

# IZYREC

## Smart Voice Recorder **User Guide**



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# 1. Get started

Get to know your iZYREC voice recorder.



## 1.1 How to install the iZYREC app?

Please search iZYREC on Google Play or app Store to get the newest version app. The language setting of the iZYREC app is automatically adjusted based on the language setting of the phone. It supports English, Japanese, Korean, French, German, Spanish, Portuguese, Italian, Traditional Chinese, and Simplified Chinese.

Alternatively, you may download the app by directly selecting one of the links below.

<https://play.google.com/store/apps/details?id=com.cloudhearing.nicebuild.android.nicebuild&pli=1>

<https://apps.apple.com/us/app/izyrec-recorder-app/id6443928382>

**Note:** If you can't install your app, please check your phone version. The system version should meet the requirements below:

**Android:** Android 6 or above.

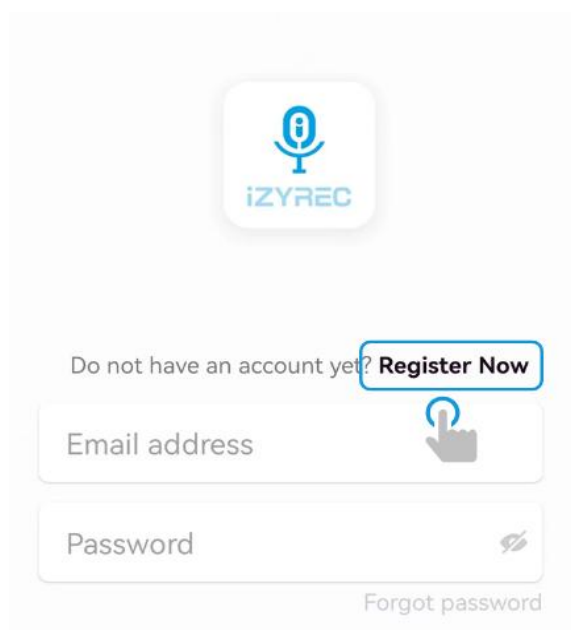
**iPhone:** iOS11 or above.

## 1.2 How to manage my account?

The iZYREC application account relies on an email address as the means of identification. This email address allows the user to sign in to the application to access its features and services. It is also used for account recovery and receipt of important notifications.

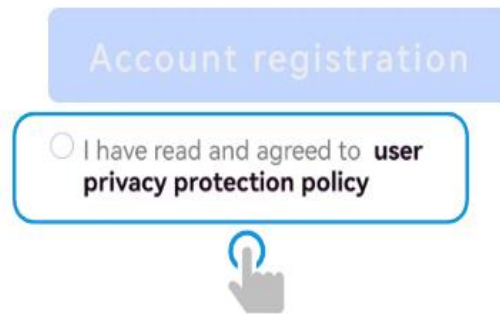
### 1.2.1 How to register an account?

1. Click "Register Now".



2. Input your email address, remember to confirm it has no misspellings.

3. Click the "Get code" button and get the verification code from your email and input it.
4. Input the password with 6-16 digits(English letters/numbers/special characters without space) and enter the same password again.
5. Then select the user privacy protection policy and then click "Account Registration" to finish the last step.



6. Go to the first page to log into your account.

## 1.2.2 Can I skip the registration process?

It's allowed to skip the registration and login process to take a glimpse of our app.

In this case, you are actually using a guest account. A guest account can provide some basic functions and services to quickly use the app. However, please kindly note that a guest account cannot enjoy the full range of app services and security protections provided by the account system. It is recommended to register an account and log in to the app to get all functions and services.

## 1.2.3 Why can't I receive my verification code?

If you can't find the verification code in the inbox, we suggest you to:

1. Check your spam folder to make sure the verification email didn't end up there.
2. If your email inbox is full, consider deleting some unimportant emails to free up space.
3. If you accidentally entered an incorrect email address during registration and are unable to receive the verification code, we suggest registering again with a valid email address.

At the same time, here are some possible solutions:

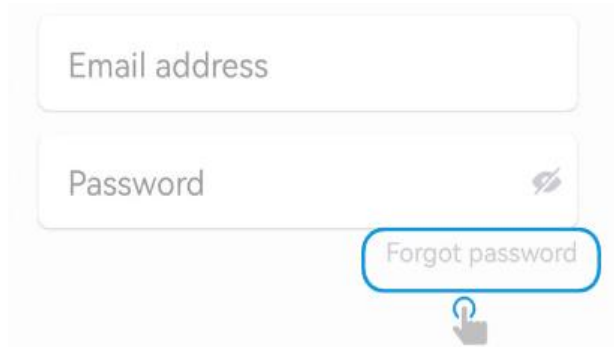
1. Update your phone system and app version.

2. Re-install the iZYREC app.
3. Use another mobile phone.

If the issue persists, please feel free to [contact us](#) at any time.

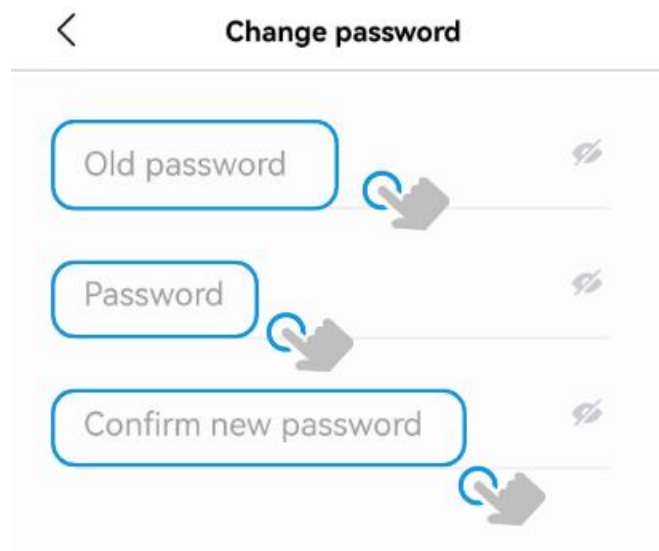
## 1.2.4 What can I do if I forgot my password?

Tap "Forgot password" on the login page > Enter your email address and get a verification code > Enter a new password and confirm it.



## 1.2.5 How can I change my password?

Navigate to the Personal Information page > Tap on "Change password" > Enter your old password and new password > Confirm your new password.





## 1.3 How to work with my recorder?

### 1.3.1 How to install the magnetic back clip?

1. Take out the clip and tear off the tape over it.
2. Stick the clip in the middle of the recorder and press it firmly.
3. After the installation, you can clip the recorder wherever you want. The recorder can also be attached to any magnetic surface.

You can also remove the back clip to use the recorder when you don't need the back clip.

<https://youtu.be/V5WZ6LmHaro>

### 1.3.2 How to install the Velcro?

Take out the Velcro, tear off the tape on one side, stick the Velcro in the middle of the recorder, and press it firmly.

Tear off the adhesive tape on the other side and stick the Velcro to the position where you would like to paste, and you are done!

You can also use the product alone when you don't need to paste.

[https://youtu.be/VBCx2h7ai\\_g](https://youtu.be/VBCx2h7ai_g)

### 1.3.3 How to enable Bluetooth and location permissions for the iZYREC

#### APP?

Android: Settings>- Manage apps>- Search and tap iZYREC>- Turn on Bluetooth and location permissions.

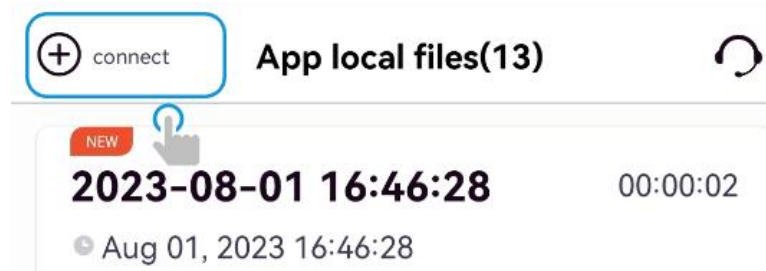
iOS: Setting>- Search and tap iZYREC>- Turn on Bluetooth and location permissions.

### 1.3.4 How to bind the device?

If the indicator light flashes white, it means that the device has not been bound. If the indicator light is solid white, it means that the device is bound to an account.

To effectively bind your recorder, please follow these steps:

1. Complete the account registration process in the iZYREC app.
2. Slide the switch on the recorder towards the opposite direction of the microphone to enable the APP control mode.
3. Check if the white indicator light is on. If the recorder is out of power, charge it for at least 10 minutes.
4. Ensure that Bluetooth and location permission are enabled in your mobile phone settings.
5. Keep the recorder close to your mobile phone and attempt to connect it.
6. Tap on the top-right corner "connect" of the homepage.



7. Connect the recorder according to the serial number.

By following these steps in order, you can successfully bind your recorder to your mobile phone and Start your journey in iZYREC.

<https://www.youtube.com/embed/WsaOezIK9UU>

**Note:** If there are no obstructions in the surrounding area, the Bluetooth connection range can reach up to 10 meters. When connecting to Bluetooth, the location permission needs to be turned on. This enables your phone to search for nearby Bluetooth devices and establish a connection. It needs to be mentioned that enabling location permission will not compromise your privacy or data security within the iZYREC application.

### 1.3.5 What can I do if I failed to connect to the APP?

1. Check if the recorder is out of power. If so, please charge it for at least 10 minutes.
2. Make sure you slide the switch to the App control mode position and the white light is on.
3. Enable the Wi-Fi/ data of your phone.
4. Check if the Bluetooth and the location permission of the iZYREC APP are turned on, then keep the recorder close to the phone, and reconnect it.
5. Tap on the SN number and it keeps spinning. If nothing happens, please close the app, turn off the recorder, and try again in a minute.

**None of them works?**

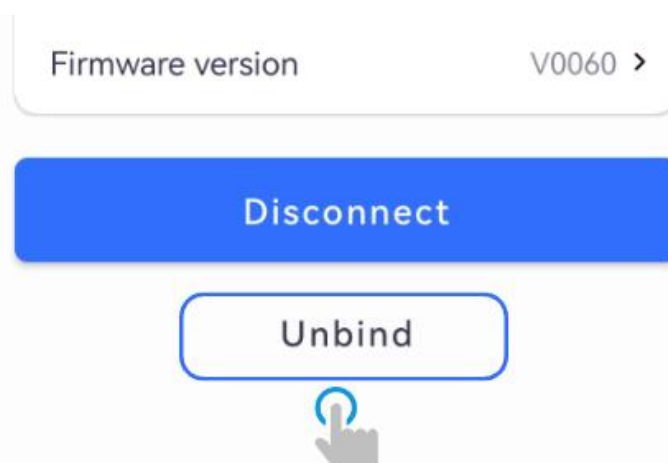
The device may be crashed. Please find the small hole on the back of the recorder, then prick it with something sharp( such as a toothpick, needle, or pin) to reset the device and try again.

If the issue persists, please do not hesitate to contact us at [support@izyrec.com](mailto:support@izyrec.com) and we will take further action to assist you.

### 1.3.6 How to unbind the device?

Please make sure the device is under the app control mode, and connected to the account already.

Log in to your account > Go to the "Personal Center" page > Select "My Device" > Scroll down the page > Tap on the "Unbind" button.



1. If you do not have the device with you, please locate it first. The device needs to be connected to the iZYREC app in order to be unbound.
2. If your device is lost and you want to unbind it, please contact us and provide your order number and device SN. Then we will try to help you unbind the recorder.

### 1.3.7 What if my recorder is already bound when I try to set it up?

We apologize for any inconvenience caused and would like to assist you in unbinding your recorder. To do so, please contact us at [support@izyrec.com](mailto:support@izyrec.com), and offer us the serial number of your device and the order ID. Additionally, if you could send us a screenshot of the bound page, it would be helpful. We understand how frustrating it can be to receive a device that doesn't work properly, but please rest

assured that we will do our best to resolve this issue. Your patience and understanding are greatly appreciated.

### **1.3.8 How can I unbind the device and the app if I change my phone?**

You don't need to unbind in this situation. Please make sure to use the same account to log into the iZYREC app on your new phone. Then you'll be able to access the recordings and features on the app.

### **1.3.9 How to bind a second device?**

To connect your second recorder, simply disconnect the first one and proceed with the binding process as you did with the first recorder. Please note that while you can add two devices to your account, only one device can be connected to the app at a time.

Here are some instructions regarding binding and usage of the iZYREC app with your voice recorder:

1. Each recorder can only be bound to a single iZYREC account and cannot be simultaneously bound to multiple accounts.
2. An iZYREC account can only be logged in on one mobile phone at a time and cannot be logged in on multiple devices simultaneously.
3. Though one iZYREC account can be bound to multiple recorders, only one of the bound recorders can be connected to the iZYREC app at any given time. It is impossible to connect and control multiple recorders simultaneously under one account.

## **1.4 How can I start recording?**

The device has one-switch control and can work on its own. You can slide the switch to start recording and finish recording by sliding the switch back into the middle.

There are 2 ways to start recording: Manual recording and App control recording.

1. You can turn the recorder to Manual Control mode by sliding the switch to "microphone" to record instantly. The indicator light turns red when recording. You

can turn off the indicator light in the app after connecting your device to your phone.

[https://www.youtube.com/embed/P5eS-x\\_gUWE](https://www.youtube.com/embed/P5eS-x_gUWE)

2. To start the App Control mode, please slide the switch off "microphone" to enter the App Control Mode. Then open the App, once you have set up the recorder, you will find the recorder in connection with your phone.

<https://www.youtube.com/embed/Wb61a8EttPs>

**Note:** When in Manual Control mode, the recording cannot be paused or saved directly on the app. To stop the recording, you need to slide the switch to the middle position.

If your audio file is longer than 5 hours, the app will automatically divide it into several smaller files. Please note the voice recorder has a maximum recording time of 5 hours per file.

### 1.4.1 Can the device work independently?

Definitely! The device has a one-switch control and can work on its own. You can slide the switch to start manual control mode and finish recording by sliding the switch back into the middle. Simple as that. Or slide the switch to the other side to start App Control to unlock more advanced features and sync files easily.

### 1.4.2 Can I remotely control my device?

The recorder doesn't support remote control via the App. iZYREC allows you to record audio from up to 30ft away by integrating Automatic Gain Control (AGC) algorithms that amplify far-off sounds to produce quality audio. It needs to connect to Bluetooth for APP control. If your phone is out of the Bluetooth range (up to 30ft), the recorder can not be controlled on the app.

If you want to leave the recorder somewhere and record, there are two ways.

1. Start recording manually.
2. Set up a scheduled recording in advance.

**Note:** If the recorder is too far away from the mobile phone, the ability to sync device files to the APP depends on the Bluetooth signal. If the Bluetooth signal can not be detected, App control mode will be disabled, and file sync can not be realized either.

### 1.4.3 How to playback my recordings?

Option 1: Connect the recorder to the iZYREC App > Synchronize the recorded files > Select the file you want to listen to > Click the play button to start playback.

Option 2: Connect the recorder to a Mac or Windows computer using a USB cable > Wait a few seconds for the U Disk to be recognized > Locate the folder on the U Disk where the audio files are stored > Double-click the desired audio file > Select an audio player to listen to the recording.

#### **1.4.4 How to share recordings?**

1. Choose the recording file that you would like to share.
2. Tap the top right corner after entering the file details page and choose "Share" on the drop-down box.
3. Select one channel to share the recording file.

## 2. iZYREC app

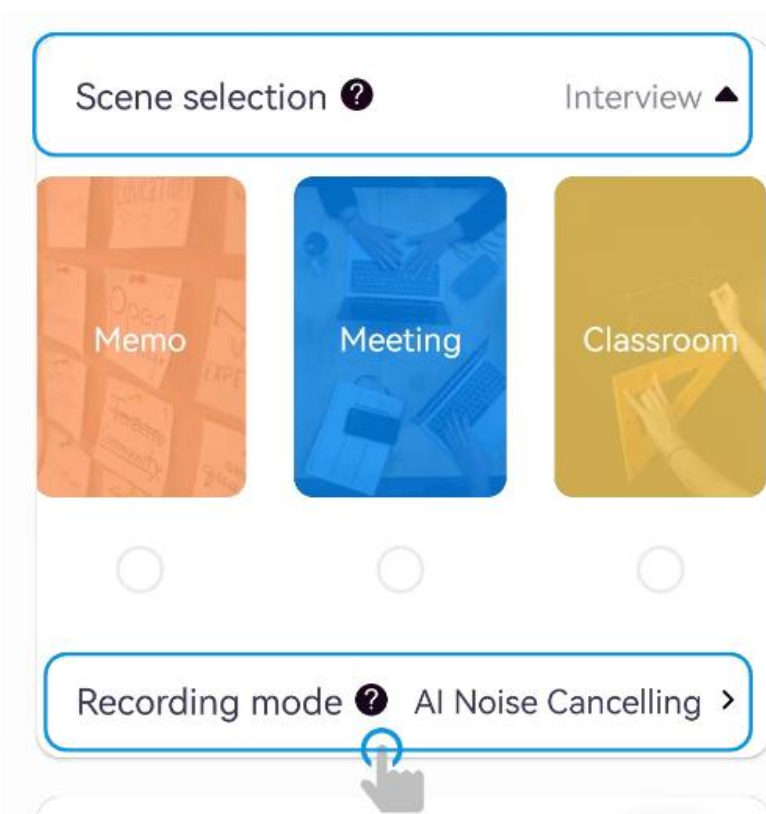
### 2.1 Scene Introduction

The iZYREC recorder offers various scene selection options, each with a corresponding folder on the U disk for saving the recording file. The available scene selections include Meeting, Classroom, Interview, Music, and Memo (default). By choosing the appropriate scene, users can easily locate their recording files based on their intended use.

For each scene, you can choose the corresponding recording mode as you need. The three modes available include AI Noise Cancelling, Original sound recording, and Stereo music.

The Meeting, Classroom, Interview, and Memo scenes allow you to select either AI Noise Cancelling or Original sound recording. In the Music scene, the default mode is set to stereo music.

Each mode is designed for different recording environments and purposes. These features enable users to easily and effectively capture important moments during meetings, lectures, interviews, music performances, and more, and provide a convenient way to manage their recordings afterwards.



## 2.2 Recording mode

The iZYREC recorder offers three different recording modes to suit various recording needs. The available modes include AI Noise Cancelling, Original Sound Recording, and Stereo Music.

- ✧ AI Noise Cancelling mode features omnidirectional pickup and AI noise cancelling technology, and is suitable for use in mixed environments. It utilizes single-channel recording with a sampling rate of 16KHz and a bit rate of 256Kbps, resulting in smaller audio files.
- ✧ Original Sound Recording mode captures real sound quality without any noise reduction. It also uses single-channel recording with a sampling rate of 16KHz and a bit rate of 256Kbps, resulting in smaller audio files.
- ✧ Stereo Music mode captures stereo sound with real sound quality and no noise reduction, using dual-channel recording with a sampling rate of 48KHz and a high bit rate of 1536Kbps. As a result, the resulting audio files are larger. The high audio quality of Music recordings makes it difficult to sync to a phone simultaneously. To access Music recordings, it is necessary to connect the recorder to a PC via USB-C and locate the files in the Music Folder.

By selecting the appropriate recording mode, users can achieve the desired sound quality while balancing the file size and storage capacity of the device.

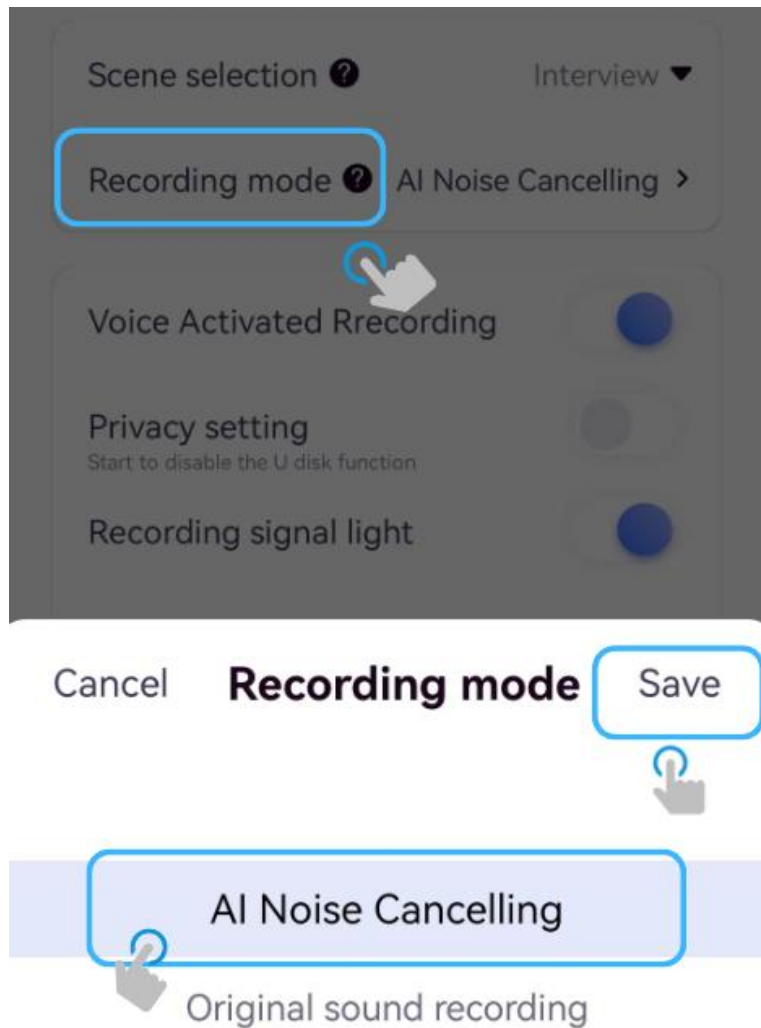
**Note:** If you want to set the highest recording quality, it's recommended to choose "Music" scene. Because the music mode has a high-quality voice, we could not see the tracking/timeline in the app. If you want to see the recording, you need the USB cable to link the device to your PC and locate it under the music file.

### 2.2.1 How to enable AI Noise Cancelling mode?

iZYREC is equipped with dual Knowles SiSonic Microphones. We utilized AI noise cancelling technology, the recorder's cutting-edge filters identify and cancel background noise when needed.

You can enable AI Noise Cancelling mode through "My device" > "Recording mode" > "AI Noise Cancelling" > "Save".





## 2.2.2 How to enable Voice Activated Recording (VAR) mode?

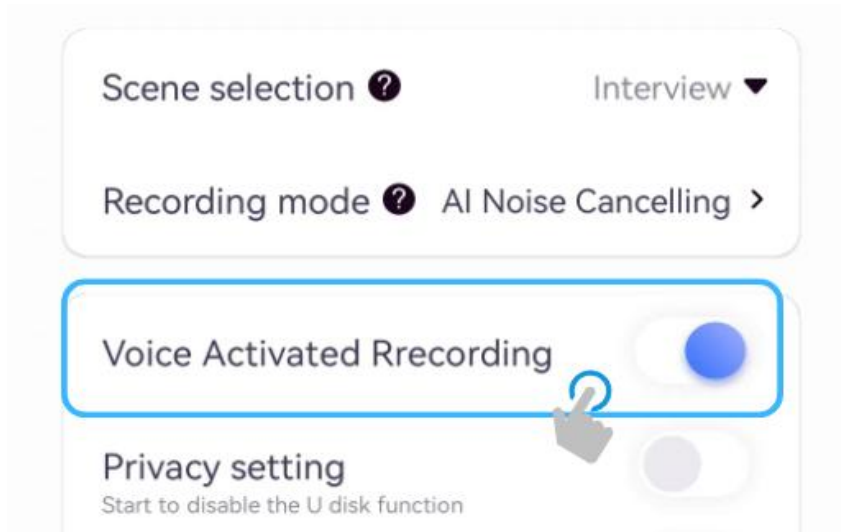
Voice-activated recording (VAR) means that when you start recording in VAR mode, the sensor of the microphone will start recording only when sounds are over 45dB in the device's range. During silent moments, the microphone will enter standby and skip recording silence, therefore, extending the recording battery life greatly.

Generally speaking, a sound level of 45dB can be described as a mild background noise, comparable to a quiet indoor environment or a suburban area located far away from urban centers. More specifically, a sound level of approximately 45dB can be likened to a low-pitched singing voice, the volume of a television set, or the ambient noise level found in a typical office environment.

To configure the VAR function, the device must be connected to the app. Follow these steps to set the VAR mode:

1. Before starting a recording, tap the upper left corner of the home page and then go to the device details page. From there, select the VAR mode. Once enabled, the VAR function will work in both app control mode and manual control mode, and it will remain enabled throughout the recording.

2. If you want to activate VAR mode during a recording, tap the upper right corner of the recording page and select VAR mode. The device will immediately switch to VAR mode and start capturing audio with the VAR function.



When the indicator light flashes red, it means that the device is in VAR (voice-activated recording) mode. With a 450mAh battery, the device can support up to 40 hours of continuous voice-activated recording.

**Note:** If you experience issues with recording, please check if the VAR function is turned on. Since the device may not activate recording when the sound is at low decibels, it's recommended to turn off the VAR function to ensure continuous and coherent recording.

For important recordings, it's best to avoid relying on the VAR function, as this could lead to the potential loss of crucial information.

### 2.2.3 How to set up a Scheduled Recording?

You can enable the app control mode of the recorder > Connect the recorder to the iZYREC app > Enter "My device" page > Tap on "Scheduled Recording" > Add Scheduled Recording.

The scheduled recording feature can be activated when the recorder is in either app control mode or manual control mode.

If the device is recording under the control of the app, once the scheduled time arrives, the ongoing recording will stop and a new file will be created automatically. After the scheduled recording ends, the app will not resume the previous recording or begin a new recording.

If the device is set to manual control mode during a scheduled recording, the current recording will also be paused at the scheduled time. Once the scheduled recording is complete, the device will automatically switch back to manual recording mode and start a new recording.

<https://www.youtube.com/embed/ggOUKIOWKIs>

If you want to leave the recorder somewhere and record, you can set up a scheduled recording in advance.

## 2.3 How can I manage my audio files?

### 2.3.1 What are two file formats of recordings saved on the U Disk?

iZYREC saves each recording in both WAV and ASR formats. The WAV format is compatible with most computers and mobile phones, while ASR is a particular file format for fast syncing with the app.

### 2.3.2 How do I access the audio files?

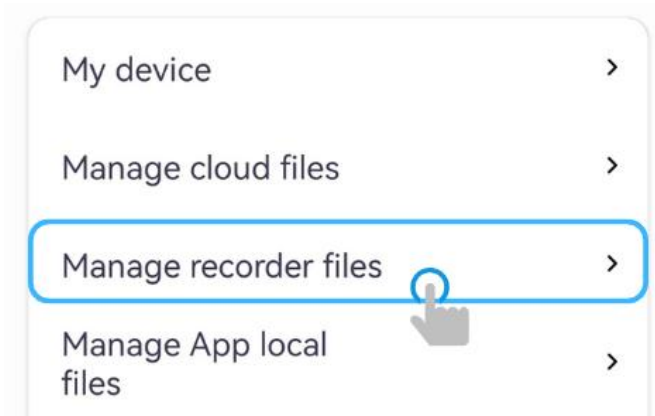
1. Slide the switch towards the opposite direction of the microphone to start app control mode. Then you can sync the recordings through the iZYREC app and manage the files on your iPhone or Android phone. You can turn on Wi-Fi fast transfer in the app to allow fast sync with the device. The speed of Wi-Fi syncing is 20 times faster than that of Bluetooth.
2. Connect to Mac or Windows computer via a USB-C cable, and wait for a few seconds before the U Disk is identified. Then you can manage the files in the CLASSROOM, INTERVIEW, MEETING, MUSIC, and SCHEDULED folders.

### 2.3.3 How to rename the File?

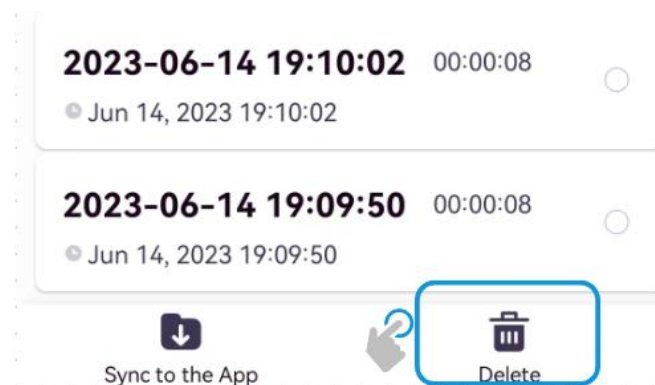
Choose the desired file > Tap on the upper right corner > Choose the "Rename" option on the drop-down box > Enter a new name > Tap on "Confirm" to finish the renaming.

### 2.3.4 How to delete files from the recorder?

1. You can follow the below steps to delete your files:
2. Connect your recorder to iZYREC app.
3. Tap on "Manage recorder files".



4. Tick the files that you want to delete.
5. Tap on the "Delete" button at the bottom of the screen.



Alternatively, you can delete your files by connecting your recorder to your PC. Make sure the recorder is not in manual recording mode.

1. Turn the Privacy Protection function off to allow access through a cable.
2. Use the provided USB-C cable to connect your recorder to your PC.
3. Open the intended folder to manage your files.

### 2.3.5 How can I view the location of the recordings?

Please enable the "recording location" function on iZYREC app, then you can view the location of your new audio, which indicates where the recording is made. However, please note that the location information of the previous audios has not been saved and will not be displayed on the app.



### 2.3.6 Why the timestamp of my recording is incorrect?

The timestamp on the recorder indicates the date and time when the recording was created.

The recorder's clock is powered by a built-in battery, and when the device is out of power, the clock stops running. If the recorder is not connected to the APP after it's charged, the timestamp of a new recording can only reflect the last time the device stopped working.

Once the recorder is connected to the APP, the device's clock will synchronize with the time of your phone, and the timestamp of future recordings will be accurate. However, the timestamp of previous recordings made before connecting to the APP cannot be automatically modified. It is recommended to rename the recordings to reflect the correct time in this case.

### 2.3.7 How can I know the date and time of a recording on a computer?

On the U-disk, the folder name displays the date and the file name consists of a series of 10 numbers that represent the UTC time.

You can either convert the UTC time to your local time using a time conversion website or refer to the actual time displayed behind the file name on the same line. The modification time is the ending time of the recording and the creation time is the start time.

**Note:** It's possible to edit the file name on the computer according to the modification time or creation time. However, if you renamed your audio file on the computer, then the file will not show up in the app again.

### 2.3.8 Why can't I see Music recordings in the APP?

The audio quality of Music recordings is up to 1536kbps, which is too large to sync to your phone simultaneously. If you want to playback your Music recordings, you need to connect your recorder to your PC by USB-C and find them in the Music Folder.

### 2.3.9 Why can't I see my recordings on my PC?

When the Privacy Protection function is on, the device will NOT be accessed through cable connections with PC or phones. Your recording files will be protected even when someone else possesses the device.

If you can't see your recordings on your PC, please follow these steps:

1. Check if the Privacy Protection function is enabled in the iZYREC app. If it is, please turn it off to allow access through a cable connection.
2. Confirm that the device is not in manual recording mode. If it is, close it to avoid any disruptions.
3. Make sure the cable you use supports data transfer. It's better to use the USB cable we provided. Please do not use a USB splitter, some are not compatible with our USB.

## 2.4 How to sync my local files with the iZYREC app?

If you set your recorder to manual control mode, any audio files recorded will be saved automatically on the device. When you connect the recorder to the iZYREC app, the app will prompt you to synchronize the latest audio files from the device. Once synced, you can select the desired file and play back your recording.

If the device is reconnected to the same account, no pop-up box will appear to prompt you to sync again. However, if files are deleted from the app or the device is connected to a different account, and the device detects any inconsistency between the file information stored on the device and that on the app, a pop-up box will appear in the app to prompt you to resynchronize the files.

**Note:** The recording can not be played back in real time.

Please stay on the app page while syncing files via Bluetooth transfer or Wi-Fi Fast Transfer. Exiting the app will cause it to stop running, which will halt the file transfer process.

### 2.4.1 How to Use Wi-Fi Fast Transfer?

The recorder is equipped with an advanced Wi-Fi chip which allows you to sync your recordings at ~1mb/s, meaning one-hour recording takes only 90 seconds to finish syncing. This allows you to listen to your recordings instantly after you finish the recordings.

To use the Wi-Fi Fast Transfer feature, ensure that your phone's Wi-Fi and location settings are turned on and that you are not using a VPN. Please follow the steps below to establish the connection:

1. Select "Manage Recorder Files" on the "Personal Center" page.
2. Select the desired recording and tap on "Download to Local".
3. A prompt to try Wi-Fi Fast Transfer will appear in the upper right corner, tap on the prompt to try.

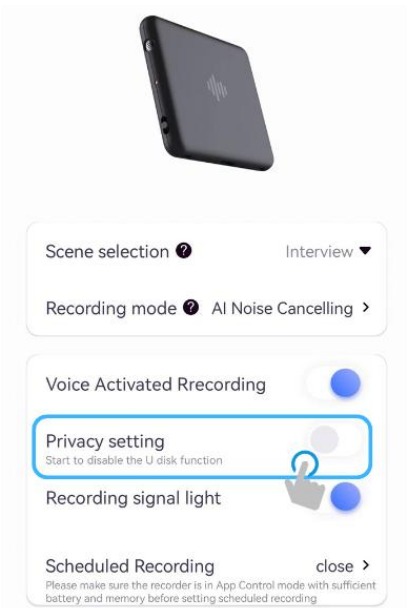
**Attention:** Wi-Fi Transfer needs to switch the Bluetooth connection to the device's Wi-Fi connection. Please follow the instructions and STAY WITHIN THE app, until the transfer is finished.

4. After the transfer is completed, the app will automatically switch back to Bluetooth connection mode, and display the main interface.

## 2.5 What is Privacy Protection in the app?

The Privacy setting is a unique feature developed by iZYREC. No one can access your recording when the privacy setting is on, not even when someone else possesses your device and your privacy is fully protected.

You can activate the Privacy Protection function through recorder settings in iZYREC app when it is connected.



**Note:** When Privacy Protection is on, the device will NOT be accessed through cable connections with PC or phones, and your recording files will be protected even when someone else possesses the device.

Remember to turn this function off when you need to manage recordings through cable connections with your PC or smartphone.

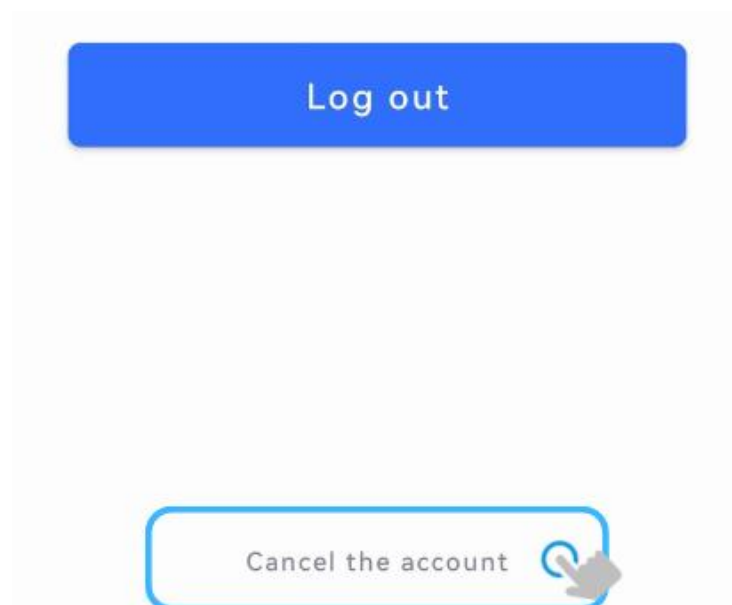
## 2.6 How to delete the account?

It would be highly appreciated if you could offer us feedback before canceling your account. If you have encountered some undesired problems, please feel free to contact us. Our support team is ready to assist you with your problems.

Once you cancel your account, all personal data associated with the account will be deleted. Please note that any recording files stored in the cloud cannot be recovered. Canceling your account is a permanent action, and you will need to register again to use the app in the future.

If you still want to proceed with canceling your account, please follow these steps:

Go to the "Personal Center" page on iZYREC app > Tap the top right corner > Enter the next page and choose "Cancel the account".





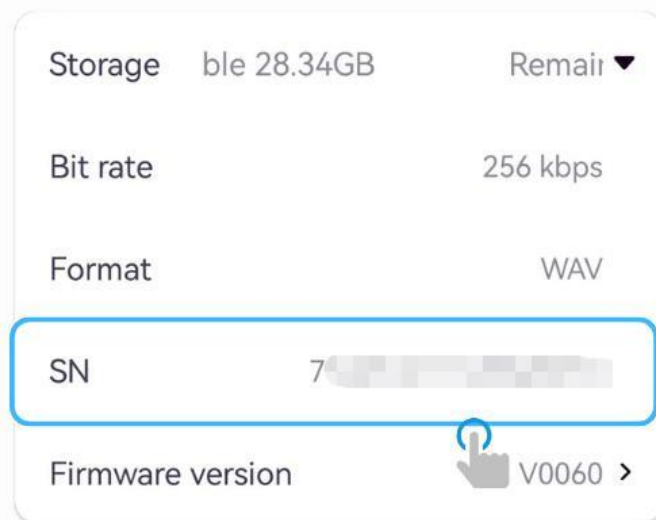
# 3. Hardware

## 3.1 How can I locate the Serial Number (SN) of my recorder?

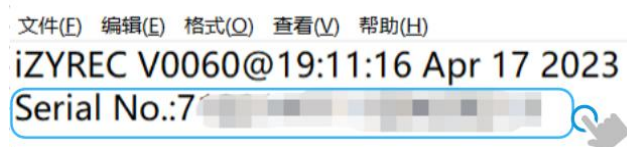
The Serial Number is a unique identifier that is utilized to identify and distinguish devices. It is commonly used for product management, device maintenance, and warranty services.

If you're searching for the Serial Number (SN) of your recorder, there are several locations to check:

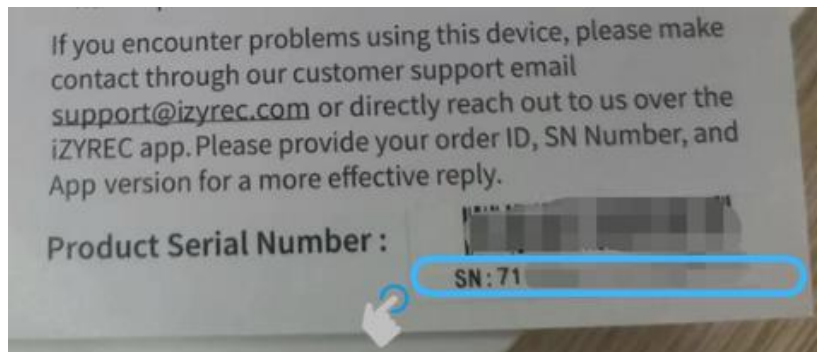
1. Open the iZYREC app and go to the "My device" page. The SN is displayed on this page.



2. Connect your recorder to your PC and look for a "MODEL" text document. The SN is listed in this document.



3. Refer to the manual that came with the device. The SN can be found on the final page of the manual.



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



### 3.2 How long does the battery last?

The device has a 450mAh built-in lithium battery that supports 75 days of standby time and 30 hours of continuous recording hours.

Please note that the actual usage time may vary due to factors such as usage environment and recording quality. The above specifications are tested in a laboratory environment.

It takes about 2~3 hours to take full charge. We have 2 ways to identify whether it is fully charged.

1. The light on the recorder changes from yellow to green.
2. The battery status on the app is displayed as four bars in the top left corner of

the screen.



**Note:** The battery life is influenced by both the temperature and the recording method. Additionally, with AI noise cancellation enabled, it will consume a greater amount of battery power. It is recommended that the device is placed at a suitable ambient temperature and that the noise cancellation feature is disabled as a means of testing the performance of the battery.

If you disconnect the recorder or close the iZYREC app on your phone after pairing, the recorder will enter standby mode automatically. If the device is not used for a long time, please charge and discharge the product once every 3 months to prevent battery damage.

### 3.2.1 Can the device record during charging?

Yes, the iZYREC recorder can still record during charging. But please make sure that you don't plug it into your computer. The device does not record in U-disk mode.

## 3.3 What do the different colors of the indicator light mean?

The indicator light on your device is the symbol that reflects its current status. Below are the detailed explanations.

### Red

Solid Red: The device is currently recording.

Flashing Red: The device is in VAR (voice-activated recording) mode.

### Yellow

Flashing yellow three times rapidly: The device's battery is low.

Flashing yellow ten times rapidly: The storage space is full.

Solid yellow: The device is currently charging.

### Cyan-blue

Flashing cyan-blue: The device is currently undergoing a FOTA (firmware over-the-air) update.

## Blue

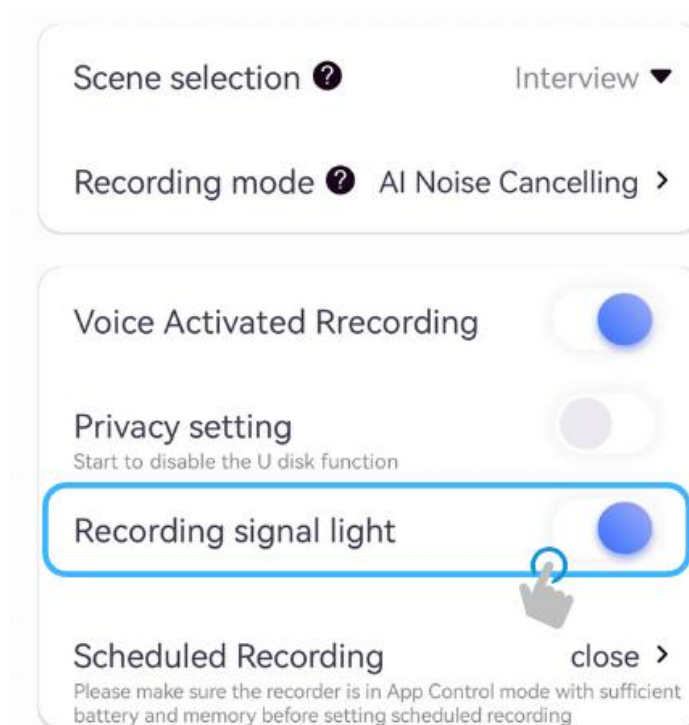
Flashing blue: The device's Wi-Fi is enabled and ready to connect.

Solid blue: The device's Wi-Fi is connected, and the files are being synced.

## Green

Solid green: The device's battery is fully charged.

**Note:** You can turn off the signal light in the app so that you can record anytime you want without being noticed.

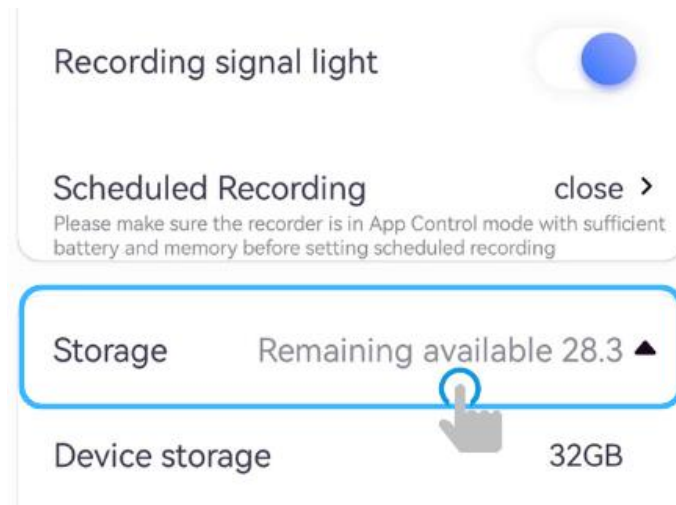


### 3.4 What is the maximum storage capacity of the recorder?

The storage capacity of the device is 32GB/64GB. It offers ample space for storing a significant amount of audio recordings. However, it's worth noting that the system software will occupy a portion of the storage space, leaving approximately 29GB/61GB of available storage space.

In addition, the Premium EMMC storage offers higher read/write cycle endurance, a longer lifespan, and enhanced data security than a normal SD card.

You can check the remaining available storage of the recorder on "My device" page.



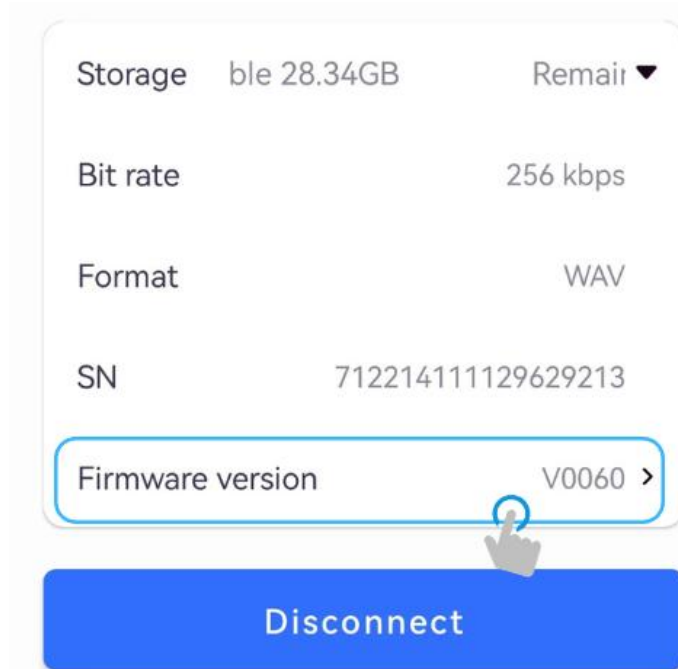
**Note:** We have upgraded the microphone for superior audio quality by tripling the bit rate from 512Kbps to 1536Kbps for Stereo Music recording, which results in larger files equivalent to 48 hours of recording in DVD quality.

### 3.5 How to update the firmware?

Online firmware updates allow you to check the latest firmware version online for a given device. Whenever we provide a major new feature or fix an important issue for your hardware, we release an update to the device.

Please keep the device charging and close to your phone while upgrading firmware.

1. Enter the "Personal Center" page and tap on "My device".
2. Scroll down the page and tap on "Firmware version". Then the system will prompt if a new version is available.
3. Tap "Update it Now", and the progress of the update will be displayed in the APP. Please do not cut off the power, exit the APP or shut down the device during the update.
4. After the update is complete, the system will prompt the firmware update is complete.



<https://www.youtube.com/embed/1sEGctj-ukU>

Don't see the option to upgrade? Then your firmware is already up to date!

## 3.6 What can I do if my recorder stops working?

### No light turns on

Please check if the device is out of power at first. Then try to use a needle to press the hole on the device and it will be reset. If you still can't see the indicator light, please take a video to show the problem, then send it to [support@izyrec.com](mailto:support@izyrec.com), so we can easily confirm the issue and better help you.

### Stop recording

The device may be out of power, so please charge it for 10 minutes and try again. In addition, please check if the VAR function is on, since the recording may not start if the sound decibels are too low. In that situation, please turn off the VAR function to avoid this problem.

### Can not be connected

Please make sure the recorder is in APP control mode. Then check if the recorder is out of power. If so, please charge it for at least 10 minutes.

In addition, check if the Bluetooth and the location permission of your mobile phone are turned on, then keep the recorder close to the mobile phone, and reconnect it.

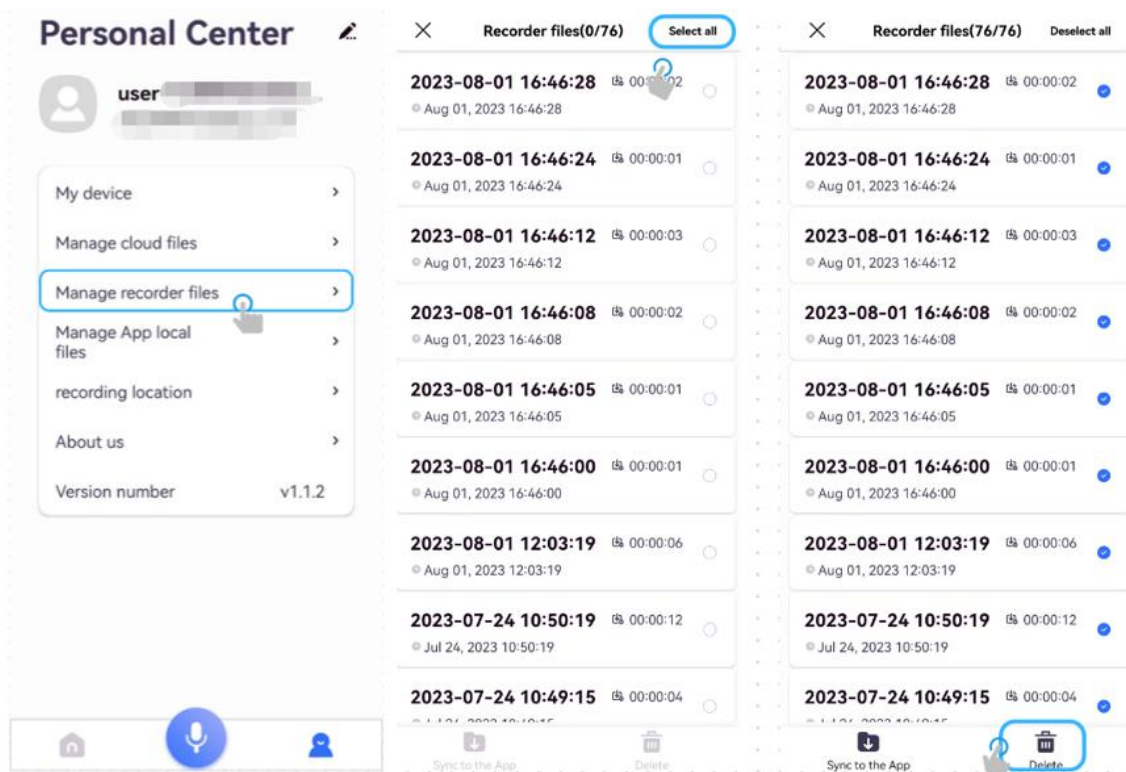
# 4. Orders, Returns & Warranty

## 4.1 Return Request

iZYREC hopes that our customers are satisfied with their recorder. However, if for any reason you decide to return the product, we are committed to making the return process as smooth as possible. To safeguard our customers' personal information, we recommend that you connect the recorder and check your audio files before returning the device. This will ensure that your personal data is protected and that the return process is completed efficiently.

Here are a few steps that you can follow:

1. Connect the device to your iZYREC app.
2. Click "Manage recorder files" and delete all the files.



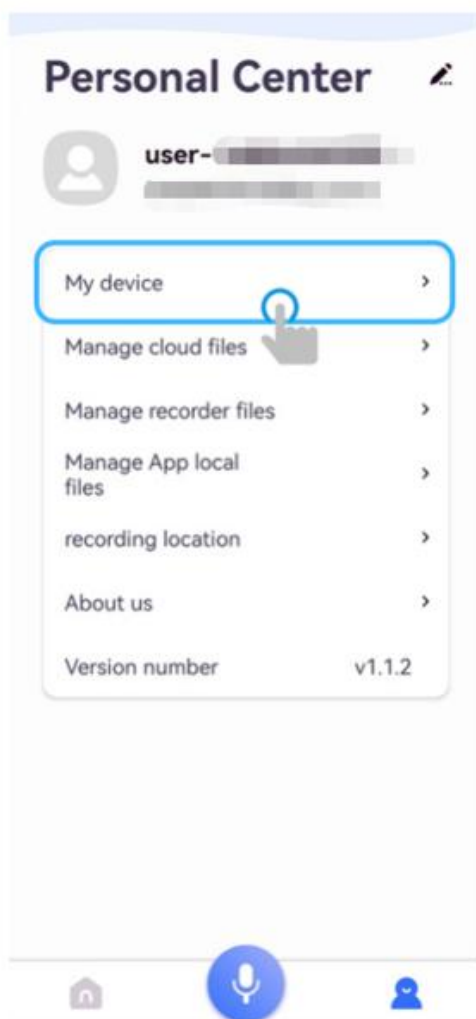
1. Tap on "Mange recorder files".
2. Select all the files.
3. Tap on the "Delete" icon.

(Or you can connect the recorder to your PC with the USB-C cable, then you can manage the folders in the U-disk and delete your files.)

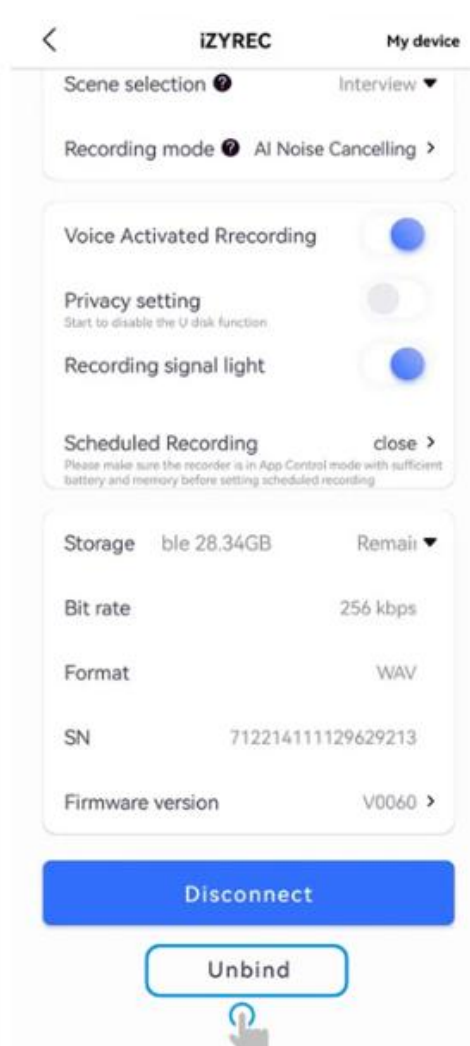
3. Once you've confirmed that the files have been deleted, please unbind your device



on the "My Device" page.



1. Tap on "My device".



2. Tap on "Unbind".

## 4.2 What are the warranty and after-sales policies for iZYREC?

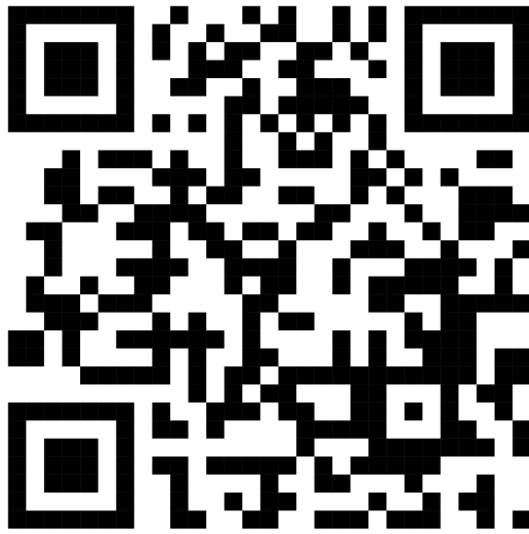
We provide a 12-month worry-free warranty for the device and lifetime customer support. Also, we provide customer support with live chat within the App to answer your questions whenever you need us, which means your problems won't be ignored but solved!

### 4.2.1 What can I do if I lost my clip of the recorder?

Please contact us at [support@izyrec.com](mailto:support@izyrec.com), tell us at which channel you purchase the recorder and your order ID, then we will take further action for you.

#### **4.2.2 Where is my order?**

Please contact us at [support@izyrec.com](mailto:support@izyrec.com), tell us at which channel you purchase the recorder and your order ID, then we can check the tracking information for you.

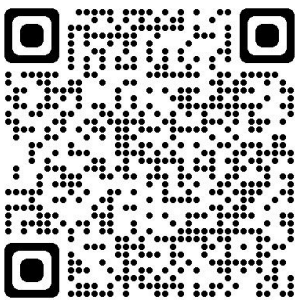


Scan Here For  
Categorized Guide

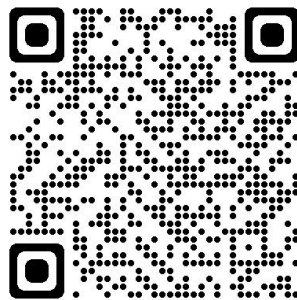
Contact Us: [support@izyrec.com](mailto:support@izyrec.com)

For More Information: <https://izyrec.com/>

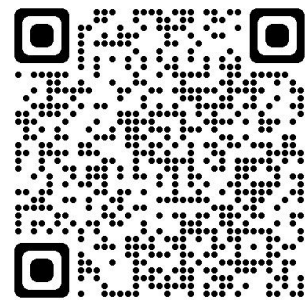
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