

For dB9PRO Customers

PART ONE: VR2 QUICK START AND TROUBLESHOOTING GUIDE



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QUICK START AND TROUBLESHOOTING GUIDE

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Congratulations!

Congratulations on your purchase of the DB9PRO VR2 USB Voice Recorder!

While we're sure that you already know what you want to use your new gadget for, we thought you might find this little handbook useful.

Before you proceed, please don't forget to register your product for your 1 year warranty at our website: dB9PRO.com/register.

Please let us know how you like our product and how you're using it. We're always looking for new ideas.

If you want to get in touch with us, here is how: customer at [dB9PROworld dot com](http://dB9PROworld.com).

THREE CLASSY COLORS



The Usual Legal Mumbo-Jumbo

It's boring stuff, but it's necessary. And we wanted to get it out of the way before diving in to the more 'interesting' bits.

Disclaimer:

This e-book may not be reproduced or transmitted in any form without the written permission of the publisher. Every effort has been made to make this guide as complete and accurate as possible.

The purpose of this e-book is to educate and should be used as a guide. The author and publisher do not warrant that the information contained in this e-book is fully complete and shall not be responsible for any errors or omissions. The author and publisher shall have neither liability nor responsibility to any person or entity with respect to any loss or damage caused or alleged to be caused directly or indirectly by this e-book. Before you begin, check with the appropriate authorities to insure compliance with all laws and regulations.

DB9PRO does not intend for you to use the VR2 USB Voice Recorder without the necessary permission(s) needed for recording any situation. You may be in breach

of the law if you intend to use your recording as evidence to a third party without the permission of the person you are recording. It is the user's responsibility to do all research regarding your personal situation and application before using the product, please check and consult your local laws. Neither dB9PRO nor Arcos Global Ltd. can be held liable for any loss or damage of whatever nature (direct, indirect, consequential, or other) which may arise as a result of a person's use of (or inability to use) our products or this e-book, or from use of (or failure to use) the information in this e-book.

Right!

Now that we got that out of the way, let's get on with it, shall we?

How to use the VR2

The VR2 is pretty simple to use right out of the box, but it always helps to spell things out clearly, right?

If you follow these instructions closely, you should be up and running within a few minutes.

Well, here goes:

The VR2 looks like a regular USB flash drive, and it does have that functionality too.

It also has a Lithium Ion battery which powers it as a voice recorder in recording mode.

Before you use the device, please charge it by removing the cap and plugging it into a USB source.

IMPORTANT:

While charging the device (plugged into a USB port), please make sure the switch is OFF if you want to access the files on it.



It typically finishes charging within 2-3 hours.

There are 4 LED lights which indicate battery charge. Each light represents 25% charge. It goes something like this:

LED 1: 0-25%

LED2: 26-50%

LED3: 51-75%

LED4: 76-100%

If you are not charging the device and you want to check how much charge is in the device, simply press the @ button briefly on the side of the recorder. The LED lights will glow red to show you how much charge is in the device.

On one end of the VR2, there is a switch you can turn on to put it in “recording mode” for voice recording.

When you switch the recording mode to OFF, it can be only used as a flash drive.

Checking Available Space on Your Recorder

If you would like to check how much space is on your voice recorder, simply press the @ button and hold it down for a while.

The LED lights will glow blue.

There are 4 LED lights, each representing 2GB of data space. So, if 2 lights are glowing, that would mean your recorder has 50% data space available.

Enabling Time Stamps On Your Recorder

(NOTE: This is an optional feature. You can still use your recorder without enabling this feature. Time-stamping is currently not available for Mac OSX, but we hope to have our own app ready soon for our customers.)



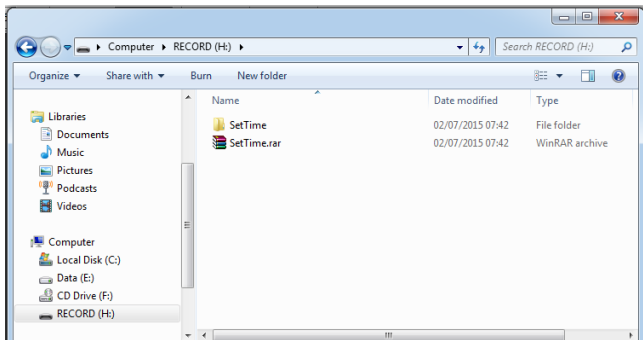
On Windows, once you've plugged it in, open 'Computer' (in Windows) and double click on the drive

the device is plugged into to see the contents of the USB drive.

It should show the drive name as “RECORD.”

You will notice there is a file called SetTime.rar. You can ignore this.

There is also a folder called ‘*Set Time*’. Inside this folder, there is an .exe file called *SetTime.exe*.



Simply double-click the file to run. You may need to provide Administrator privileges to run the .exe file.

This file allows you to put a time stamp on the recorded files so that you know when a file was recorded – which is a helpful feature to keep track of files.

This is just a one-time exercise you need to do for your voice recorder.

IMPORTANT:

Please make sure that you do not delete the original system files on the device as these are needed for it to function properly.

Once it has finished charging (typically around 2-3 hours), please eject the device from the USB port.

The red LED lights will glow initially when charging, and they should stop flashing altogether once it is close to being charged fully. Even if all 4 lights are glowing steadily, we suggest charging for at least 2-3 hours anyway – just to make sure, because even if all 4 lights are glowing, it does not necessarily mean that the charge is 100%, because the 4 lights would glow even with 90% charge.

Please note that in recording mode, you do not need to remove the cap of the VR2.

All you need to do is flip the switch to ON.

When switching it on, please wait for the red light to go off before you start recording.

Each time you switch the device ON, it starts recording (after the light goes OFF completely), provided the device is charged – AFTER the light stops blinking and goes off completely.

Once you're finished recording, simply flip the switch to OFF position. The lights will flash briefly and then go off completely. This indicates your file has been saved.

Your files are saved to a folder on your device called RECORD .

Note: Each time you flip the switch ON, the recorder starts a new recording, which creates a new file.

If, for example, you switch it ON and OFF 3 times, the recorder will create 3 recorded files corresponding to each time, and they will typically be named

- REC001.WAV
- REC002.WAV
- REC003.WAV.

You can rename these files to other names of your choice just like any other computer file.

Also, please note that if you finish one recording, and switch the recorder OFF, the red light will flicker a few times to indicate that the file is being saved. Once the light goes off, you can switch the recorder ON again for a fresh recording.

If you prefer not to wait in between recordings, simply let the recorder stay ON.

How to use the VR2 on a Windows computer

Once you've recorded something on the VR2, it is very simple to access your recordings.

You simply plug it into the USB port of a computer, and you can access the device as a normal USB drive. Before plugging it in, please make sure that the switch is in the OFF position.

Once you are in Windows Explorer, just open up the window for the VR2. It will typically show up as a removable drive. In the window for the VR2, you will see a folder called 'Record'.

Once you open this, you will find that it has your recorded file with a .wav extension.

You can play this file normally as you would any other media file – either through Windows Media Player, or any other player of your choice.

If the 8GB storage on the device gets filled up, the recorder will save the file and stop recording.

You would need to move files off the device by plugging it into a USB port on a computer and move the files from the device into another folder to create space for future recordings.

NOTE:

If you are on Windows 10, please use VLC Media Player, because Groove Player is not well equipped with all the codecs, and you will probably get an error saying that you have a file with incompatible format. VLC Media Player will solve this problem. You can also try using Windows Media Player.

How to use the VR2 with a Mac computer

While using the VR2 with a Windows computer is fairly simple and straightforward, it takes a few minutes extra to get it set up with a Mac. But don't worry, it's not hard.

Time-stamping on Mac OSX:

Ideally, if you have a Windows partition on your Mac, you can run the SetTime.exe from that partition to enable time-stamping on your device.

About the time-stamping on Mac - this is an optional feature.

Unfortunately, the SetTime application on the device is a Windows only application - which was developed by a 3rd party.

We are in the process of developing our own Mac-specific app, but it is not yet ready.

We apologize for the inconvenience. We hope to have it ready really soon.

The workaround would be to run it under Parallel Desktops for Mac or via Bootcamp - or use a PC.

The other option would be to name the file itself based on the event - say - "Birthdayparty-Today'sdate" - something of the sort.

However, as a recorder, the device will still work with recordings and playback would be via VLC Media Player or Quicktime Player on a Mac.

PLAYBACK ON MAC OSX:

In order to play your recordings on a Mac:

You have 2 options:

1. Quicktime Player
2. VLC Media Player

Here is how you install VLC Media Player:

Go to Google and search for: "VLC for MAC download".

Select the correct player for your Mac operating system. (It's free to download).

Drag the VLC icon to your application folder.

After your VLC player is installed, open the WAV files from your recorder. When you alternate click the file, you should have the option to "open with" -- select to open with your VLC player, or just simply drag the WAV files into the VLC player.

Now turn up the volume on your Mac. You should be able to hear the recordings done on your VR2 USB Voice Recorder.

If you need to convert your WAV files to MP3, we recommend using the "Convert" feature in VLC itself, or third party software like Eemicsoft Video Converter for Mac.

Alternatively, you can download the Mplayer app from the Apple App Store.

Enjoy your product and have fun with it!

How to use the VR2 with a Chromebook

Just as you use VLC Media Player for Windows or Mac OS, this software is free to download and install on your Chromebook too.

You just need to make sure that you are selecting the version of VLC Media Player for Chromebooks.

Simply open your file with VLC Media Player (once installed) and play your recordings.

TROUBLE SHOOTING GUIDE

Q: I have Windows 10 on my computer and I get an error when I try to play my recorded file.

A: On Windows 10, Groove Player is limited when it comes to codecs.

We suggest using VLC Media Player or Windows Media Player. That will work for you.

Please let us know how it goes.

Q: HOW TO REFORMAT THE RECORDER - My recorder was working fine until recently, now it doesn't seem to be recording. What should I do?

A: REFORMAT THE RECORDER

1. Copy all the files in the USB Recorder off onto your computer into a folder, naming it: Recorder Backup.
2. Check to see if you have the following folders:
 - a. SetTime
 - b. Record (if not, please create one)
3. Format the recorder selecting FAT32.
4. Copy all the files inside the Recorder Backup onto the recorder. DO NOT copy the entire

folder called Recorder Backup, but rather the contents of this folder. Make sure the 2 folders mentioned in point #2 above are present.

5. Go into the SetTime folder and run the .exe file within the extracted folder. The file name is called SetTime.exe.
6. Physically remove the recorder and use the recorder to record something.
7. After you are finished recording, switch it off and plug it back into a computer.
8. Check the Record folder to see if the recorded file is there. Try playing it back using Windows Media Player or VLC Media Player.

Everything should be working perfectly by now. If not, please get in touch with dB9PRO Customer Support through your Amazon account or our website or Facebook page.

Q: I have a MAC and I can't run the time stamping utility.

A: About the time-stamping on Mac - this is an optional feature.

Unfortunately, the SetTime application on the device is a Windows only application - which was developed by a 3rd party.

We are in the process of developing our own Mac-specific app, but it is not yet ready.

We apologize for the inconvenience. We hope to have it ready really soon.

The workaround would be to run it under Parallel Desktops for Mac or via Bootcamp - or use a PC.

The other option would be to name the file itself based on the event - say - "Birthdayparty-Today'sdate" - something of the sort.

However, as a recorder, the device will still work with recordings and playback would be via VLC Media Player on a Mac.

Please let us know if you need further help.

Q: I can't play the recordings on my MAC. What should I do?

A: Please use VLC Media Player for MAC (free to install). This software has all the needed codecs to play your recordings back. One thing to keep in mind is – even if you install VLC Media Player successfully, you do need to make sure that you are using it to play your files back and not iTunes, or you will get an error.

Q: I can't find my recordings on the recorder. Where are they and what should I do?

A: In your computer, go to the drive called 'Record' and inside that you have a folder called 'Record' too.

The wav files should be in that folder.

If you do not find the files there, please get in touch with us with your Operating System and we can assist you further.

Q: How do I reset the device?

A: Next to the ON/OFF switch, you will see a small hole marked 'RESET'. You simply need to push gently into the

reset slot with a pin or the pointed end of a paper clip and feel for a button at the bottom of that hole.

Once you find it, press it and let go - just like you would with any button.

Sometimes the reset process may need to be done a few times.

Here is how you know if it's working:

The LED will glow briefly and go off when you press the reset button.

Then simply plug it in to your recorder. If the computer recognizes the device, you're good to go.

In certain instances, if you reset the device and it doesn't show up on your computer, just leave it overnight and try again the next day. It has worked in a few instances.

Q: I tried resetting the recorder and now my computer will not recognize the device when I plug it in. Please help.

A: Thank you for letting us know. Have you tried different USB ports or a different computer? Please also try to reset it again. If after multiple attempts, it still does not respond, please contact us and we will try to resolve your problem immediately.

Q: The recorder hasn't arrived. (Or)

The package arrived without the recorder in it.

A: Sorry to hear that.

Did you get in touch with Amazon customer service?

Since all our products are fulfilled by Amazon, they take care of orders, payments, shipping and all logistics.

They do require that customers contact them first to sort out any shipping issues.

We are always here to help with technical problems.

However, if you contact Amazon and then it doesn't get resolved, please feel free to get in touch with us, so that we can follow up on it.

Q: I wanted to return the recorder but Amazon says it is too late to return it because the date is past. It is not working. What should I do?

A: For us, every customer is important and we want to help you get your unit working as quickly as possible.

Please could you respond with answers to the following questions:

1. What OS are you using on your computer?
2. Is the device being recognized when you plug it in to your computer?
3. Does it record at all when you switch it ON?
4. What is the problem with the device when you say it is not working? Please could you describe a bit more?
5. Is the battery charged fully? Typically a 120-180 min stint plugged into the USB port should be okay for full charge.

Please be assured that we are always here to assist you if you need any help. If the unit is defective, we would be happy to send you a replacement. Please do remember to register for your product warranty. The instructions are on a card in the tinbox. Our warranty is valid for 1 year from the purchase of the product.

This is why we recommend registering for the warranty, so that you continue to receive support, even after the Amazon return period has run out.

Q: I plugged the recorder in and charged it fully for at least 2-3 hours. When I tried to record with it, it only recorded for half an hour and died. According to your description it was meant to last for at least 10 hours.

REFORMAT THE RECORDER

1. Copy all the files in the USB Recorder off onto your computer into a folder, naming it: Recorder Backup.
2. Check to see if you have the following folders:
 - a. SetTime
 - b. Record (if not, please create one)
3. Format the recorder selecting FAT32.
4. Copy all the files inside the Recorder Backup onto the recorder. DO NOT copy the entire folder called Recorder Backup, but rather the contents of this folder. Make sure the 2 folders mentioned in point #2 above are present.
5. Go into the SetTime folder and run the .exe file within the extracted folder. The file name is called SetTime.exe.

6. Physically remove the recorder and use the recorder to record something.
7. After you are finished recording, switch it off and plug it back into a computer.
8. Check the Record folder to see if the recorded file is there. Try playing it back using Windows Media Player or VLC Media Player.

Everything should be working perfectly by now. If not, please get in touch with our Customer Support through your Amazon account or our website or Facebook page.

Please let us know how it goes.

Q: I didn't get my e book as you promised.

A: The eBook is typically sent to your Amazon-registered email address within 48 hours of your purchase. It may have landed in your spam folder. If you have checked that and you still could not find the email, please contact us through your Amazon account or through our website and we would be happy to resend it.

Q: How long does the battery last?

A: The battery typically lasts 10 to 12 hrs on a full charge. However, some customers have reported that it has lasted them upto 18 hours on occasion. At the same time, like any battery, the charge will reduce over time according to the life of the battery.

Q: Why doesn't the recorder start recording immediately when I switch it on? I notice that the light glows and blinks a few times and only then I can record. Why is that?

A: The recorder has 2 modes: passive (as a flash drive) and active (as a recorder). When it is in flash drive mode, you can copy data to and from it. This is like any other flash drive.

However, when you switch the recorder ON, then it switches to a different mode, where it acts differently.

While the audio is being recorded, the data is being 'saved' temporarily, almost like RAM on a computer – and is only saved as a file when you switch it OFF. When you are in recorder mode, the device stops completely

functioning as a flash drive. For this reason, it will not be recognized as a USB device if you plug it in to a computer with the switch ON. Neither can you charge the device when the switch is ON.

Since these 2 modes are so different, switching between them takes a few seconds. This is the reason for the delay in starting to record.

You can only start recording once the light goes off completely.

Q: How do I know when it is fully charged or if the battery is low?

A: With our new battery indicator, never worry again about battery charge! Press the @ button on the side of the recorder briefly. You will see upto 4 red LED lights on the front of the recorder, each representing 25% charge). This means that when all 4 lights are glowing fully, then you have close to 100% charge.

Please note that just because a light is glowing, it doesn't mean that the 25% represented by that particular light is up to full capacity. However, it does mean that there is charge present. In other words, if all

4 LED lights are glowing, it does not mean that the battery capacity is at 100%. It just means that the fourth light could indicate anywhere from 75-100% charge present in the device.

How do I know how much space is left in the device?

Press the @ button longer to see 4 blue LED lights to see drive space (each representing 2GB of data), so you can back up your recordings to free up space on your voice recorder.

Q: What is the working range in feet?

A: The typical working range is about 10-14 feet. However, depending on the acoustics of the environment you are in, it could be more. We have had reports of students capturing audio very clearly at even 20 ft away. However, if the room or area you are recording the audio in is very noisy or has a lot of ambient reverb, clarity of the recordings maybe affected. This is one reason we suggest doing a small test recording if you are doing a very critical recording and checking what you capture.

Q: Will it work on a Chromebook?

A: Our recorders are compatible with Chromebooks.

You will need VLC Media Player for Chrome (free to download and install) to play the recorded files back.

Q: How do I delete the recordings?

A: Deleting a recording is simple.

1. Simply plug the recorder into your computer. Look for the drive called "Record" (or the recorder will show up as a removable drive).
2. You will find your recordings within a folder called "Record".
3. Go into the drive and simply delete the files the way you would normally do with any other folder.

Q: How do I use the lanyards?

A: In the box you have 2 lanyards.

For the one which is longer, simply take the thread end of the lanyard and push it into the hole which is located on the side of the switch. You will see there is a hole

that goes through to the side next to it. You'll need something sharp - like a needle, to simply pull the thread part through once you have it pushed into that hole, and then you can pull it through and pull the other end of the lanyard through the thread loop to make a knot.

For the smaller lanyard, you need to use the metal part to go through the same set of holes (as in a keychain), so that the metal ring is connected to the recorder and the lanyard side is hanging free.

Q: Can it be password protected or encrypted?

A: If you password protected certain files themselves, using a third party software, that would work. But if you do that with the entire drive itself, the drive cannot be written to in recording mode. This means that you might not be able to record with it while encrypted.

Q: Can I keep it in my shirt pocket and record with it while moving around?

The mic on this audio recorder is pretty sensitive and it will pick up any sounds (including the mic rubbing against the shirt during movements) - that's what it is meant to do.

However, we suggest keeping it in something that's not

likely to move and will be perfectly still while recording is in progress - like a bag, a pencil pouch, etc., so that it does not pick up rustling sounds.

Q: How far can it record clearly? What is the range of this recorder?

A: We normally suggest 10-15 ft away is a good distance, but it depends on the acoustics of the room. If there is a lot of ambient reverb, the further away you go, the more muffled the audio will sound.

However, that said, we have had good reports from students using them for lectures.

Q: I've been using the recorder for a few hours. When I plugged it in to my computer the blue light came on. Does this mean it is fully charged?

A: To be safe, we recommend charging it for around 60 min (if the blue light is coming on). The blue light does not necessarily indicate full charge. It just shows there is some charge in the device, but it does not show how much charge is left either.

Q: Can the recordings be burned to a CD?

A: Yes, they can. However, there is a special compression codec applied to the .wav files that are created on your recorder when you record. This is done to save space.

Here is the process we recommend if you want to burn the recordings to a CD:

1. Use VLC Media Player to convert files to .wav (uncompressed, PCM format). You can also use a service like convertfiles.com and make sure that they are saved as uncompressed wav files.
2. Load the newly converted files into a CD burning program and choose the format of the CD you want (data or audio).
3. If you choose 'audio CD', it will be playable on a CD player and a computer. If you select 'data CD', then you can only play it on a computer.

Q: What is the warranty? / How do I get a replacement if my unit stops working within the warranty period?

A: If you register for your warranty at our website, you have a 1 year warranty from the date of purchase. You will need your order ID from Amazon, which looks

something like this: 002-1204550-12890483 in your Amazon dashboard.

As far as contacting us is concerned, the instructions are in the tinbox on a card.

You may also contact us via our Facebook page (dB9PRO).

Usually if there is a problem with your unit, you must get in touch with our customer support with the following details:

1. What OS you are using on your computer.
2. Tell us if the device being recognized when you plug it in to your computer.
3. Does it record at all when you switch it ON?
4. What is the problem with the device when you say it is not working? Please could you describe a bit more?
5. Is the battery charged fully? Typically a 2-3 hour stint plugged into the USB port should be okay for full charge.

Our customer support will go through a step-by-step troubleshooting process. If the unit is determined to be defective, we would be happy to replace your unit – provided it is still under warranty.

Q: Can I charge it with a phone charger, or USB charger?

A: Yes, you can. Chances are that, if you use a phone charger, the device will charge faster than with a USB port on a computer, so we suggest leaving it plugged in upto 60 min at the most. Again, chargers have different specifications, so we cannot endorse this and cannot take responsibility for anything going wrong if there is a problem.

Still, that said, in general, if the recorder is not getting too hot and you don't leave it plugged in for hours on end unattended, (and if the charger has no faults), it should be fine in most cases.

Q: Is there a playback function on the recorder itself?

A: Sorry, this function is not present in this model. You can use VLC Media Player on any computer OS (Windows, Mac or Chrome) and play the files back easily. On Windows computers (including Windows 10), you can use Windows Media Player without any problems. Mac users may also use Quicktime Player.

Q: What happens if I plug it in to the computer with the switch on?

A: Nothing alarming will happen, but the recorder will not be recognized by your computer. Please always plug the recorder into your computer USB port with the switch OFF if you want to access the files.

Q: Can it record while it is charging?

A: Yes, this is certainly possible. If you switch it ON before you plug it in to the USB port on your computer, it will continue to record while charging. Please wait for the lights to go off completely before plugging it in to charge. The lights may not glow in this state once plugged in. Also, you cannot access the files in this situation. The computer OS will be unable to recognize the device if the switch is ON, even though it is plugged into a USB port. You will need to remove the recorder physically and then switch it OFF and then plug it in again to the USB port in order for it to be recognized by the OS.

Q: Is there an indicator light when recording? If so, does it eventually turn off? Does it make noise?

A: Initially, when you put the switch ON, the recorder is switching modes from flash drive mode to recorder mode. The LED lights will glow steadily for a while and then blink a few times and then will go off completely. You can start recording once the lights goes off completely.

The recorder operates silently and there is no noise when it records.

Q: Is this voice activated?

A: No. This is not a voice activated recorder.

Customer Service Contact

customer –(at)—dB9PRO (dot) com

(Please remove all hyphens, parentheses and spaces in the link above)

OR

Simply contact us through your Amazon account.

We respond very quickly and are happy to hear from customers like you.

TECHNICAL SPECIFICATIONS

Flash Memory: 8GB

Recording Format: WAV

Recording Bit Rate: 512Kbps

Sampling Rate: 16 KHz

Power Supply: Built-in 110mAh rechargeable lithium battery

Charging Time: 3 hours via USB port

Battery Time: About 10-12 hours when fully charged

Recording Capacity: About 36 hours of audio can be stored on the device. Recording starts 5 seconds after turning on, and finishes recording 5 seconds after turning off, for firmware working time.

System Support: Windows2000/XP/vista/7/8/10, Mac OSX

Recording Range: Upto 15ft, although shorter distances are more ideal.

Audio Output: Plug into computer to playback recorded audio

PC-interface: USB 2.0

Weight: 16g

Lanyards: 2 pieces (included in box)

Size: 65 X 20 X 7mm

Warranty: 1 year