

For dB9PRO Customers

PART 1: QUICK START AND TROUBLESHOOTING GUIDE



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PART 1: QUICK START AND TROUBLESHOOTING GUIDE

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Congratulations!

Congratulations on your purchase of the dB9PRO VR1.0 USB Voice Recorder!

If you don't yet own your very own dB9PRO VR1.0 USB Voice Recorder, don't worry – you can get one here:

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 dot com](http://db9pro.com).

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 [db9pro dot com](http://db9pro.com).

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 VR1.0 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 VR1.0

The VR1.0 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 VR1.0 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.

IMPORTANT:

While charging the device (plugged into a USB port), please make sure the switch is OFF.

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



It typically finishes charging within 75-90 minutes.

On one end of the VR1.0, 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.

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.)

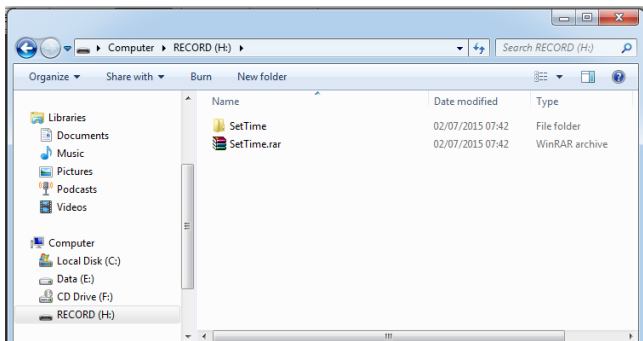
On Windows, once you've plugged it in, open 'Computer' (in Windows) and double click on the drive

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 120-180 minutes), please eject the device from the USB port.

The red LED light will glow initially when charging, but once the light turns blue, this means the device has charge in it (even 25-50% charge will make the light turn blue). Therefore, it does not mean that, if the blue light is glowing, the device is fully charged.

Think of the blue light as being similar to the battery icon on a mobile phone. Even if it has 25% charge, the

icon will show a blip or two. So, in the same way, the blue light glows if there is some charge in the device.

Please note that in recording mode, you do not need to remove the cap of the VR1.0.

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

There is a small red light that glows when you either switch the button on or off. 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, 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.

When the device starts recording, it creates a folder called 'Record', and it is inside this folder that you will find all your recordings.

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 VR1.0 on a Windows computer

Once you've recorded something on the VR1.0, 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 VR1.0. It will typically show up as a removable drive. In the window for the VR1.0, 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 VR1.0 with a Mac computer

While using the VR1.0 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 on a Mac.

Using VLC Media Player On Mac OSX:

In order to play your files back on Mac OSX, you need to install VLC Media Player for Mac.

Here is an easy way to use VLC on Mac:

1. Download VLC player for Mac here:

<https://www.videolan.org/vlc/download-macosx.en-GB.html>

2. Double click the VLC icon

3. Drag VLC app into your applications folder

4. Drag any media file into the VLC player icon in the dock (that's the row of pop up icons at the bottom of your Mac when you hover your mouse over)

5. Play back your file.

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 VR1.0 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 Emicsoft Video Converter for Mac.

You can also use Quicktime Player for Mac OSX.

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

Enjoy your product and have fun with it!

How to use the VR1.0 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.

How to reformat your USB Voice Recorder:

Sometimes if the recorder is not working to your satisfaction, it is useful to reformat it.

Here is how:

Reformatting For Windows Computers:

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.

Reformatting For Mac Computers:

1. Please connect the USB voice recorder to your Mac computer.
2. If there are any important files on the recorder you need to keep, copy them to your Mac computer.
3. Next, please launch Disk Utility, which is located in the Utilities folder inside the Application folder in Finder.
4. Please select the USB flash drive in Disk Utility's left menu and then click the "Erase" tab.

5. Click the "Format" menu. In the dropdown menu, please make sure to select MS-DOS (FAT) format, because any other format will not work. Apple themselves recommend using MS-DOS (FAT) for disks 32GB or smaller.
6. Click the "Erase" button. Please do not enter any password or use any security functions on the drive, otherwise the recorder will be unable to record.
7. Once the format is complete, check to see if the device is showing up on your computer.
8. Now, please go ahead and create a new folder on the recorder called RECORD.
9. Please go ahead and eject the device and then use it to record a test recording as normal.

TROUBLE SHOOTING GUIDE

Q: I have plugged my recorder into the computer, but it is not being recognized.

A: Is the switch turned on when you plug it in to your computer? If so, it will not be recognized. You need to make sure that the switch is turned off first, and that way the recorder will show up as a flash drive.

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.

If you have a Mac computer, you can find the details on how to reformat on page 24 of this eBook.

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. You may also use Quicktime Player on Mac.

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: We have recently changed the way the reset switch works. You simply need to push gently into the reset slot and feel for the button.

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.

Q: I tried resetting the recorder and now my computer will not recognise 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 contact our customer support 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 75-90 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 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 7-10 hours on a full charge. 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?

A: Unfortunately, there is no way of knowing when the battery is fully charged. However, if you plug it in to charge for 180 minutes at most, you can assume that it is charged fully. Usually if there is charge present in the device, then the LED will glow blue when plugged in. This does not necessarily mean that the unit is fully charged; it simply indicates there is charge in the battery – sort of like a battery icon on a phone, which shows one or two blips even if the battery is low.

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 feet 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: How can I know when the battery is low?

A: Unfortunately, with this model of recorder, we do not have any way of knowing when the battery is low. But since the battery lasts 10 to 12 hrs on a full charge, it's a good idea to simply plug it in and charge it a bit more whenever you do get the chance, keeping in mind that even a few minutes will charge the recorder for a bit longer.

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: Is this voice activated?

A: No, your dB9PRO recorder is not voice activated. They will record everything once switched on and will continue recording until they are switched off.

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.

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 75-90 min 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.

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 and will not charge. Please always plug the recorder into your computer USB port with the switch OFF.

Q: Can it record while it is charging?

A: Yes, that is possible. Here is what you should do in order to make this happen.

1. Simply make sure the switch is ON in recording mode, and the light should be off completely.
2. Then, plug the voice recorder into the USB port of your computer (or phone charger) and let it charge. You will not see a light glowing during this process, but the recorder battery will continue to be charged and the recording will continue.
3. Once you are done, simply pull out the recorder physically from the USB port (without ejecting), switch it

OFF and then after you wait for 4-5 seconds, you can plug it back into the computer USB port to access the files.



If you had no file on the recorder before, you will now

find a new file corresponding to the length and the time of the recording that you made during the charging process.

Please note that you cannot access files on your computer if the switch is ON.

We hope this little tip helps you get more out of the recorder.

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 light will glow steadily for a while and then blink a few times and then it will go off completely. You can start recording once the light goes off completely.

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

Q: Is this a voice activated recorder?

A: No, this is not a voice activated recorder. It will record continuously until it is switched off.

You can find a very useful audio tutorial here on how to use Audacity to reduce background noise as well as edit the audio by removing empty parts that are not needed.

Please click below:

www.db9pro.com/videos

How to Upgrade the Firmware on Your Voice Recorder (Windows Only)

Here is a method to get your device back up and running again.

Note: This method only works on Windows computers currently.

It should take around 5-7 minutes at most. It's almost like updating your computer BIOS, but you will actually be updating the firmware on your recorder.

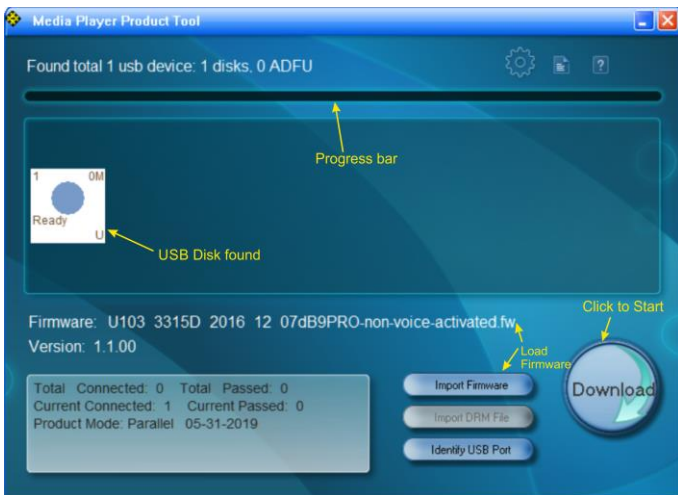
1. Please go to this folder:

<https://www.dropbox.com/sh/7lpkd5cyepm9wm0/AABxe0jWCftrkC8V0PivxQF8a?dl=0>

2. Please download the files from this folder into a new folder on your desktop. There should be 5 files in the folder including a Setup.exe file.
3. Please also download the following firmware update file in a different

folder: https://www.dropbox.com/s/aabnkjv3qbnhbd/U103_3315D_2016_12_07dB9PRO-non-voice-activated.fw?dl=0

- Please run the file called: Setup.exe from the first folder. This will start an installation called the Audio Product Tool. Please let the installation complete.



- Please insert the non-working device into the USB port and wait for a few seconds.
- Once this is done, please open the software and when it prompts you to open a file, please select the firmware update file mentioned above and click ok.

7. Then you will see at the top of the window in the software that it shows 1 device (USB).
8. In the right part of the software window, you have various options. Please uncheck 'flash erase' as an option. Only 'Production' should be checked.
9. Now click the button in the software called 'Down'.
10. The firmware should start getting upgraded and you will see the progress. Let it finish.
11. Physically remove the device (do not eject). You will see the light glowing for a bit when the device is removed.
12. Let it glow and go out completely. Please wait for about 5 seconds and then insert the device back into the USB port and check to see if it works.

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: 384kbps

Sampling Rate: 48 Khz

Power Supply: Built-in 110mAh rechargeable lithium battery

Charging Time: 3 hours via USB port

Battery Time: About 7-10 hours when fully charged

Recording Capacity: About 48 hours of audio. 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 (depending on the acoustic environment), 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