

Wearable microphones: indicators, charging and care

Turning the microphone on

Wearable microphones turn on by themselves — there is nothing to switch on. Charge a microphone fully in the charging hub before its first shift. After that there is no need to switch it off between shifts: when idle it goes to sleep on its own and does not drain the battery.

How recording works

Recording starts by itself. Your organization's working hours are configured in the system, and within those hours recording starts automatically. There is nothing to press on the microphone, either to start a recording or to stop one.

If something is wrong with your microphone, put it in the charging hub and contact your manager.

What we need from you

- Wear the microphone throughout your shift.
- Return it to the charging hub at the end of the shift.
- Put it on charge earlier if the light flashes purple (low battery).

Nothing else is required.

What the light on the microphone means

The microphone has no screen. Its entire status is shown by a single LED. The full list of states:

○ **White, on for about 5 seconds**

The microphone is on, linked to an employee and ready to record.

● **Red, steady**

A conversation is being recorded.

● **Purple, steady**

The microphone is charging.

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- **Purple, flashing for about 5 seconds**

The battery is critically low: return the microphone to the charging hub as soon as you can.

- **Green**

Fully charged.

- **Yellow, flashing for about 5 seconds**

Storage is full; new recordings are not saved until the data is uploaded: return the microphone to the charging hub as soon as you can.

- **Blue, flashing**

The microphone is syncing.

The two states that need a response are flashing purple and flashing yellow — both mean the microphone has to go back in the charging hub. The other colors are simply information about what is happening.

The light cannot be switched off — this is normal behavior, and it has almost no effect on battery life.

Charging

- Take the magnetic pin off before you put the microphone in the slot: with the pin attached the contacts do not meet, and the charging light will not come on.
- Make sure the microphone is seated firmly in the slot of the charging hub: the contacts have to meet with no gap and no tilt. If it is simply leaned against the slot or sits at an angle, the charging light will not come on even though it looks as if the microphone is in place — take it out, put it back in the slot and press gently until you feel it lock in.
- A full charge from empty takes about 2 hours. A full battery covers a shift with room to spare — up to 20 hours of continuous recording.
- The light while charging: purple means charging, green means fully charged.

If the microphone does not charge or does not turn on

1. Take the microphone out of the hub and put it back in the slot, checking that it sits firmly and the contacts have met. Poor contact from a tilted microphone is the most common reason charging does not start.
2. Try another slot in the same hub.
3. If no light appears even after 10–15 minutes on charge, leave the microphone charging longer and do not try to turn it on.

4. If the microphone still does not respond, contact your manager: tell them the location, the microphone number and the step at which it stopped responding.

If WiFi or the internet goes down

The microphone keeps recording and storing data locally, with or without a network. As soon as the charging hub has internet access again, everything it has collected is sent for processing automatically — nothing has to be forwarded by hand, and recordings already made are not lost.

Care and storage

- Keep the microphone out of water and out of damp rooms.
- Do not drop the microphone or squeeze its body — the parts inside are sensitive and easy to damage.
- Wipe the body only, with a dry or slightly damp cloth.
- Between shifts keep the microphone in the charging hub and nowhere else — that way it will not be flat by the next shift and will not go missing.
- At each location one microphone is always in the hub — charging and uploading recordings — while the other one is being worn. That way recording does not depend on a single microphone.

Still have questions?

Contact your manager — tell them the location, the microphone number and the step at which the problem appeared.