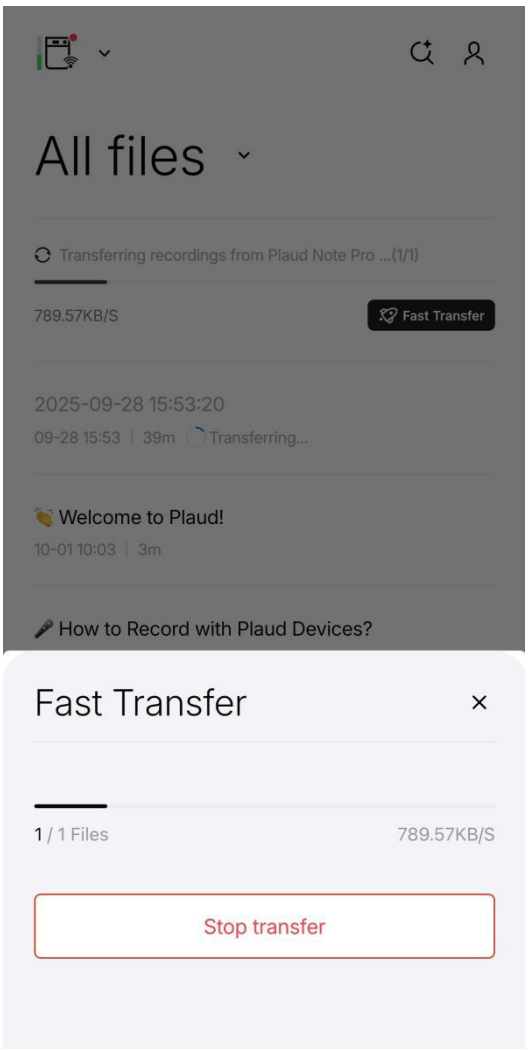


3. Follow the in-app instructions to switch from Bluetooth to Wi-Fi. Keep the Plaud App open until the transfer completes.


All files
Transferring recordings from Plaud Note ...(1/1)
Fast Transfer
During Fast Transfer, your phone will connect to the Plaud Note device's Wi-Fi. To ensure a successful transfer, when the popup below appears, please:
Allow Plaud to join Wi-Fi network
"Plaud" Wants to Join WLAN Network "PlaudXXXX"?
Cancel
Join
Don't show this again.
Turn on
Cancel

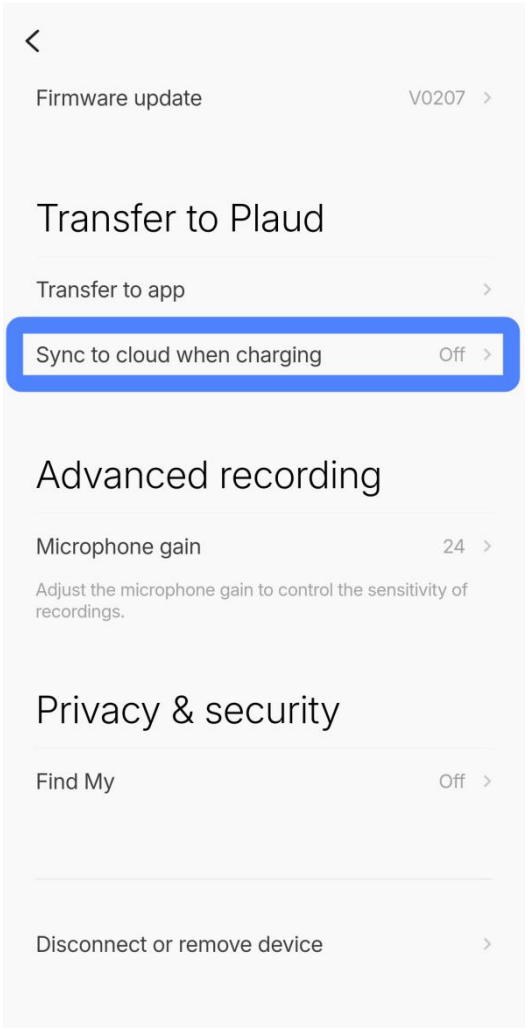


4. When finished, the app automatically switches back to Bluetooth and returns to the main screen.



Sync to Cloud While Charging

After updating your NotePin to the newest firmware version, NotePin can be configured to connect to commonly used wireless networks, especially those at home or in the office. When NotePin is charging and not recording, it is in idle mode. During this time, NotePin automatically connects to the configured wireless network and uploads the recording files directly to the Plaud Cloud. You can access your files on both the Plaud App and Plaud Web after the transfer is complete, saving you the time of a manual transfer. After you set up Wi-Fi for the NotePin (only 2.4GHz networks are supported), you can turn on the Sync to cloud when charging button.


Firmware update
V0207
Transfer to Plaud
Transfer to app
Sync to cloud when charging
Off
Advanced recording
Microphone gain
24
Adjust the microphone gain to control the sensitivity of recordings.
Privacy & security
Find My
Off
Disconnect or remove device



⚠ *Make sure you have turned on Private Cloud Sync in the Plaud App.*

FAQ about Transferring and Accessing Files

Do I need to do anything to start the transfer?

No. Once your Plaud NotePin is connected to the Plaud App, the transfer starts automatically. You don't need to tap anything for the standard Bluetooth transfer.

What if the Fast Transfer fails?

Move your device closer to your phone, confirm that Wi-Fi and Bluetooth are both enabled, and tap the Fast Transfer prompt again to retry. If the issue continues, the standard Bluetooth transfer will still work.

Are my recordings deleted from the device after transfer?

Yes. Recordings are deleted from Plaud NotePin after they transfer to the Plaud App. You can access them in the app once the transfer is complete.

Can I plug my NotePin into my PC to access files?

No. Connecting Plaud NotePin to a PC to access files is not supported. Access your files in the Plaud App or on Plaud Web instead.

Chapter 6: Plaud Intelligence

Plaud Intelligence is the suite of AI features that turns your recordings into searchable, shareable knowledge. These features are available across Plaud devices through the Plaud App and Plaud Web after your recordings are transferred to your account.

Transcription

Once a recording is transferred to your account, Plaud transcribes the audio into text, with speaker labels where available. Transcription usage is measured in transcription minutes tied to your subscription plan.

Summaries

Plaud generates structured summaries from a transcript, capturing key points, decisions, and action items so you can review a long conversation in seconds. You can choose from a range of summary templates to match the type of conversation you recorded.

Ask Plaud

Ask Plaud lets you ask questions about a recording in natural language and get answers drawn directly from the transcript, so you can find a specific detail without scrubbing through the audio.

AutoFlow

AutoFlow automates the processing of new recordings by applying your preferred transcription and summary settings the moment a file is transferred, so each recording is ready for review without manual steps.

Export and Share

You can export transcripts and summaries in common formats and share them with others, making it easy to distribute meeting notes or keep a personal record outside the app.

Subscription Plans

Plaud offers a range of subscription plans that determine your monthly transcription minutes and access to advanced Plaud Intelligence features. Binding your Plaud NotePin activates your account with unlimited cloud storage on the Starter plan and above.

Chapter 7: Device Management

Update the Firmware

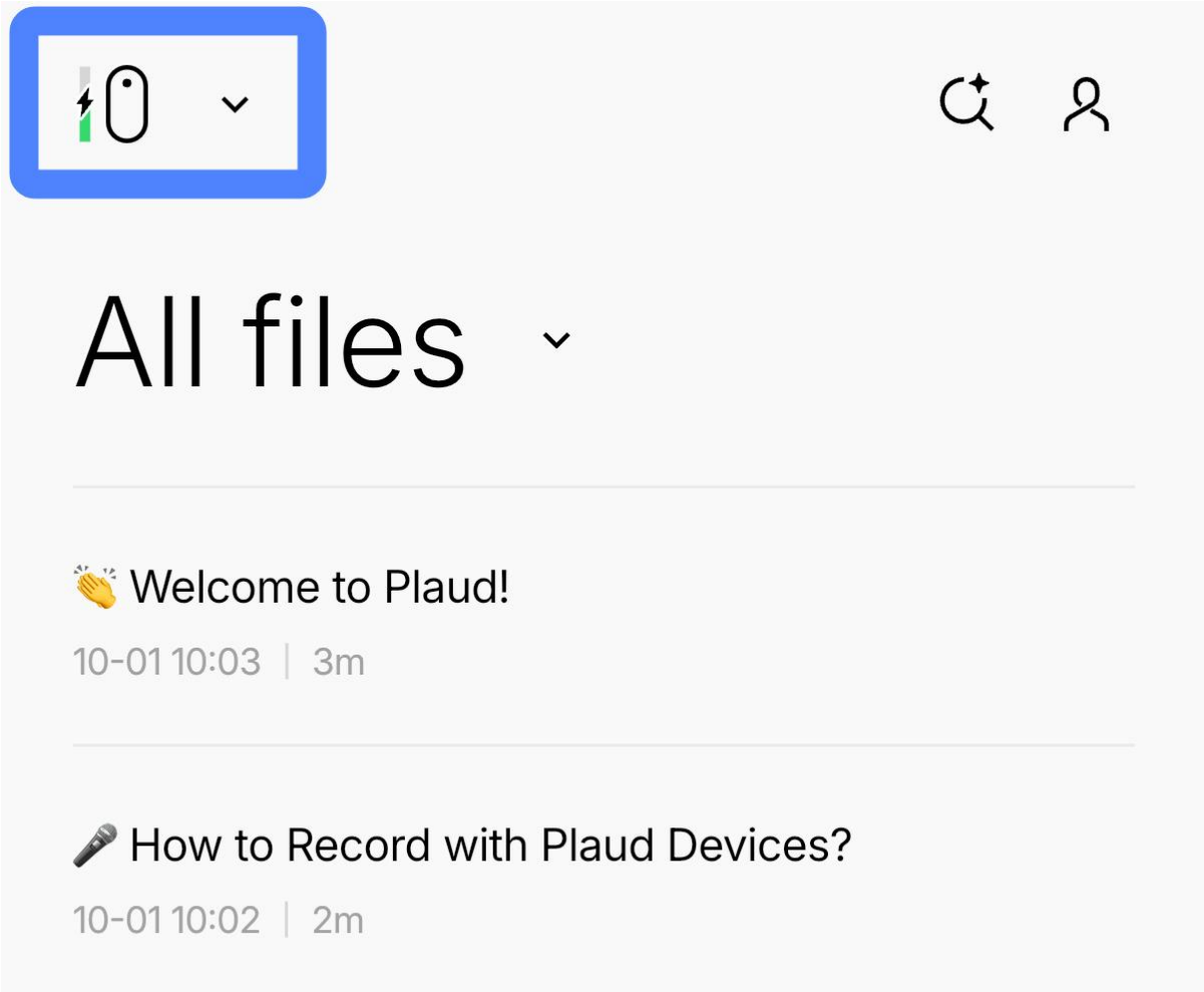
A firmware update installs the latest software on your Plaud device. Updates improve performance, fix known issues, and add support for new Plaud App features. Your device checks for updates automatically when connected to the Plaud App over Wi-Fi. Firmware updates for your Plaud NotePin improve recording quality, transcription accuracy, battery performance, and compatibility with the latest Plaud App features.

Before You Start

- **Device is charging:** connect it to a power adapter, not a computer.
- **Device is not recording:** stop any active recording first.
- **Device is connected in the Plaud App:** confirm your Plaud NotePin shows as connected in the app.
- **Stable internet connection:** use Wi-Fi for the fastest download.

How to Update the Firmware on Plaud NotePin

1. Open the Plaud App and tap your Plaud NotePin in the top-left corner to open Device Settings.



2. Scroll down and tap Firmware version.
3. If an update is available, tap Firmware Update. The app downloads and installs the update automatically.
4. Keep the device plugged in and the Plaud App open until the update finishes and the device restarts.

If the screen shows Up to Date, your Plaud NotePin is already on the latest firmware.

FAQ about Firmware Updates

How do I check which firmware version I have?

Open the Plaud App, tap your Plaud NotePin to enter Device Settings, and scroll to Firmware version. Your current version number appears there.

The firmware update failed: what should I do?

Confirm the device is still charging and connected in the Plaud App. Close and reopen the Plaud App, reconnect your Plaud NotePin, and try again. If the issue continues, submit a request and include your current firmware version and device model.

Can I use my Plaud NotePin while the firmware is updating?

No. Keep the device charging and the Plaud App open throughout the update. Closing the app or starting a recording mid-update can interrupt the process.

Set Up Apple Find My

Find My is Apple's built-in tracking system that helps you locate compatible accessories from your iPhone. Once you add your Plaud NotePin to Find My, it appears under Find My app, then Items, so you can find it from any signed-in Apple device when it's misplaced.

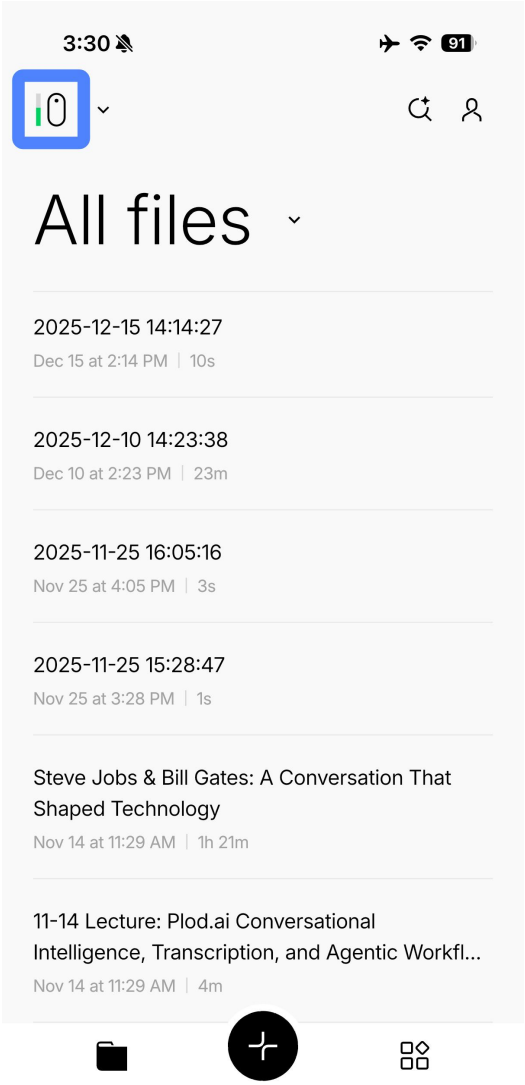
What You Need

- An iPhone signed in to your Apple Account (Find My is an Apple feature).
- The Plaud App installed on the iPhone with Bluetooth access enabled.
- Bluetooth permission enabled for the Plaud App: Settings, then Plaud, then Bluetooth.

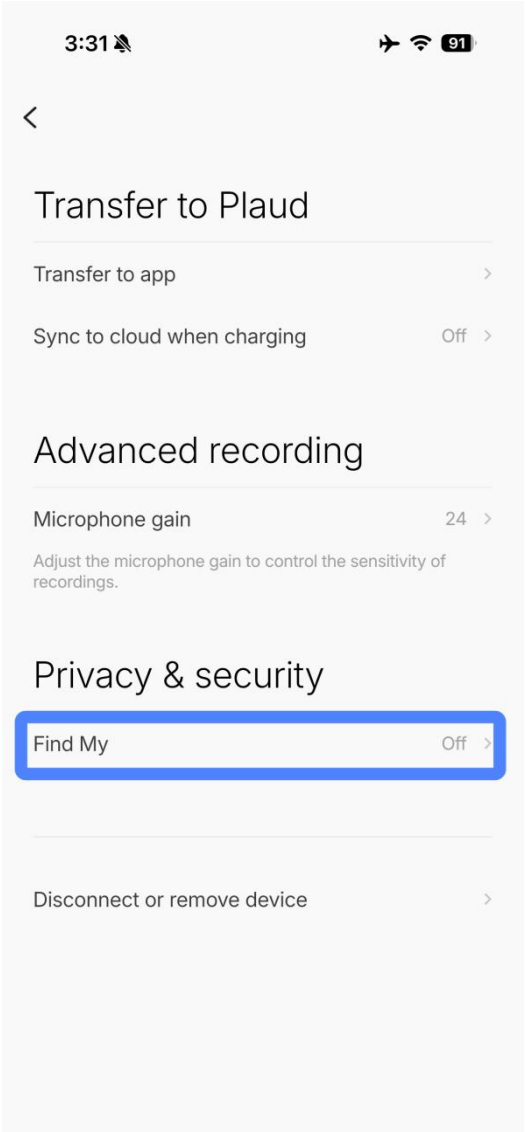
Recommended: update your NotePin firmware to the latest version in the Plaud App. Some Find My behavior depends on firmware. Keep NotePin on the charger during the firmware upgrade.

How to Set Up Find My on Plaud NotePin

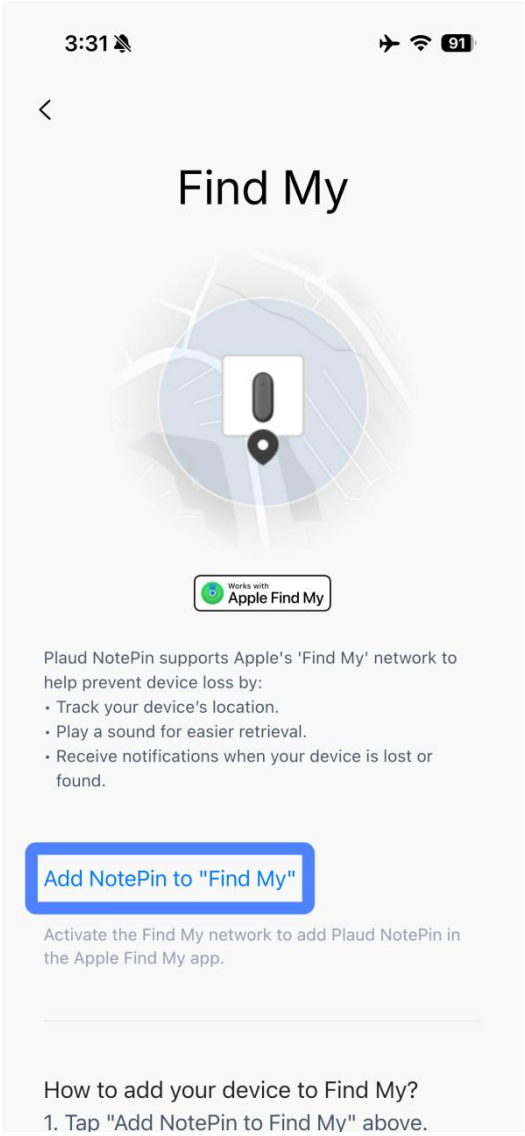
1. Open the Plaud App.
2. Tap your Plaud NotePin (top-left) to enter the device settings page.



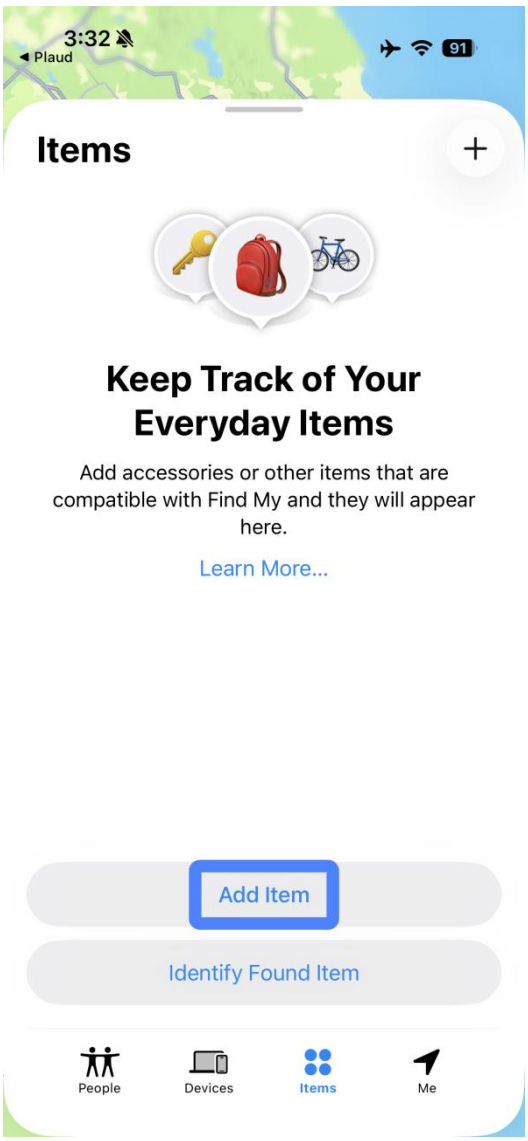
3. Scroll down and tap Find My.

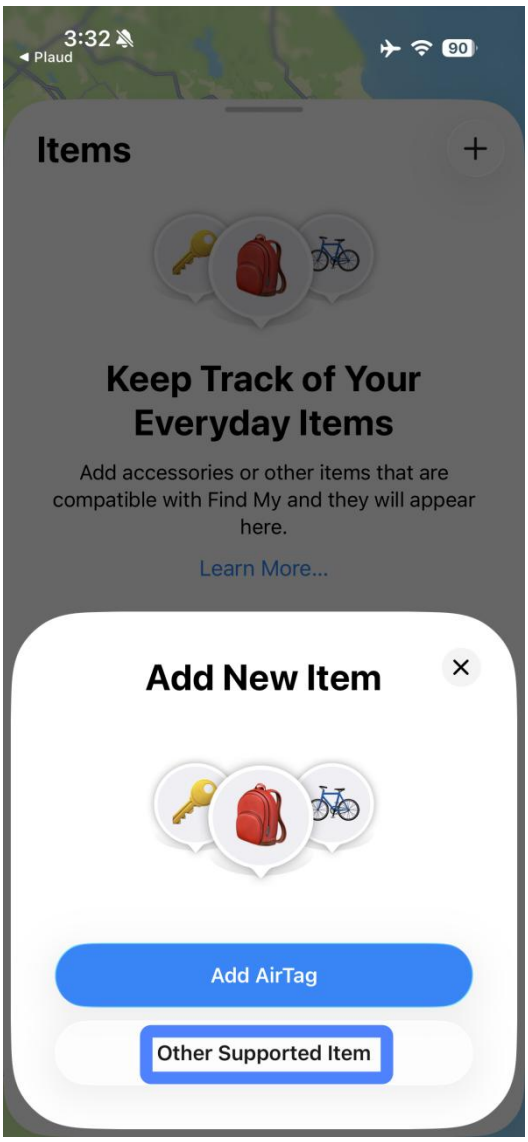


4. Tap Add NotePin to Find My.

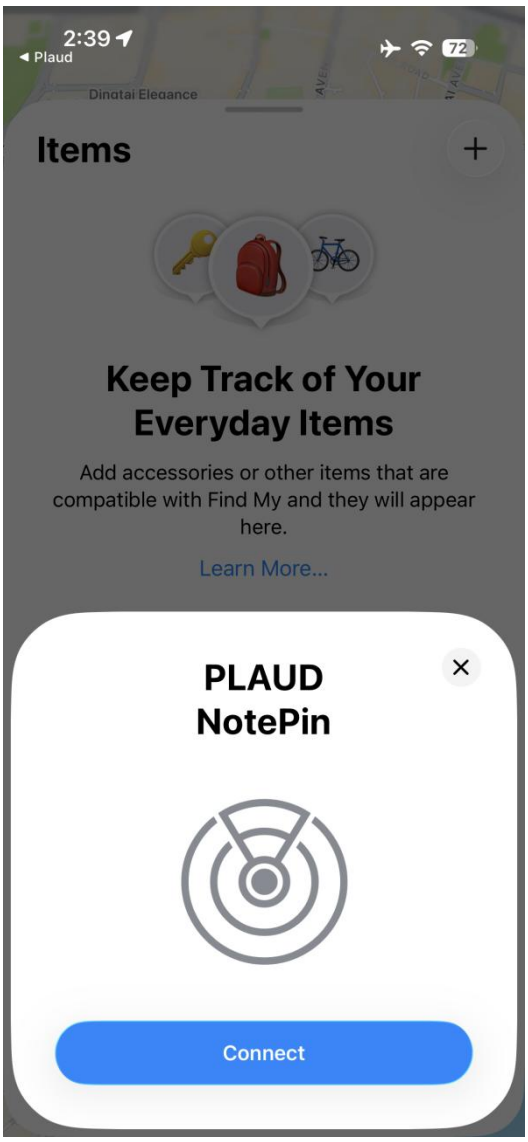


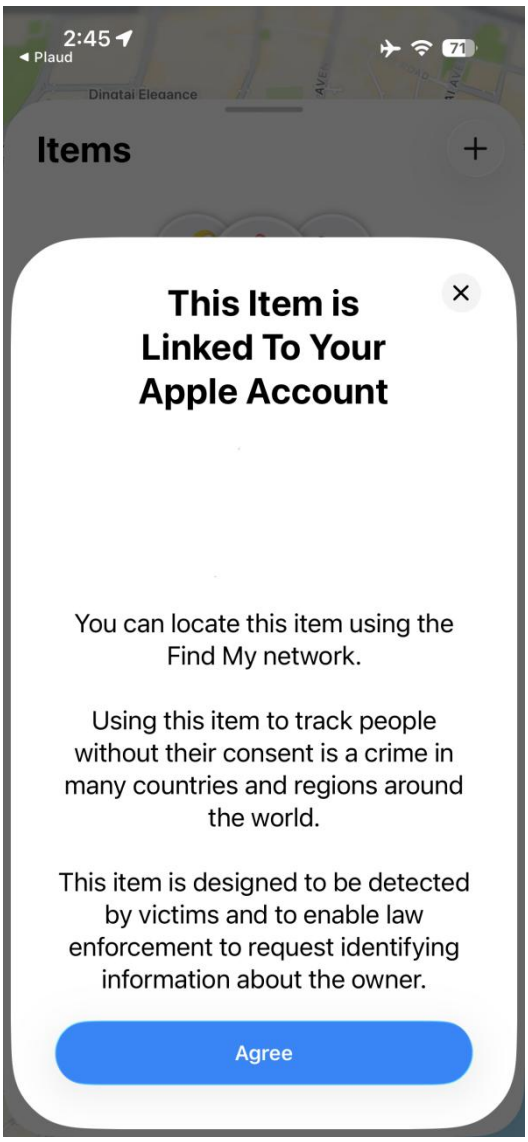
5. Open the Apple Find My app.
6. Tap Add Item and Other Supported Item.

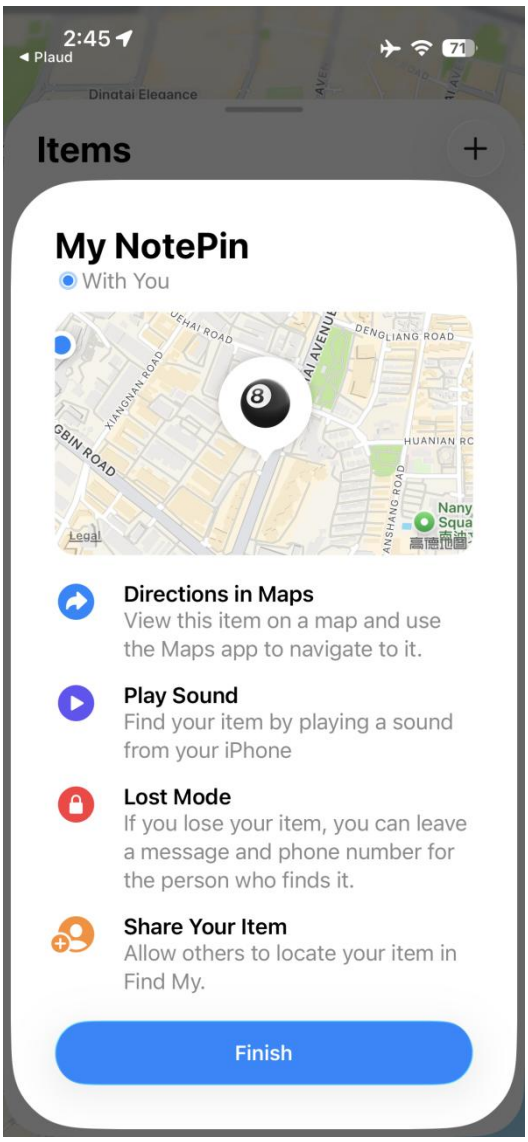

3:32
Plaud
91
Items
Keep Track of Your Everyday Items
Add accessories or other items that are compatible with Find My and they will appear here.
Learn More...
Add Item
Identify Found Item
People
Devices
Items
Me



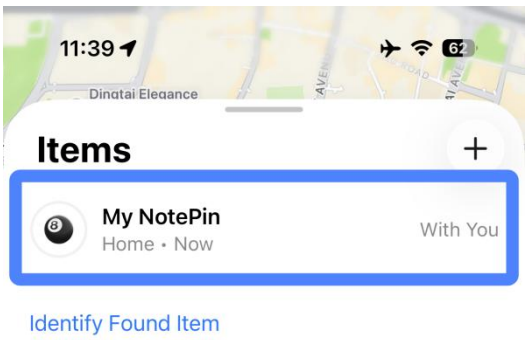
7. Search for your Plaud NotePin and connect.

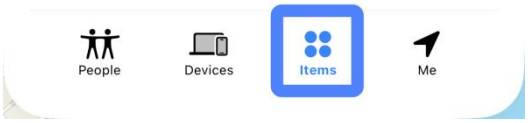

2:39
Plaud
72
Items
Keep Track of Your Everyday Items
Add accessories or other items that are compatible with Find My and they will appear here.
Learn More...
PLAUD NotePin
Connect


2:45
Plaud
Items
This Item is Linked To Your Apple Account
You can locate this item using the Find My network.
Using this item to track people without their consent is a crime in many countries and regions around the world.
This item is designed to be detected by victims and to enable law enforcement to request identifying information about the owner.
Agree



8. Confirm it's added successfully. Open Apple's Find My app on your iPhone, tap Items, and look for your NotePin.





FAQ about Find My on Plaud NotePin

Is the Plaud NotePin compatible with the Find My feature on iPhone?

Yes. The Plaud NotePin can be added to the Apple Find My app to help you locate it when misplaced. Use the steps in How to Set Up Find My on Plaud NotePin above.

The Find My option doesn't appear in the Plaud App: what should I do?

Update the Plaud App to the latest version, then update the NotePin firmware: Device Settings, then Firmware version, then Firmware Update. The firmware upgrade must be done while NotePin is on the charger. Also confirm Bluetooth access for Plaud is enabled in iPhone Settings, then Plaud, then Bluetooth.

Find My says my NotePin is already registered to someone else: what should I do?

Apple requires that any previous owner remove the item from their Apple Account before you can add it. Contact the previous owner to remove the NotePin from their Find My, then try adding it again.

Locate Your NotePin Through Find My

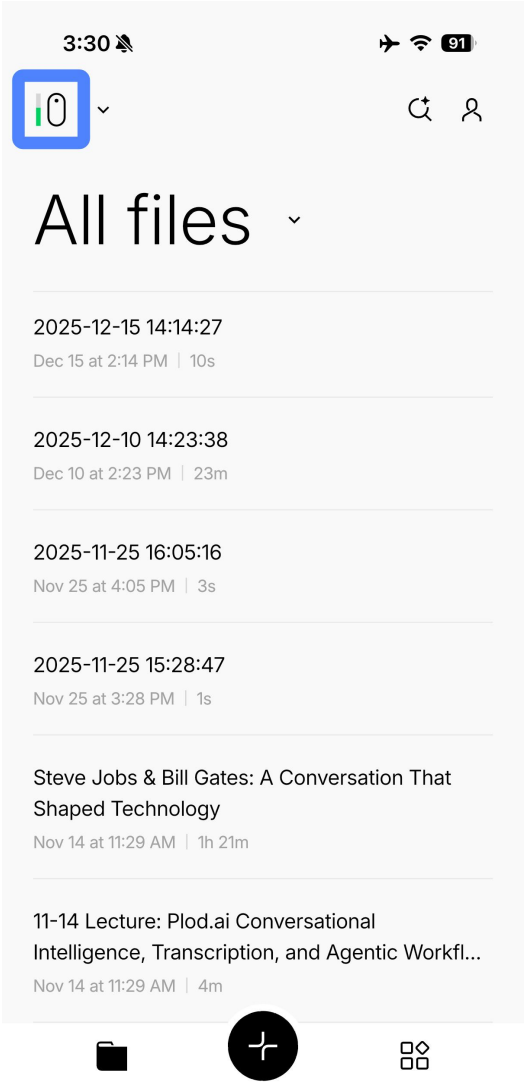
Once Find My is set up for your Plaud NotePin, you can use the Apple Find My app to see its current location on a map, play a sound to help you locate it nearby, or get directions to where it was last seen: useful when the NotePin is misplaced at home, in the office, or on the go.

What You Need

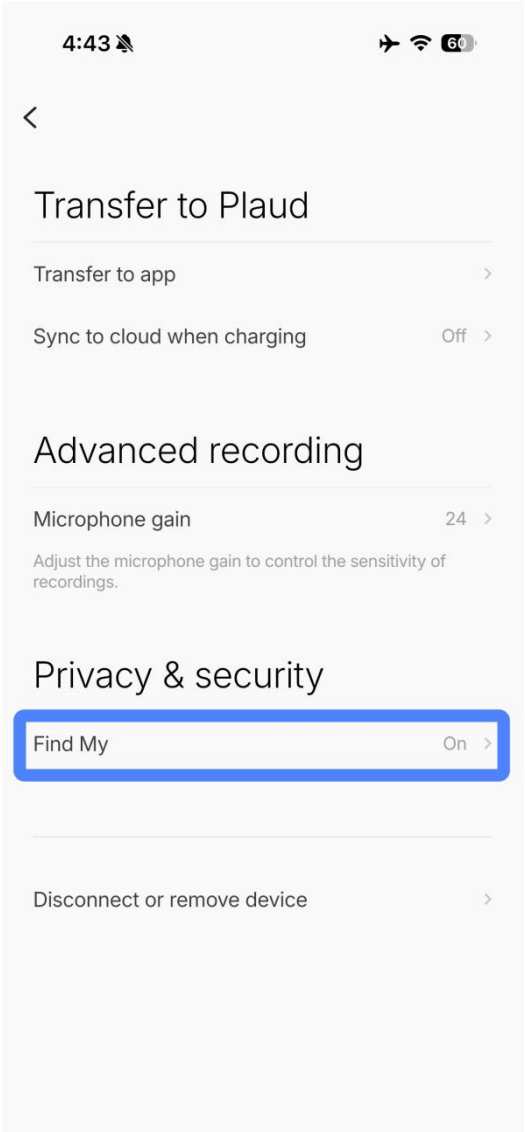
- An iPhone or iPad with the Find My app.
- The same Apple Account you used when setting up Find My for the NotePin.
- The Plaud App installed with your NotePin already bound.
- Location Services enabled on the iPhone or iPad.
- Bluetooth turned on.

How to Locate Plaud NotePin Through Find My

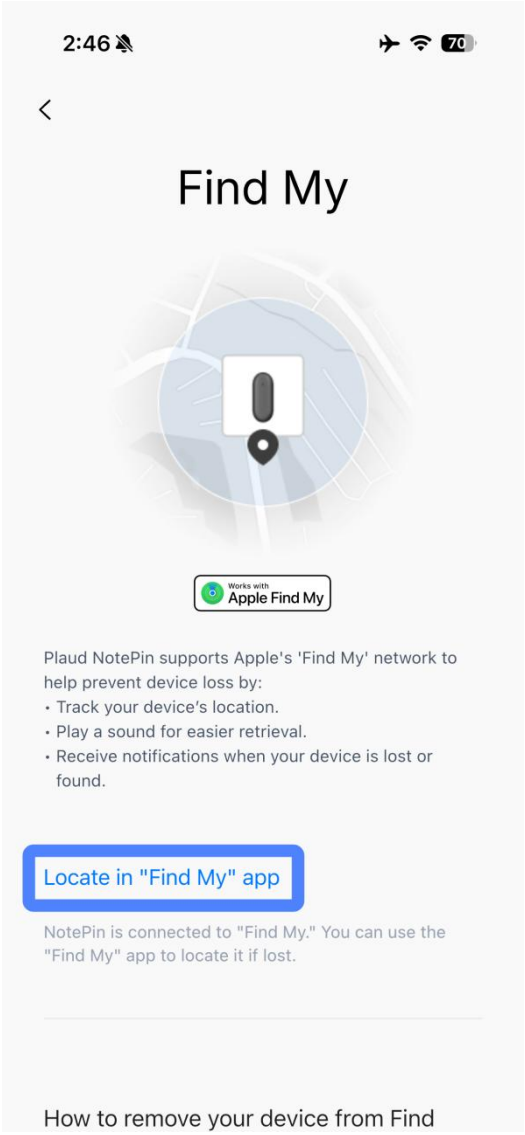
1. Open the Plaud App.
2. Tap your Plaud NotePin (top-left) to open Device Settings.



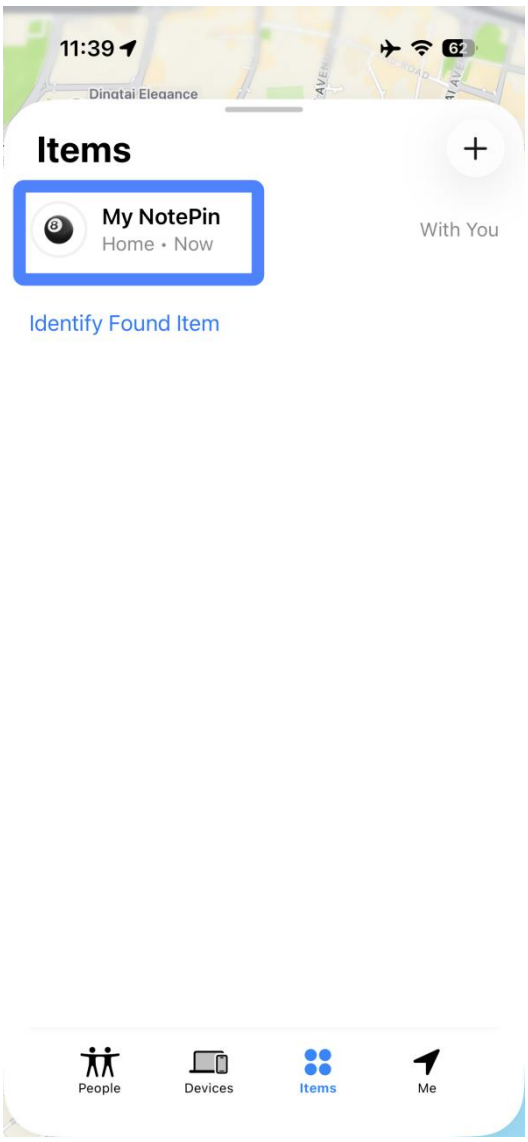
3. Scroll down and tap Find My.



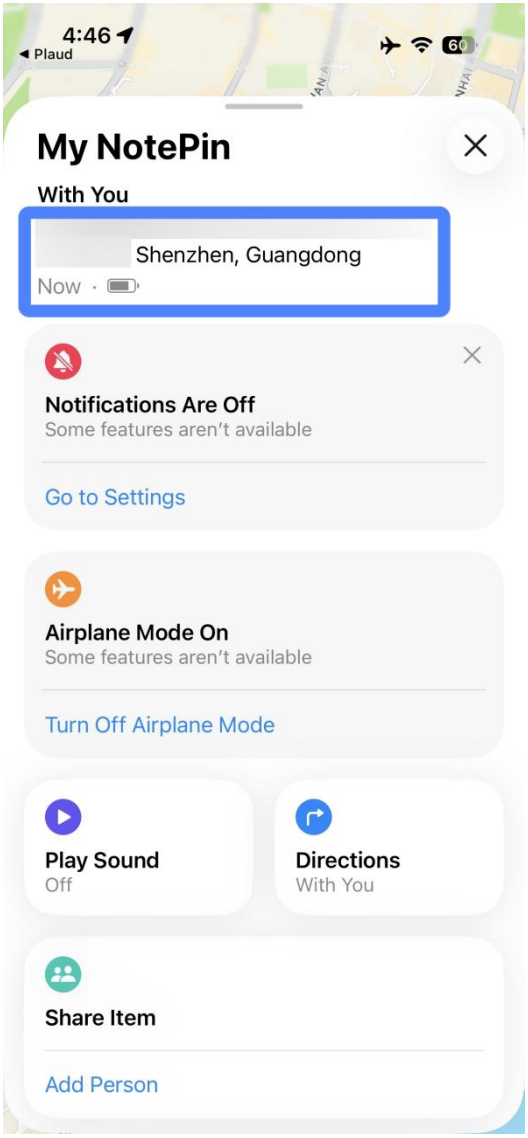
4. Tap Locate in Find My app.



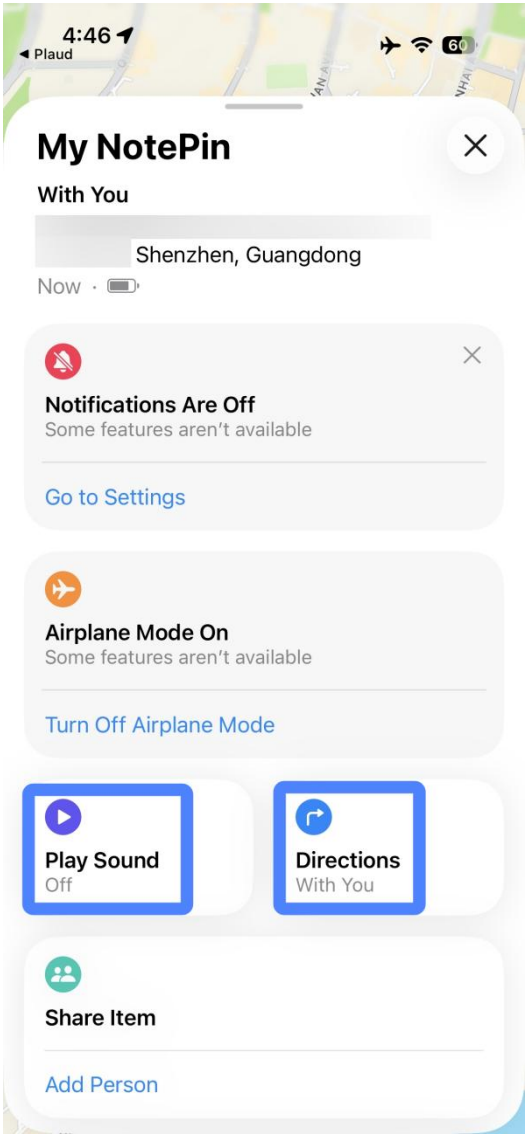
5. In Apple Find My, go to Items, then tap your NotePin.



6. View the NotePin's current location and check it on the map.



7. Tap Play Sound or Directions to help you locate your NotePin.



FAQ about Locating Plaud NotePin

My NotePin doesn't appear in Find My, then Items: what should I do?

This usually means Find My setup didn't complete or the iPhone is signed in to a different Apple Account. See Plaud NotePin Not Found in Find My App for the full step-by-step diagnosis.

The location isn't updating: what should I check?

Make sure Location Services and Bluetooth are enabled on your iPhone, bring the NotePin closer to your iPhone, then refresh in Find My.

Play Sound isn't working: what should I do?

The NotePin may be out of Bluetooth range or out of battery. Move closer to where you last had it and refresh the item status in Find My. If the NotePin is fully discharged, charge it first and try again.

Find the Serial Number

The Serial Number is a unique identifier used to identify and distinguish devices. It is commonly used for product management, device maintenance, and warranty services. To find the Serial Number (SN) of your recorder, there are several places to check.

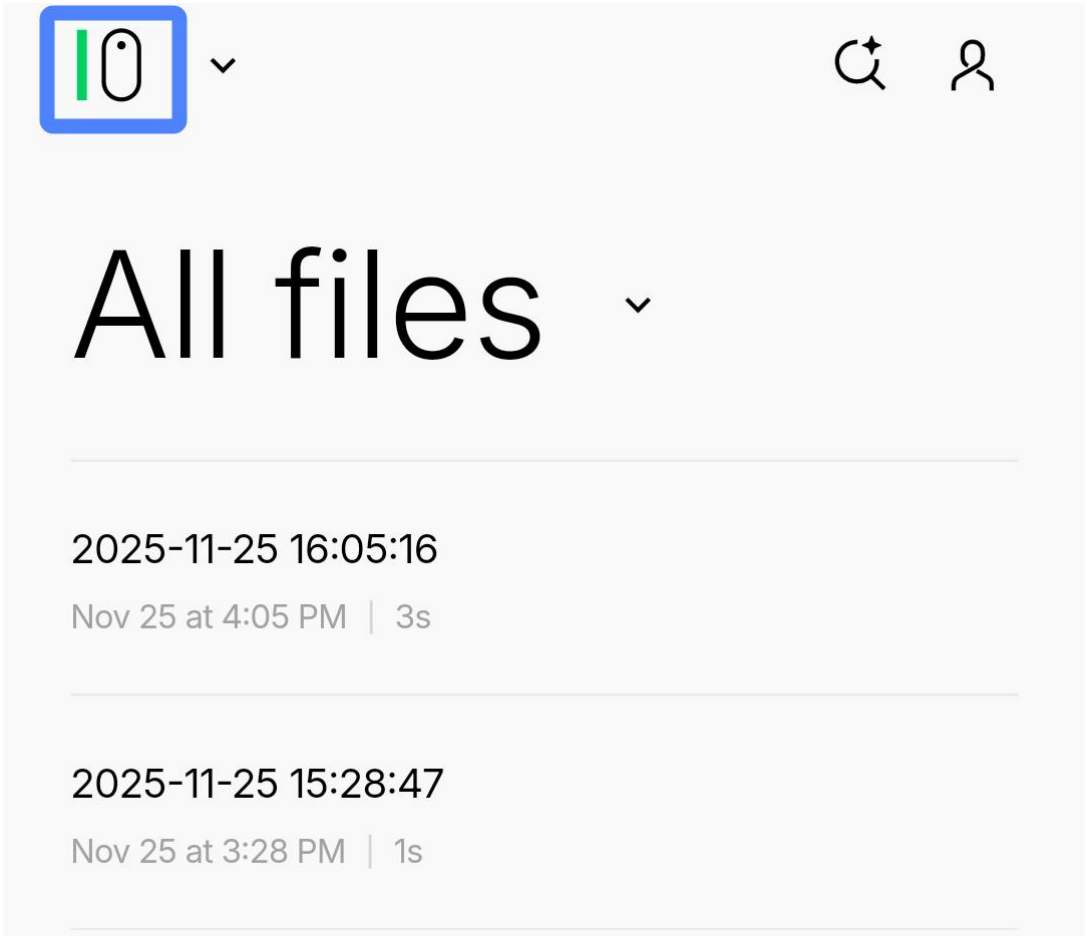
On the Box

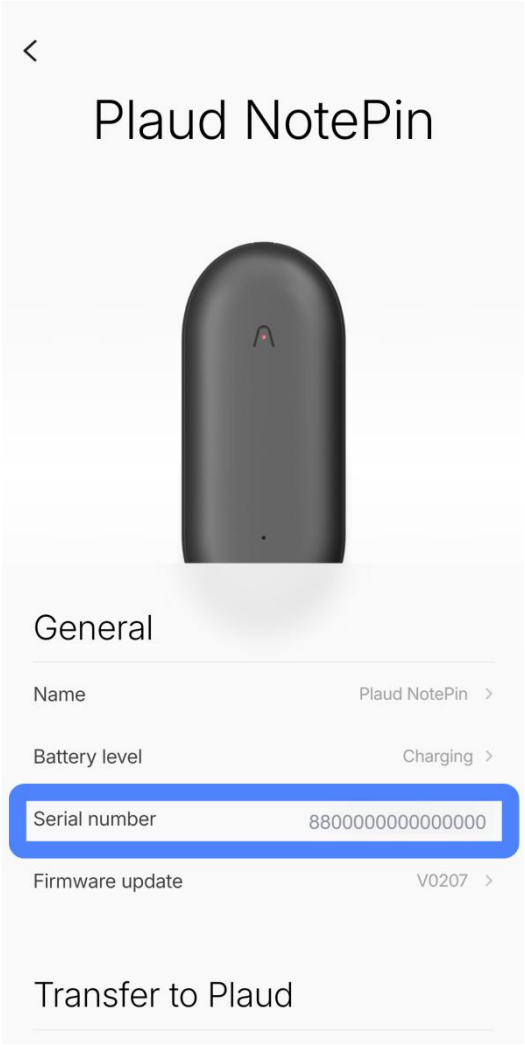
Inspect the box that the recorder arrived in. The SN is printed on a label.



In the Plaud App

Open the Plaud App, connect your device, and open the device settings page. The SN is displayed on this page.


All files
2025-11-25 16:05:16
Nov 25 at 4:05 PM | 3s
2025-11-25 15:28:47
Nov 25 at 3:28 PM | 1s



On the Device

You can also find the SN on the back of the device.



Reset the Device

To reset your Plaud NotePin, charge the device and long-press the record button for 12 seconds.

Share With Multiple Users

Plaud NotePin cannot be connected to two smartphones at the same time. Once it's connected to one smartphone, it will no longer be searchable or connectable from other smartphones. However, you can share the device by logging in to another person's smartphone using the same account. If you want to use it with a different account, first unpair it from your current account.

Chapter 8: Troubleshooting

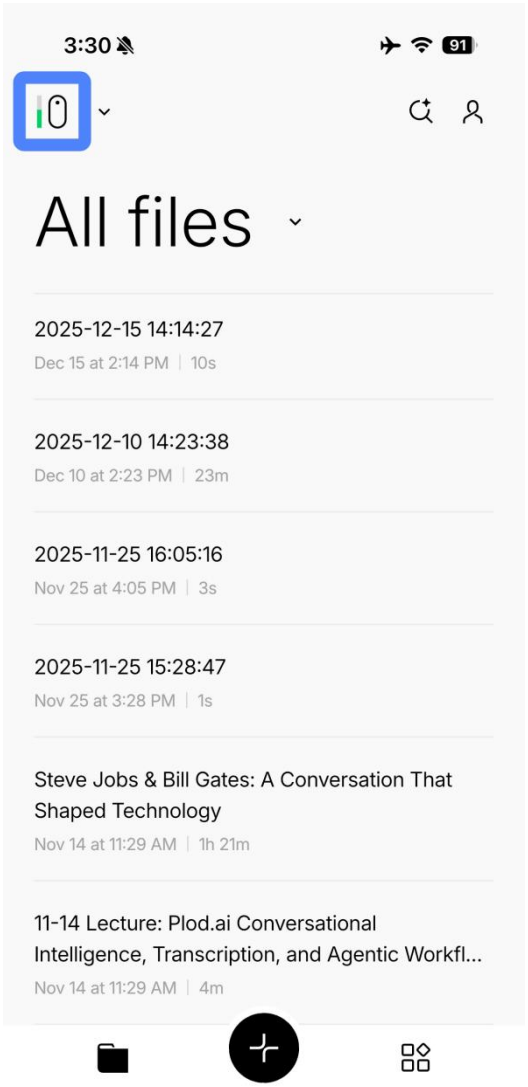
Plaud NotePin Not Found in Find My App

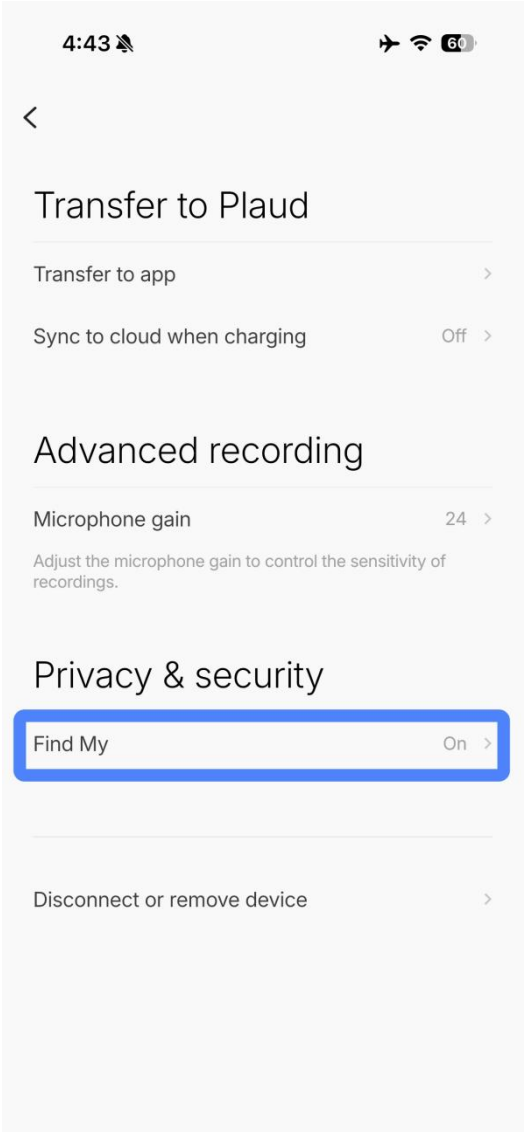
Symptoms

- The Plaud NotePin doesn't appear under Find My app, then Items, on your iPhone.
- After completing Find My setup in the Plaud App, the NotePin still can't be located.
- The Find My app fails to discover the NotePin during the Add Item, then Other Supported Item, flow.

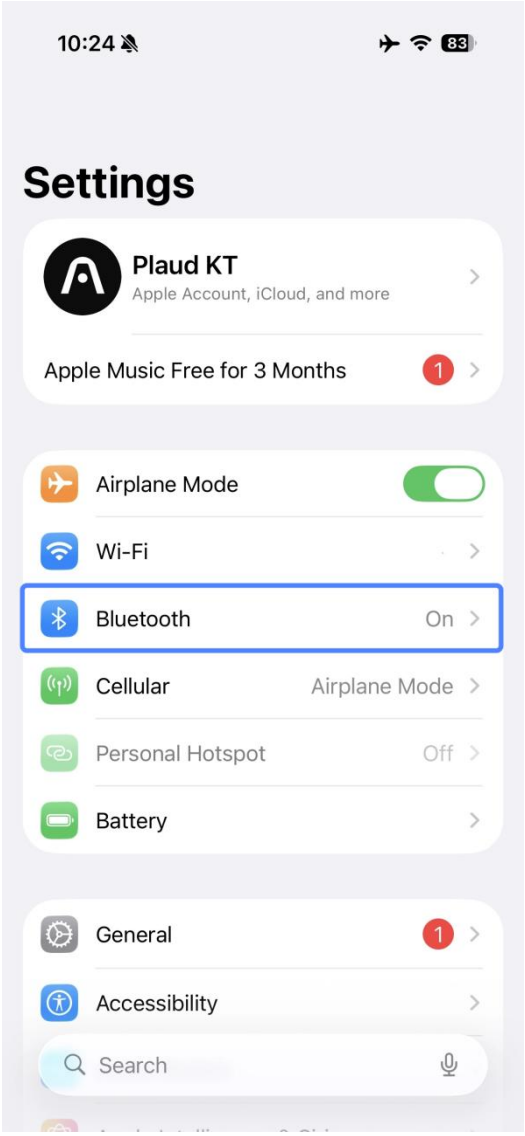
Steps

1. **Confirm Find My is enabled in the Plaud App.** Open the Plaud App, tap your NotePin (top-left), then Find My, and confirm the toggle is on. If it isn't enabled, complete setup first using the Set Up Apple Find My instructions in Chapter 7.

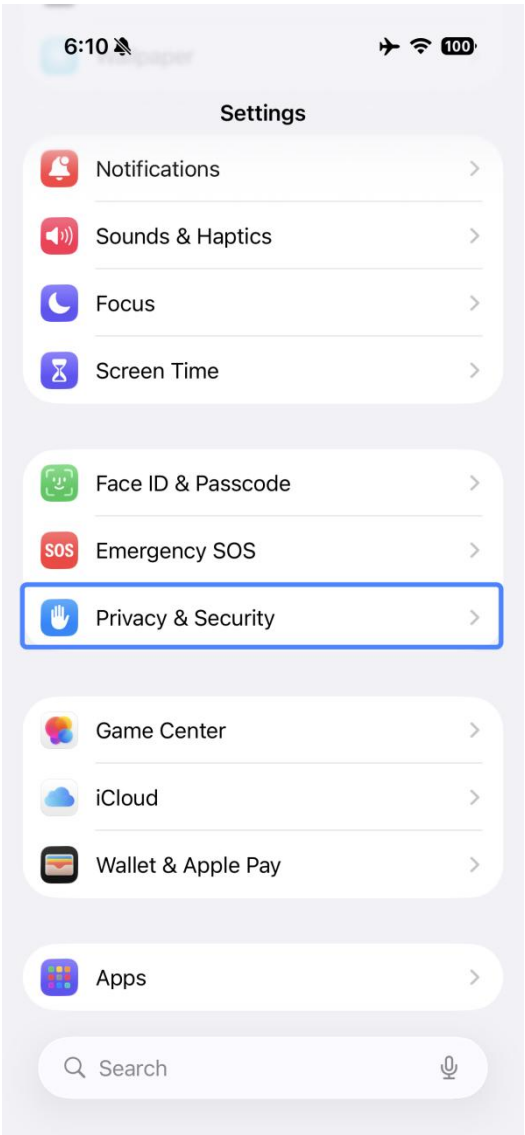

3:30
All files
2025-12-15 14:14:27
Dec 15 at 2:14 PM | 10s
2025-12-10 14:23:38
Dec 10 at 2:23 PM | 23m
2025-11-25 16:05:16
Nov 25 at 4:05 PM | 3s
2025-11-25 15:28:47
Nov 25 at 3:28 PM | 1s
Steve Jobs & Bill Gates: A Conversation That Shaped Technology
Nov 14 at 11:29 AM | 1h 21m
11-14 Lecture: Plod.ai Conversational Intelligence, Transcription, and Agentic Workfl...
Nov 14 at 11:29 AM | 4m

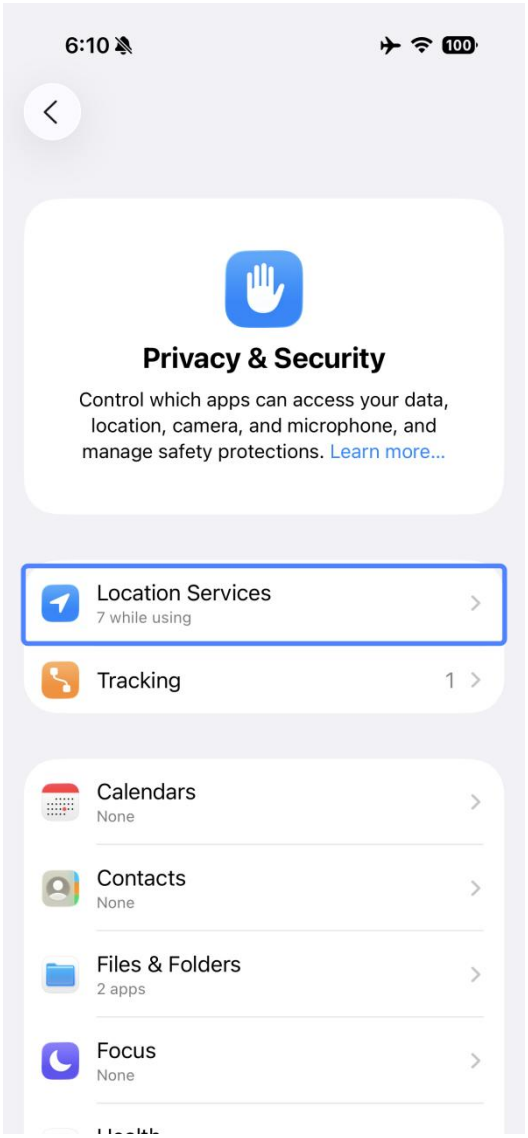


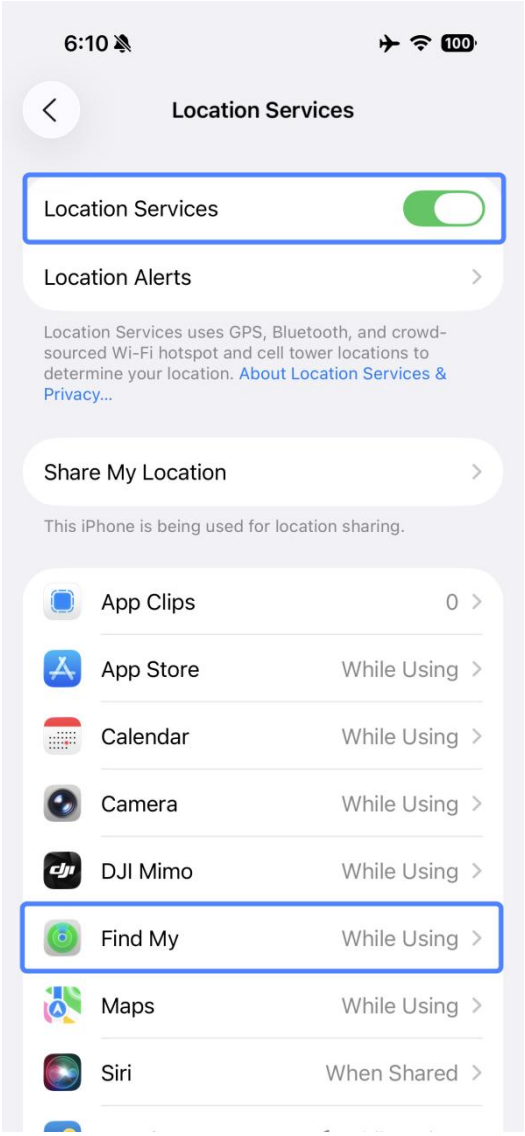
2. **Verify the iPhone signs in to the same Apple Account.** The Apple Account on your iPhone must be the same one you used when setting up Find My for the NotePin. If you've recently switched Apple Accounts, sign back in to the original account and try again.
3. **Check Bluetooth and Location Services.** On your iPhone, confirm Bluetooth is on (Settings, then Bluetooth).

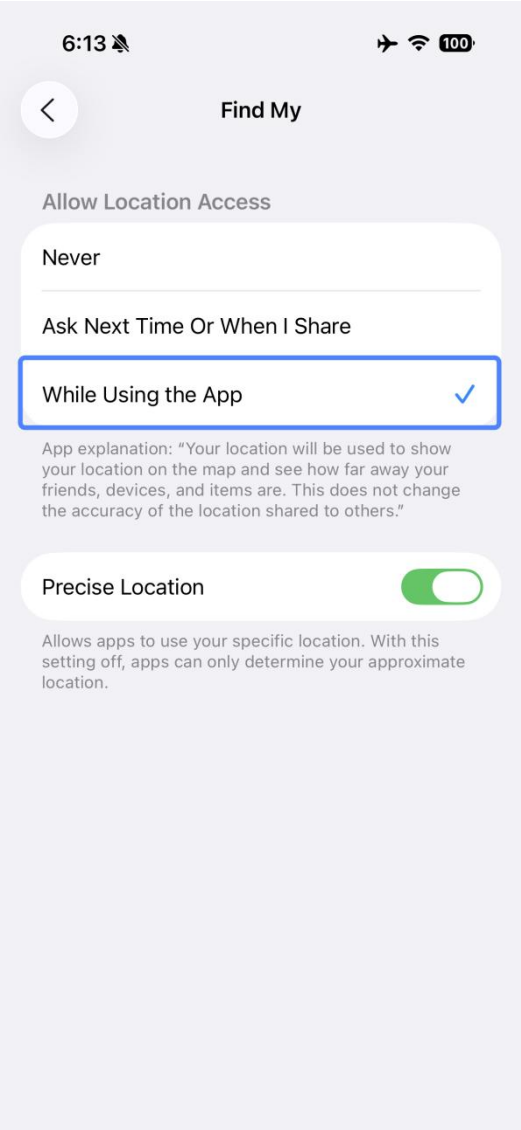


Confirm Location Services is enabled (Settings, then Privacy & Security, then Location Services).

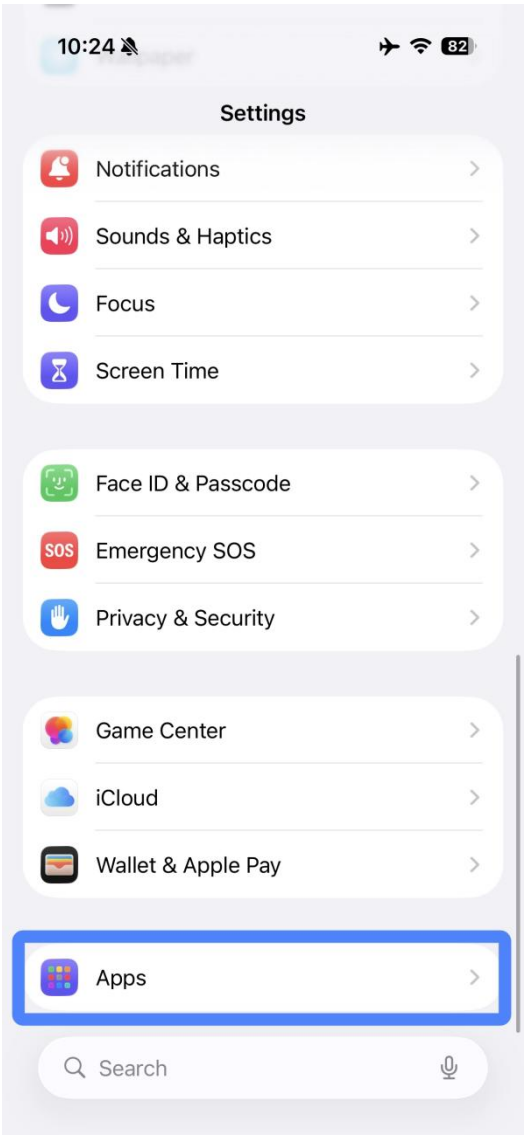

6:10
100
Settings
Notifications
Sounds & Haptics
Focus
Screen Time
Face ID & Passcode
Emergency SOS
Privacy & Security
Game Center
iCloud
Wallet & Apple Pay
Apps
Search

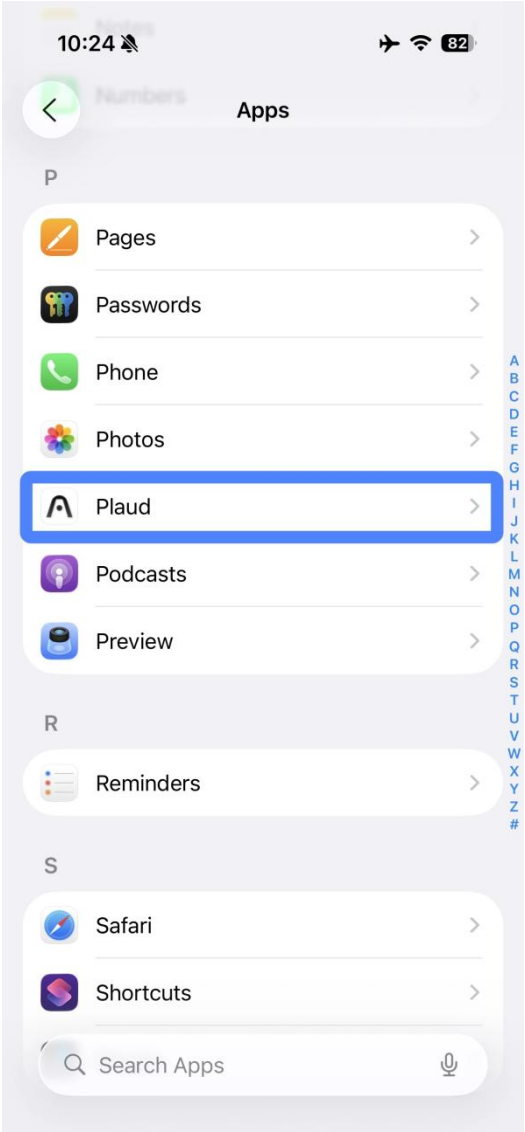

6:10
100
Privacy & Security
Control which apps can access your data, location, camera, and microphone, and manage safety protections. Learn more...
Location Services
7 while using
Tracking
1
Calendars
None
Contacts
None
Files & Folders
2 apps
Focus
None

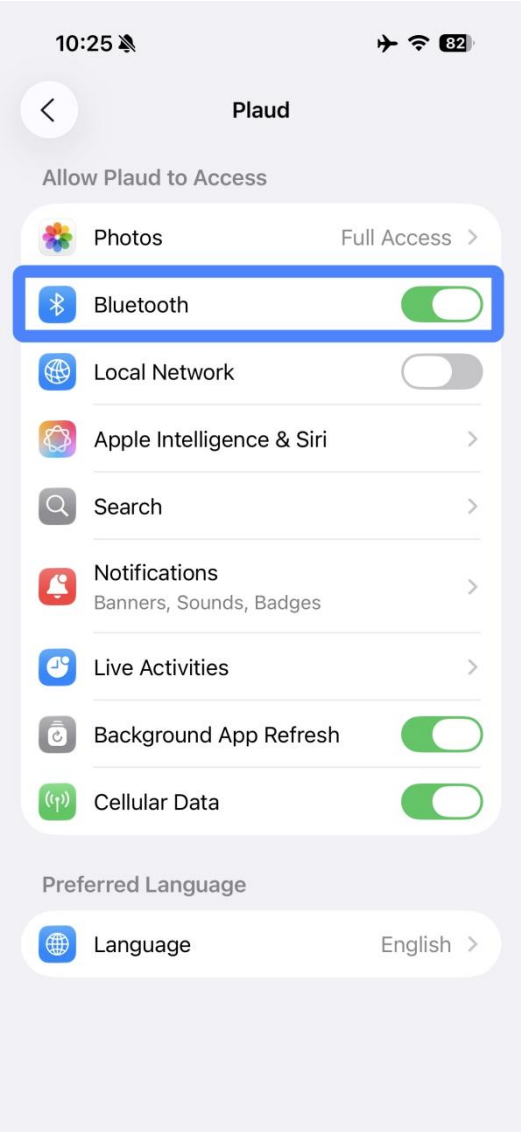

6:10
100
Location Services
Location Services
Location Alerts
Location Services uses GPS, Bluetooth, and crowd-sourced Wi-Fi hotspot and cell tower locations to determine your location. About Location Services & Privacy...
Share My Location
This iPhone is being used for location sharing.
App Clips 0
App Store While Using
Calendar While Using
Camera While Using
DJI Mimo While Using
Find My While Using
Maps While Using
Siri When Shared



Confirm Bluetooth access for the Plaud App is enabled (Settings, then Apps, then Plaud, then Bluetooth).


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


10:24
82
Apps
P
Pages
Passwords
Phone
Photos
Plaud
Podcasts
Preview
R
Reminders
S
Safari
Shortcuts
Search Apps
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z #



If the Issue Persists

If the steps above don't recover the NotePin in Find My, the most likely causes are:

- **The NotePin is out of battery.** Find My requires the device to broadcast over Bluetooth, which stops when the battery is fully drained. The NotePin will reappear in Find My once it's charged and within Bluetooth range of an iPhone signed in to the same Apple Account.
- **The NotePin is out of Bluetooth range.** Apple's Find My network relies on nearby Apple devices to relay the location, so coverage can be sparse in remote areas or indoors.

If the NotePin Is Lost

Plaud can't locate or recover lost devices: Find My is operated by Apple's network, not by Plaud. The most useful actions you can take are:

- **Keep watching the Find My app.** If the NotePin powers on or comes within range of any Apple device, you'll get a location update.
- **Enable Lost Mode** in the Apple Find My app (Items, then tap your NotePin, then Mark As Lost). This keeps the item registered to your Apple Account so it can't be added to someone else's Find My.

Still need help? Contact Plaud Support only if you suspect a Plaud-side issue: for example, the Find My toggle in the Plaud App doesn't respond, the setup flow shows an error, or the Plaud App crashes during setup.

Record Button Not Responding

If your Plaud NotePin isn't responding when you press the record button, follow the steps below:

- Make sure the NotePin has sufficient battery and is charging properly. While charging, a steady purple light indicates the charging process; once fully charged, the light turns solid green.
- If charging is working normally, update the firmware of the NotePin to the latest version. See Update the Firmware in Chapter 7.
- Long-press the record button for 12 seconds while charging.

If the problem persists, contact Plaud Support for further assistance.

Difficulty Starting or Stopping Recording

Since firmware version V179, NotePin has optimized the recording button logic to reduce accidental touches. Follow the instructions below for proper use.

Before Recording

Check the battery status by picking up or shaking the device:

- **White light on:** battery is sufficient.
- **Purple light flashing:** battery is low: charge soon.
- **No light:** battery is drained: charge immediately.

Starting a Recording

Long-press the center of the device with a little force. You'll feel a gentle vibration, then one strong vibration, and the red light turns on. Recording has started.

⚠ *If you only feel a vibration but no red light, the recording has not started successfully.*

Ending a Recording

Long-press the center of the device with a little force again. You'll feel a gentle vibration, then two strong vibrations, and the red light turns off. Recording has ended.

⚠ *If the red light stays on, recording is still ongoing. Make sure you feel two strong vibrations.*

If you have followed the instructions above but the problem still persists:

- If charging is working normally, update the firmware of the NotePin to the latest version.
- Long-press the record button for 12 seconds while charging.

NotePin Records Automatically

It is possible that the record button of the NotePin is too sensitive, leading to accidental recordings. Try the steps below:

1. Update the firmware of the NotePin to the latest version.
2. Long-press the record button for 12 seconds while charging.

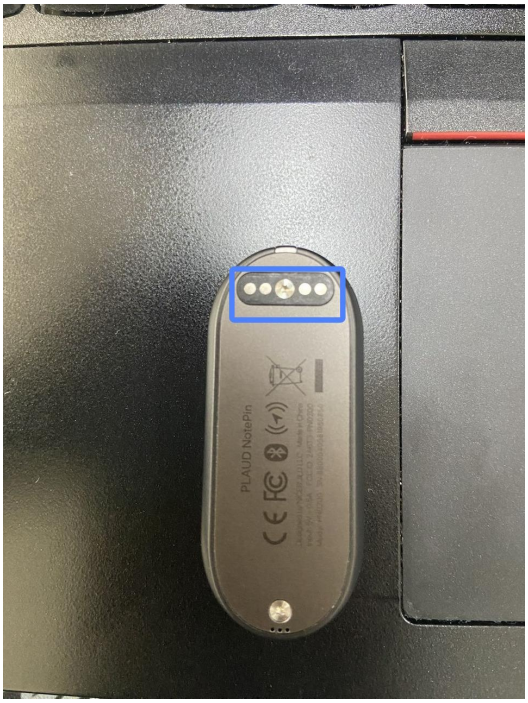
If the problem still persists after the firmware update, submit a request for further assistance.

NotePin Is Frozen or Dead

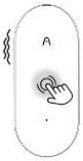
If the NotePin doesn't respond or the indicator light is off when charging or activating, follow the steps below to check whether it works:

- Switch to another USB-C cable and a power adapter that says DC-5V and has an output of at least 0.5A.
- Check whether the pin of the charging dock is collapsed and whether the charging port of the device is dirty. If the charging port is dirty, clean it and try again.





- Charge the device and long-press the record button for 12 seconds.

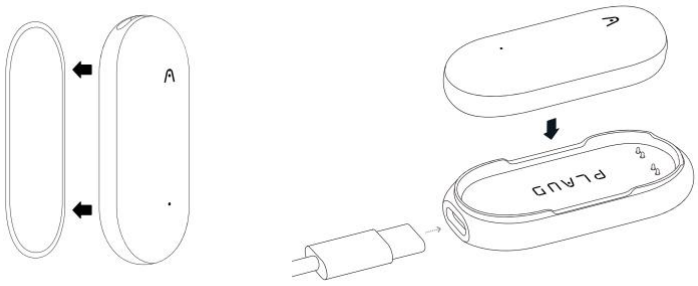


If the problem is not solved, reach out to the Plaud support team for further assistance.

NotePin Stops Charging

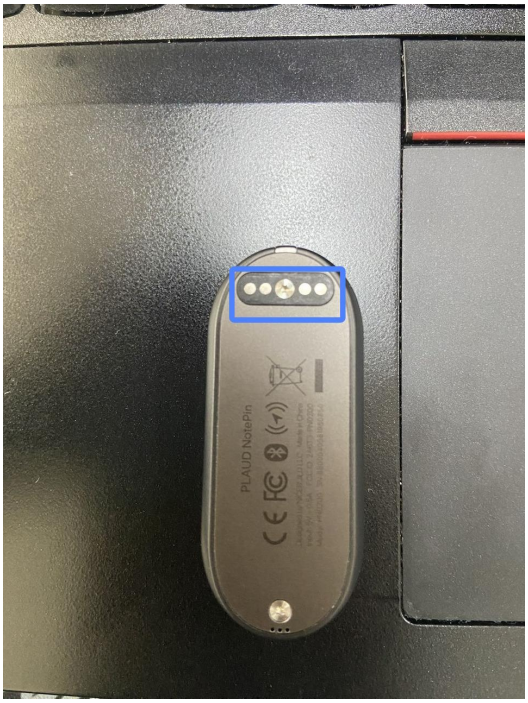
If your NotePin stops charging, try the steps below:

- Make sure you're using a power adapter that says DC-5V and outputs at least 0.5A. If not, try a different one.
- Try another USB-C cable.
- Make sure you have taken the magnetic pin off the device before putting it into the charging dock.



- Check whether the pin of the charging dock is collapsed and whether the charging port of the device is dirty. If the charging port is dirty, clean it and try again.





- Charge the device and long-press the record button for 12 seconds.



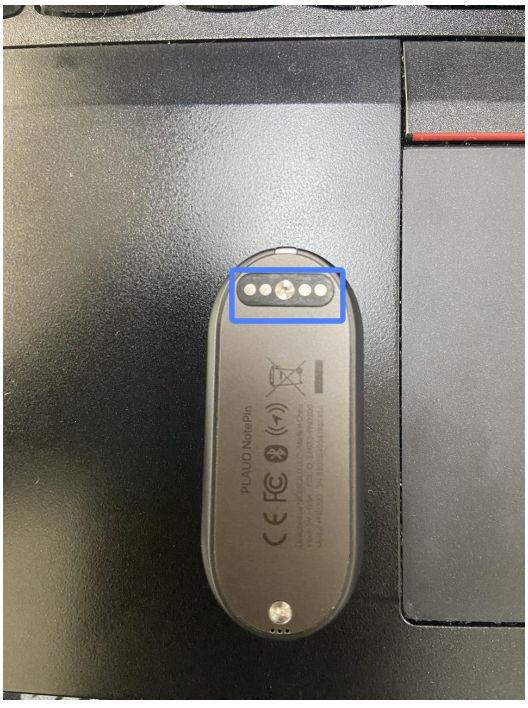
If the problem persists, submit a request for further assistance.

NotePin Doesn't Turn On

If your NotePin doesn't turn on or is dead, check the steps below:

- Charge the device for at least 20 minutes to check whether it turns on. If it does, the device was out of charge. Charge it until the indicator light turns green.
- If the device doesn't turn on when charging, change to another USB-C cable and make sure you're using a power adapter that says DC-5V and outputs at least 0.5A. If not, try a different one.
- Check whether the pin of the charging dock is collapsed and whether the charging port of the device is dirty. If the charging port is dirty, clean it and try again.





- Charge the device and long-press the record button for 12 seconds.



If the problem persists, submit a request for further assistance.

NotePin Fails to Connect to the Plaud App

First-Time Connection Issues

- **Charge your Plaud NotePin:** check if the recorder is out of power. If so, charge it for at least 10 minutes.
- **Enable Bluetooth permission.** On iOS, go to your iPhone's Settings, find the Plaud app, and ensure Bluetooth permissions are enabled. On 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 NotePin close to your phone.
- **Check the indicator light:** when you press the record button, verify that the white light on your Plaud NotePin turns on.
- **Reconnect to the app:** if the light is on, try reconnecting to the app.

Reconnection Issues

If the Plaud App cannot find the Plaud NotePin, try the following:

- Make sure the device has sufficient battery and can be turned on (it's best 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 by long-pressing the record button for 12 seconds while charging.

App Displays "Battery Low" When Fully Charged

In this case, carry out a cycle of complete discharge and then charge the device to 100% to ensure normal battery use. Then check whether the battery level displays normally. If the problem still persists, contact Plaud Support.

Battery Drains Too Fast

Symptoms

- The Plaud NotePin runs out of battery within a few days even when it's left idle.
- A full charge gives noticeably less than the expected 20 hours of continuous recording or 40 days of standby.

- The device shuts down or the battery indicator drops to empty far sooner than expected.

Steps

Pick the test that matches your symptom, then check whether the issue still occurs.

Test A: Short standby (battery drains while idle)

1. **Fully charge the device.** Charge to 100%; once the LED turns green, continue charging for 15 more minutes.
2. **Reset the device.** While still charging, press and hold the record button for 12 seconds. The reset is successful when the indicator light turns off.
3. **Leave the device idle.** Don't use the NotePin for a few days, then check how long the battery lasts.

Test B: Short recording time (battery drains quickly during recording)

4. **Fully charge the device.** Charge to 100%; once the LED turns green, continue charging for 15 more minutes.
5. **Reset the device.** While still charging, press and hold the record button for 12 seconds. The reset is successful when the indicator light turns off.
6. **Run a continuous recording.** Start recording and let it run until the battery is fully drained. Then recharge, reconnect the NotePin to the Plaud App, and check the total recorded duration after transfer.

If the Issue Persists

If standby is still well below the expected 40 days, or continuous recording is still well below the expected 20 hours after running the test, the device likely has a battery-side issue. Contact Plaud Support and share which test you ran and what result you observed so the team can confirm and advise on next steps, such as a warranty replacement.

NotePin Suddenly Beeps

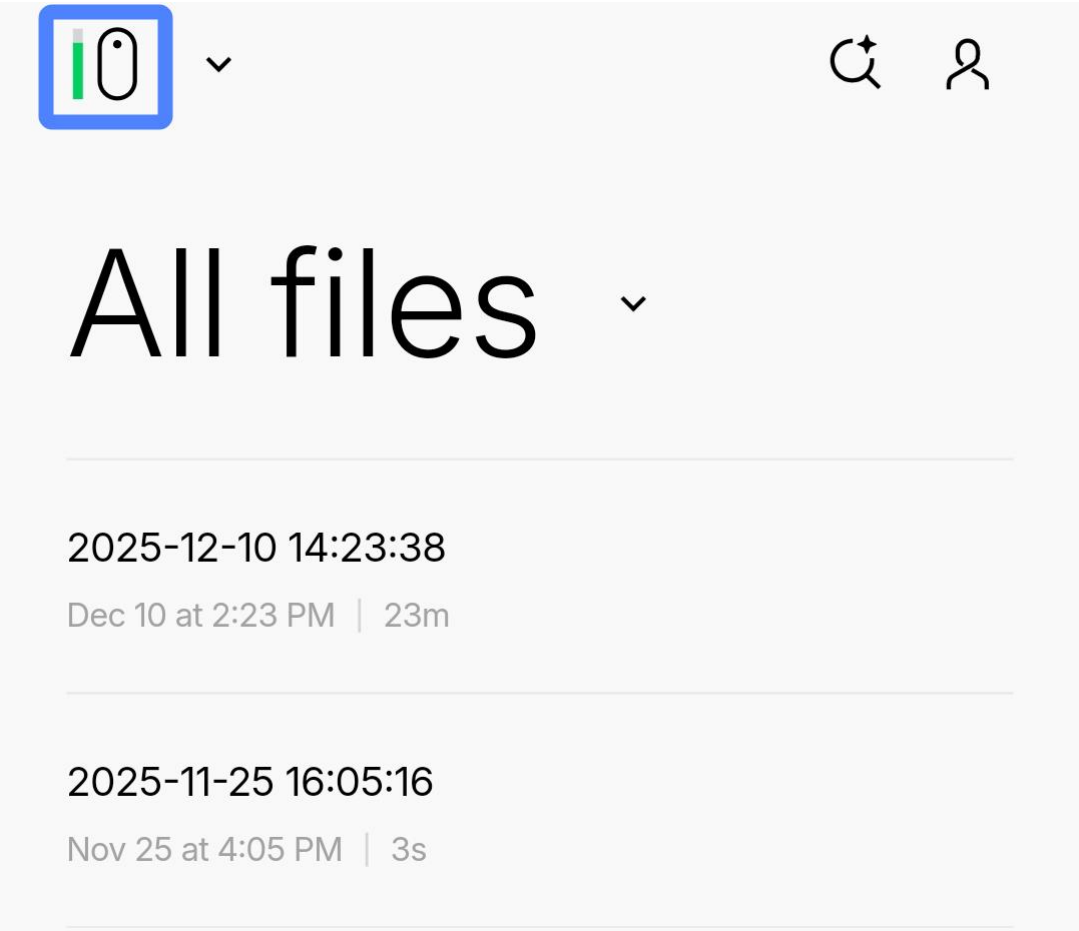
If your NotePin starts beeping unexpectedly, it is usually related to Find My status, Bluetooth connection, or Apple ID binding.

Common Causes and How to Fix Them

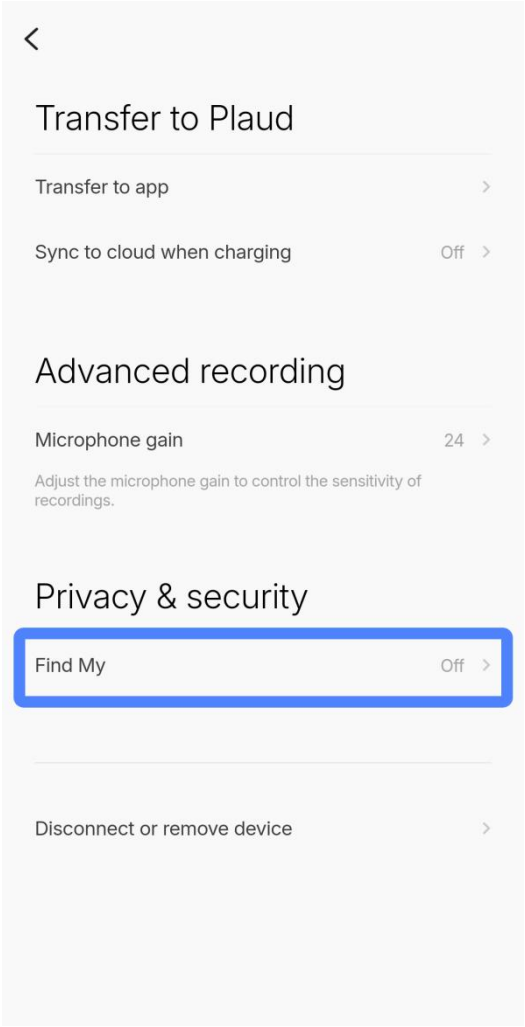
- **iPhone Bluetooth has been turned off for a long time:** reset Find My in the Plaud App.
- **The NotePin has been far away from your iPhone for a long time:** reset Find My in the Plaud App.
- **You signed in to a different Apple ID on your iPhone:** sign back in with the original Apple ID that was previously used to bind the NotePin, then bind the NotePin again.
- **You unbound the device from Find My while offline:** rebind the device in the Find My app.

How to Reset Find My in the Plaud App

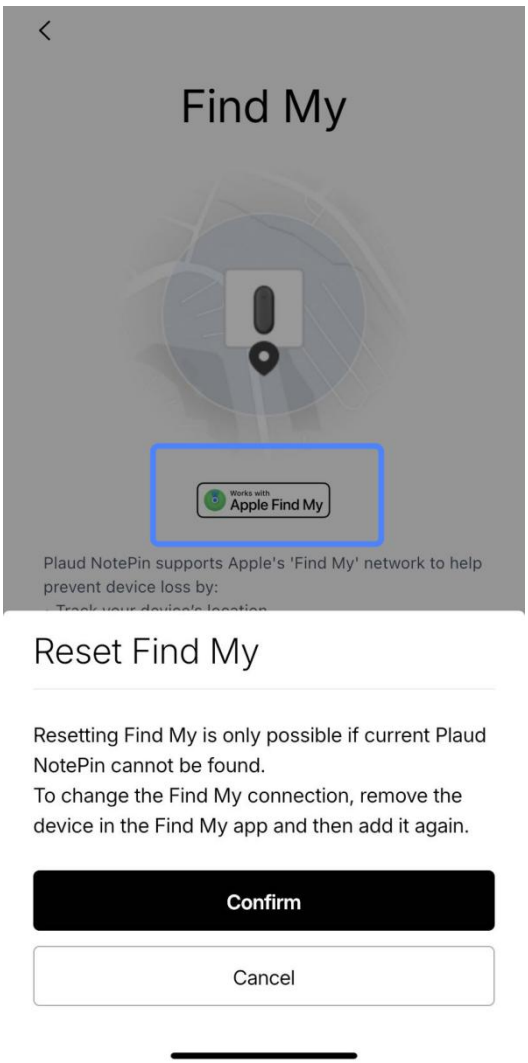
1. Open Device settings.


All files
2025-12-10 14:23:38
Dec 10 at 2:23 PM | 23m
2025-11-25 16:05:16
Nov 25 at 4:05 PM | 3s

2. Tap Find My.



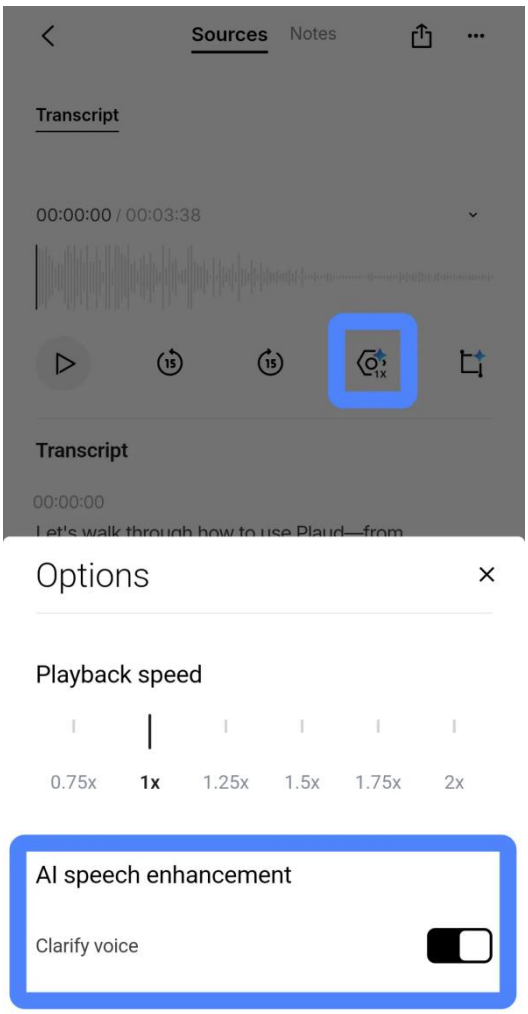
3. Long-press the Find My icon for 10 seconds, then tap Confirm to reset.



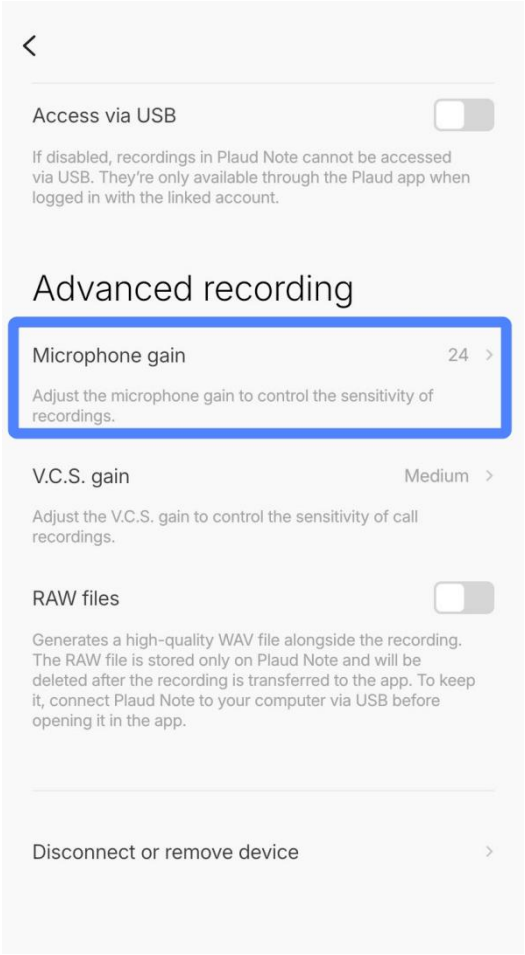
Low Volume or Poor Sound Quality

If the volume of the audio is low, check the steps below:

- Check whether the problem persists even when you stay close to the Plaud NotePin during recording.
- Turn on Clarify voice under AI Speech Enhancement.



- Turn up the M.I.C. gain (up to 28 or higher) and try another recording.



Appendix: Technical Specifications

Specification	Detail
Device type	Wearable AI voice recorder
Standby time	Up to 40 days on a full charge
Continuous recording	Up to 20 hours on a full charge
Bluetooth	Bluetooth Low Energy (BLE); classic Bluetooth not supported
Wi-Fi (Sync to cloud while charging)	2.4GHz networks only
Water resistance	Splash-resistant; not for submersion
Magnetic field (pin and clip)	Up to 2100 gauss
Phone call recording	Not supported
In-app pause	Supported (device-side pause not supported)
Apple Find My	Supported
Charging	Dedicated charging dock with USB-C cable; DC-5V, 0.5A minimum
Reset	Long-press the record button for 12 seconds while charging
In the box	NotePin device, magnetic pin, clip, charging dock, USB-C cable, Quick Start Guide