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Set Up

Unboxing

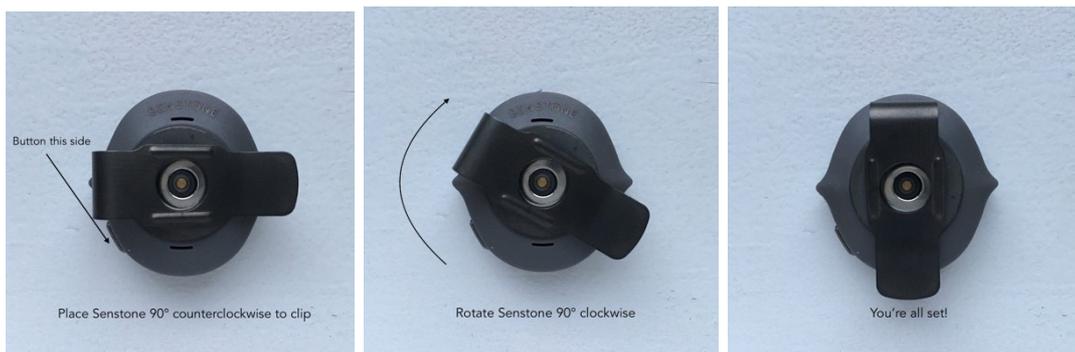
Simply take out each element of the package without applying much force.

Expected contents are:

1. Senstone
2. Charger
3. Clip and/or Pendant (depending on a model),
4. Instruction [manual](#) and [warranty](#).

Attaching clip

1. Place Senstone at 90° counterclockwise to clip
2. Rotate Senstone 90° clockwise
3. You're all set!



Attaching pendant

1. Place Senstone at 90° counterclockwise to pendant
2. Rotate Senstone 90° clockwise

3. You're all set!



Pairing with the app

If you're pairing Senstone for the first time follow these steps:

1. Download Senstone app from App Store or Google Play (**or download with the link**)
2. Register or log in to app
3. Go to *Settings* -> *Pair new Senstone*
4. Make sure Senstone is charged
5. Press side button on Senstone. Blue light should start blinking
6. Proceed with steps in the app.
7. Once paired, Senstone will produce no light, app will report "connected" status and Senstone will automatically reconnect to Senstone whenever they are in range and app is active.

If Senstone was paired before and needs to be paired again, please follow these steps:

1. Go to *Senstone app* -> *Settings* -> *Pair new Senstone*
2. Make sure Senstone is blinking with blue light
3. Proceed with steps in the app.

Using Senstone

Available functionality

Senstone allows you to record audio memos, transfer them to your mobile device, automatically transcribe them to text, playback audio records in mobile app, find them and organize them with tags.

Function Elements

Optional. TODO add visual image with elements explained: button, screen, microphone, charger hole etc. OR can be skipped – then remove this section.

Technical characteristics

- Operating temperature: 0°C - 40°C (32°F - 104°F)
- Water/dust protection: IP44
- Drop resistance: 1m (3.3ft)
- Storage: 1 hour of offline audio
- Audio: wav, mono 16bit, 16 kHz
- Transfer speed: 1 minute of audio transfers in 2.5 minutes
- Speech distance: up to 8 inches
- Battery life: 4 days average, 1.5 weeks standby, 4 hours recording.
- Charging time: 2 hours from 0 - 100%.
- Available transcription: 300 minutes per month free, 1000 minutes per month premium
- Warranty: 1 year for manufacturing defects

Taking a note

To take a note follow these steps:

1. Press side button on Senstone. Green light will turn on and short “beep” sound will go off.
2. Audio capture starts right after the beep. Speak up what you wish to record.
3. To finish record press side button again. Green light will turn off and you will hear another short “beep” sound.
4. If you don't stop the recording it will automatically stop after 1 minute of audio capture.

Syncing

Sync is the process of transferring new recordings from Senstone to your mobile device. Senstone automatically syncs when connected to mobile device over Bluetooth and turns on white light during sync. If you started a recording when connected, the sync will start in parallel with the recording.

If you made a recording when disconnected from your mobile device the sync will start as soon as you reconnect. Average length of sync for 10-seconds recording is 25 seconds on iOS devices.

Transcription and Cloud Back up

Transcription and Cloud Back up start automatically once audio tracks are transferred to your mobile device from Senstone and when internet connection is on. Once the tracks are backed up in cloud you can access them from other devices which support Senstone app.

Transcription is limited to 300 transactions per month*. Once you go over the limit you will only receive audio notes without text. You can increase the limit by purchasing Premium App Subscription. To check your remaining transcription credits and purchase Premium Subscription go to *Senstone app -> Profile*.

**This plan is active as of October 2018. This may change though in the future.*

Premium app subscription*

In basic (free) app version you receive 300 transcription credits per month. Regardless how many credits you've used they refill back to 300 every 30 days. If you've used all 300 credits before end of month you will only receive audio records without transcription. If you'd like to keep getting automatic transcription you can purchase Premium Subscription. Premium Subscription increases your monthly credit limit to 1000 allowing you to take much more notes than average user. To purchase Premium Subscription go to *Senstone app -> Profile*.

**This subscription plan may change in the future.*

Charging

Best way to charge Senstone is with a clip or a pendant on. You plug the charging station into USB power source and simply put Senstone on top of it. A built-in magnet will help place it correctly. You can find demo video at this link <https://senstone.zendesk.com/hc/en-us/articles/360000203874-How-to-charge-Senstone>

Warnings

When Senstone has red light on it means something is wrong. Go to *Senstone app -> My Senstone* to find out the reason and next steps. Some of the possible reasons are low battery, not enough disk space on Senstone, incompatible firmware version.

Troubleshooting

Factory reset

Factory Reset wipes all information from Senstone, including your unsynced offline records, pairing information etc. We recommend to perform it in two cases

1. You're giving Senstone away to someone else
2. It's not functioning properly and other Troubleshooting steps do not help.

CAUTION: YOU WILL LOSE ALL YOUR UNSYNCD DATA. Make sure to sync Senstone with your phone before performing Factory Reset.

If you're ok with all of the above, to activate Factory Reset press and hold side button for 6 seconds. A purple light will flash. Now wait for approximately 2.5 minutes: the light will go off, Senstone will flash with random lights briefly

and will perform as new one. Please note after Factory Reset you'll have to pair Senstone again as it's new.

Notes are not being transcribed

If you get only audio records from Senstone with no text transcription then most likely you have run out of transcription credits.

You can check your remaining credits in *Senstone App*->*Settings*->*My Profile*. To refill your credits you can purchase Premium App Subscription. To learn more about how credits work and what's Premium App Subscription see the relevant article above.

Universal troubleshooting guide

In case Senstone is not functioning properly try these universal steps. Check if problem is fixed after each step, as each next one requires more time and effort.

1. On your phone, turn Bluetooth off and back. On iPhone make sure to do this in Settings and not via Control Center which is accessed by swiping from bottom of the screen. This will reconnect Senstone.
2. Kill Senstone app and reopen it again.
3. Log out of your Senstone app and log back in. You will have to pair Senstone again.
4. Perform factory reset on Senstone.
5. Uninstall Senstone app from your phone and reinstall it again.
6. Search through [Senstone Help Center](#) online for similar issues <https://senstone.zendesk.com/hc/en-us>

If this didn't help please contact support at support@senstone.io and we'll do our best to resolve your issue.