SOLAR GROVE
SOLUTIONS

Vine 3 E Series User Guide

Everything you need to know to get the most from your SGS Vine 3 E audio player.

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Glossary of terms

Term	Description
2-second press	Synonymous with “long press”. Press, hold for 2 seconds and release.
APE	“Monkeys Audio”. Algorithm and file format for lossless audio data compression
Bit depth	In digital audio, the number of bits used to represent each sample of sound.
Bookmark	The storing of an audio file playback position, or radio frequency, for use later. Vine 3 E supports one automatic (last position) + 6 user-set audio bookmarks and 5 for radio.
Charge-only USB cable	A USB cable that can only be used for charging while a device is connected to a computer, wall charger or other charging source.
Click	A quick press and release.
Data-only USB cable	A USB cable that will allow both transfer of data while connected to a computer as well as charging of the player.
Firmware	Permanently loaded software that provides low-level control of a device/player.
FLAC	An audio coding format for lossless compression of digital audio, developed by Xiph.Org.
Format	Initialization for use with an O/S by deleting all of the data and defining the file system.
FM	“Frequency modulation” A radio broadcast band originating in the U.S. The range varies in different parts of the world. Vine 3 E Series can receive from 76.0 to 108.0 MHz.
HUB or USB HUB	A device that expands a single Universal Serial Bus (**USB**) port into several so that there are more ports available to connect devices to a host system. **USB hubs** are often built into equipment such as computers, keyboards, monitors, or printers.
KBPS	Kilobits per second.
LED	“Light-emitting diode” A semiconductor device that emits visible light when an electric current passes through it. The light is not particularly bright, but in most LEDs it is monochromatic, occurring at a single wavelength.
Lithium-Ion battery	(sometimes **Li-ion** battery or LIB) A battery that is a member of a family of rechargeable battery types in which **lithium ions** move from the negative electrode to the positive electrode during discharge and back when charging.
Long press	Press, hold for 2 seconds and release.
MHz	“Megahertz” 1 million hertz, where hertz (Hz) is a unit for measuring broadcast frequency.
MP3	“MPEG (Moving Pictures Experts Group) Layer 3” Audio file format.
Onboard memory	Internal memory in the player. Accessible when player is connected with a USB-C cable*. **Type of cable required depends on the firmware installed.*
Pause Mode	When audio playback is suspended by clicking the ⏸ button. Clicking again resumes playback.
Player	Any SGS Vine 3 E Series model (E1, E2, E3, E4 or E5).
Powered HUB	A device that expands the number of available USB ports on a computer while providing its own external power source.
Press and hold	A continuous press until a certain location or the end/beginning is reached.
Sample rate	The number of samples of audio carried per second, measured in Hz.
SGSCopy	Windows software available from SGS (at no charge!) for programming players with audio.
SSU cable	A special USB data cable (available only from SGS) used for programming SGS players. The firmware installed determines if needed. But if required, the player memory can only be accessed using this cable.
USB	“Universal Serial Bus” The most popular connection used to connect a computer to devices such as digital cameras, printers, scanners, and external hard drives. **USB** is a cross-platform technology that is supported by most of the major operating systems.
USB port	A standard **cable connection** interface for personal computers and electronic devices.
USB to Type-C-USB cable	USB cable with standard USB connector (Type-A/male) on one end and Type-C (male) connector on the other.
UTF-8	UTF-8 is a character encoding standard used for electronic communication. Defined by the Unicode Standard, the name is derived from Unicode Transformation Format – 8-bit.
WAV	Waveform Audio File Format developed by IBM and Microsoft.
WMA	“Windows Media Audio” An audio and audio codec file format developed by Microsoft.

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Overview

The Vine 3 E Series – advanced solar digital audio players. The series includes 5 models: the **E1, E2, E3, E4** and **E5**.

Cost effective and smaller than the average smartphone, the Vine 3 E Series is lightweight and perhaps one of the most powerful teaching and training tools available. The intuitive raised-button keypad with four levels of navigation makes searching hundreds of hours of audio content easy and accessible – especially for the blind, visually impaired, elderly and even oral learners.

All models come with at least 8GB of onboard memory. All are programmable through the USB port with the SGSCopy software, making it simple and secure for you to update content. USB hubs allow for multiple players to be loaded at the same time.

Audio Programming Requirements

Hardware Requirements

- A Windows PC (x86/x64)
- At least one USB port (2.0 or higher)
- Enough disk space for…
  - The SGSCopy software program (typically around 32 MB)
  - Content you intend to copy to your player(s)
- One Type-C USB cable per parallel connected player
  - Depending on the Firmware installed on your players, special SSU cables may be required which are available only from SGS (please contact your sales representative or SGS directly for more details)
- One available USB port per player – OR – a powered USB 2.0 (or higher) hub

Software Requirements

- SGSCopy software (available from SGS)
- PC Operating System: Windows 10 or 11 (SGSCopy *should* work on Windows 7 or 8.1 but is not recommended since neither is supported by Microsoft)
  - SGSCopy is a Windows application. It will work on Mac but requires additional setup (see here for details)

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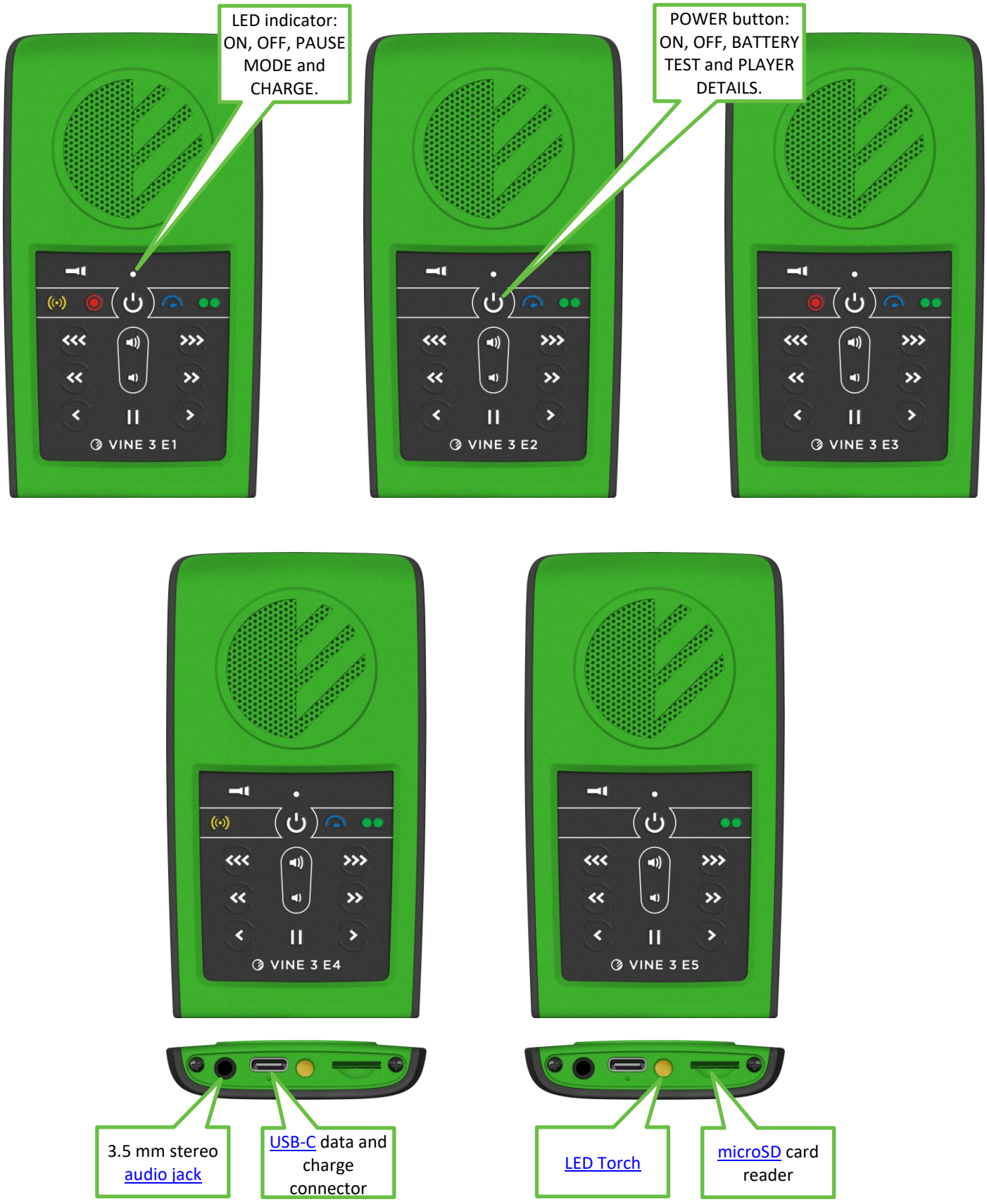
Getting to know the exterior of the Vine 3 E Series



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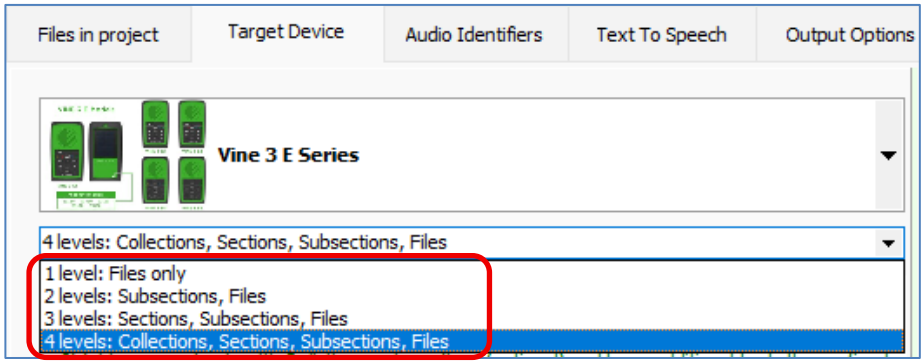
Audio Playback Requirements

General Folder and File Rules

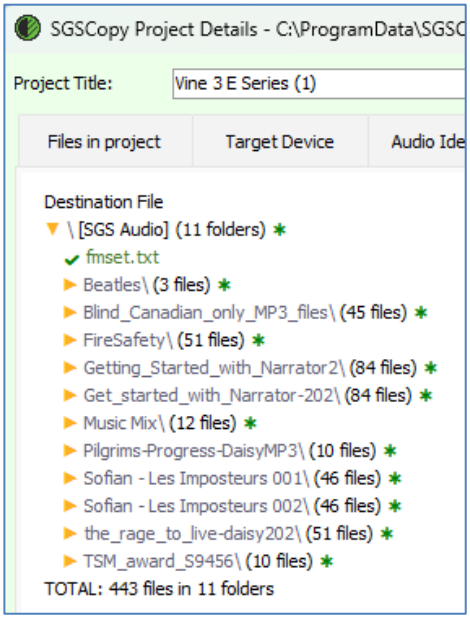
- Both onboard and microSD memory should be formatted as FAT32 with 8K allocation unit size.
- Audio files must be in APE, FLAC, MP3, WAV or WMA format. (see here for specifics)
- Any empty folders, unsupported or unusually configured files will be automatically skipped during playback!
- All Vine 3 E models offer the choice of 4 different folder structures for audio content. SGSCopy allows you to easily choose the desired structure for your audio, verify it is correct and flag where there are problems.
  - 1 level: Files only
  - 2 levels: Subsections and Files
  - 3 levels: Sections, Subsections, Files
  - 4 levels: Collections, Sections, Subsections, Files
- SGSCOPY makes it easy to choose between the 4 available structure choices:



Whenever the term *your audio project (or folder)* is used in this document, the reference is to the *folder* containing your audio project. It is simply the "container" for your audio message. That folder itself is not actually part of the structure that must be present on the player to comply with the structuring rules.

If that folder were included on the player, it would result in an unnecessary folder level which would change the entire folder structure, which in turn would impact the navigation. This, by the way, is a very common mistake made by customers when populating players with audio content.

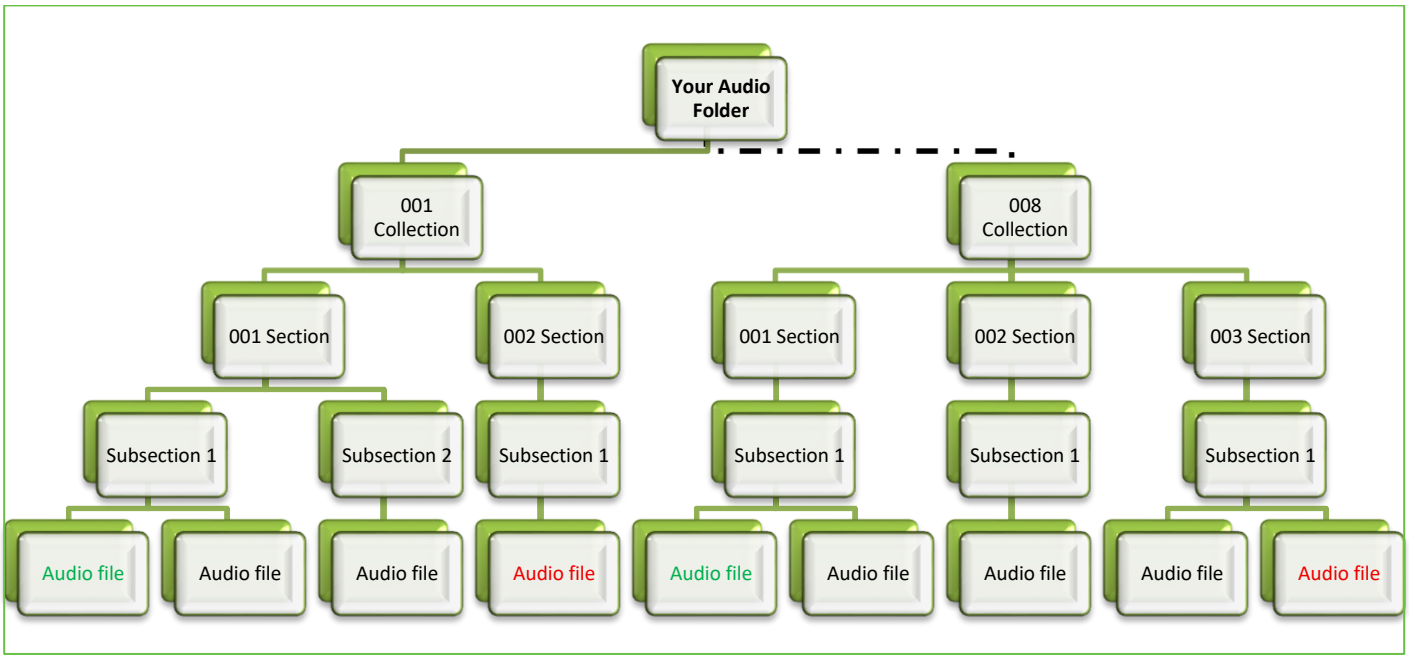
In the example to the right, the "SGS Audio" folder would be the "audio project". It *contains* multiple folders, each containing a number of audio files that comprise a single audio book. The result when loaded to a player would be a 2-level structure: Subsections and Files.



In the following folder structure diagrams, only the structure *below* the box labeled "Your Audio Folder" is part of the actual structure stored in the player's memory.
Please keep this in mind when reading through this document.

4 levels: Collections, Sections, Subsections, Files

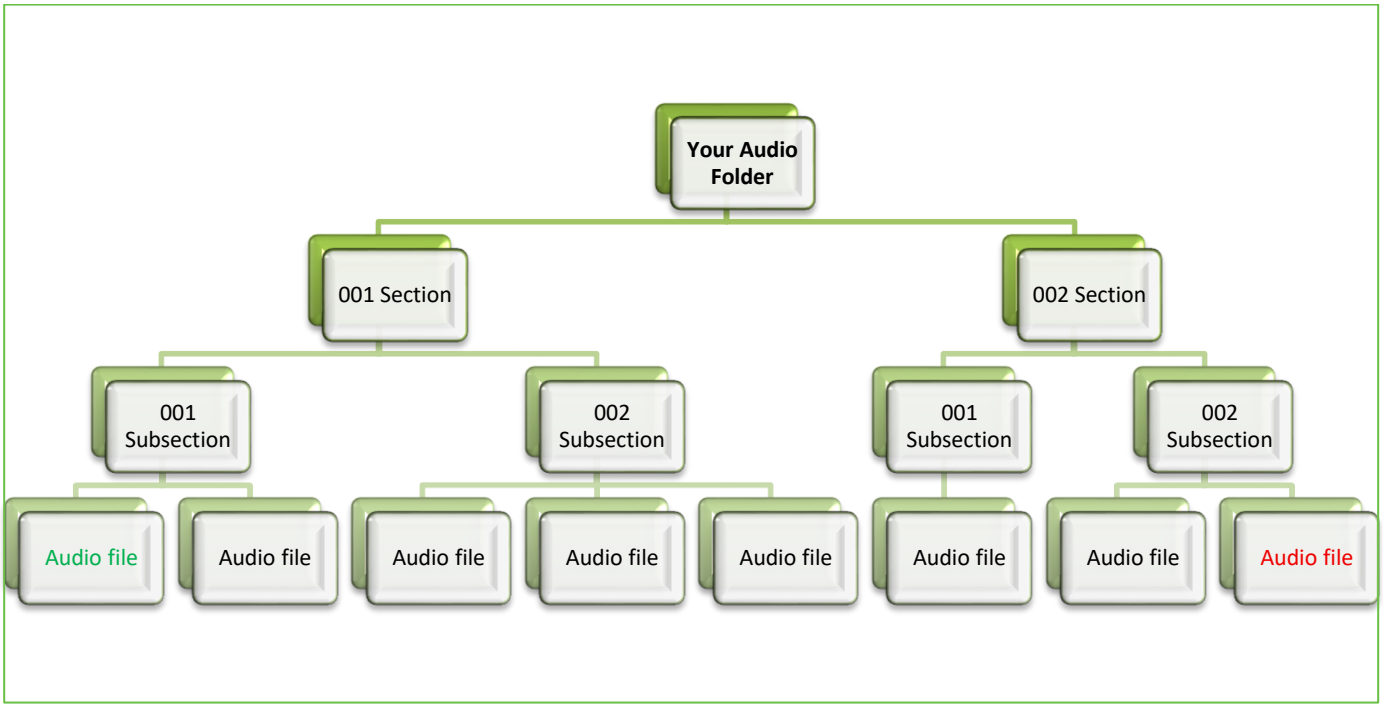
- Within your audio project folder must be at least one, and optionally up to **eight**, Collection folders.
  - A microSD card may also include up to eight Collections so the maximum is actually **sixteen!**
- Within each Collection folder must be at least one (and up to 99) Section folders.
  - A Collection folder must not contain any audio files.
- Within each Section folder must be at least one (and up to 999) Subsection folders.
  - A Section folder must not contain any audio files.
- Within each Subsection folder must be at least one (and up to 999) audio files.
  - A Subsection is the only folder that should contain audio files and must NOT contain any folders.
- The Collection, Section, Subsection folders, along with the included files, may be named with free-form text, but must sort in the order of desired playback.
  - It is recommended to prefix each folder or file with a 3-digit sequence number to guarantee correct playback order.
  - An option in SGSCopy may be used to either a) prefix folder and file names composed of text with 3-digit sequence numbers or b) convert text names to sequence numbers *only*, starting at 001.



**Audio playback automatically loops when left to play uninterrupted. Once the last file in a Collection has been played, playback will continue with the first file in that Collection. Uninterrupted playback will not navigate to the other Collection.*

3 levels: Sections, Subsections, Files

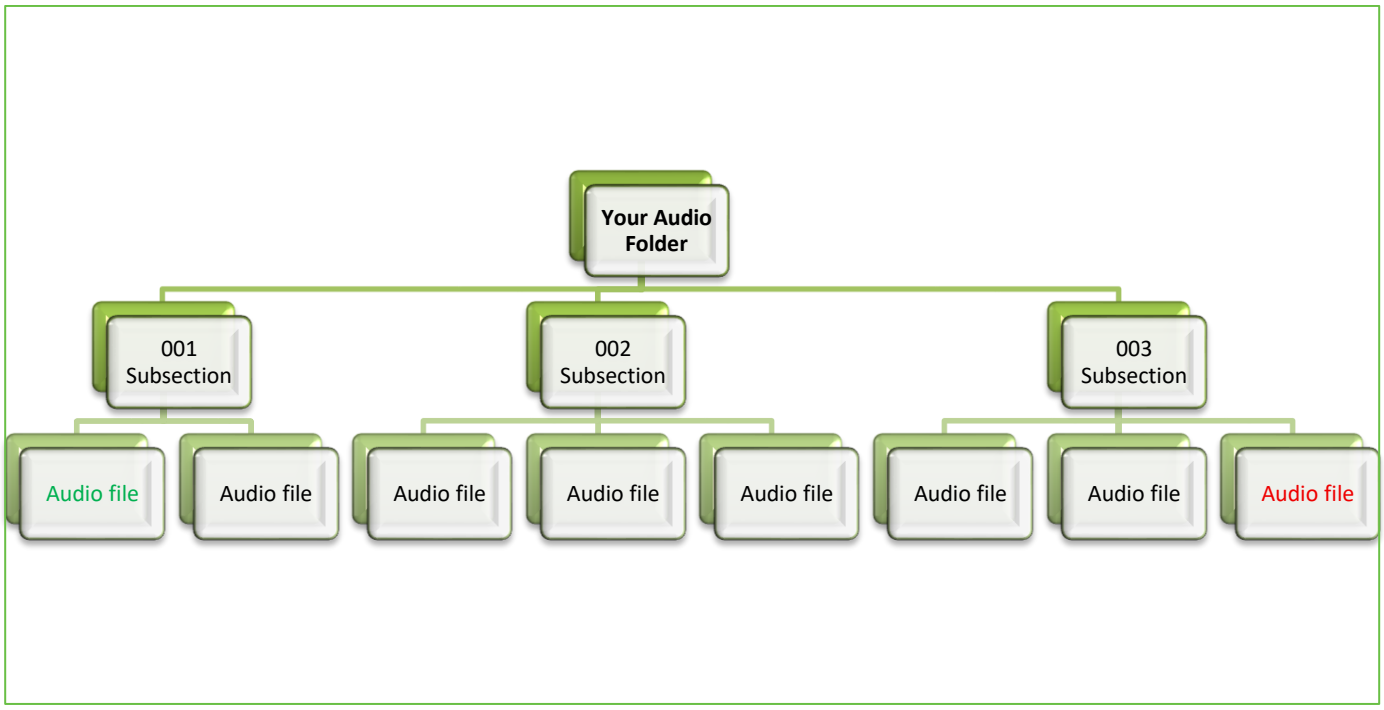
- Within your audio project folder must be at least one (and up to 99) Section folders.
- Within each Section folder must be at least one (and up to 999) Subsection folders.
  - A Section folder must not contain any audio files.
- Within each Subsection folder must be at least one (and up to 999) audio files (chapters).
  - A Subsection is the only folder that should contain audio files and must NOT contain any folders.
- The Section and Subsection folders, along with the included files, may be named with free-form text, but must sort in the order of desired playback.
  - It is recommended to prefix each item with a 3-digit sequence number to guarantee correct playback order.
  - An option in SGSCopy may be used to either a) prefix folder and file names composed of text with 3-digit sequence numbers or b) convert text names to only sequence numbers, starting at 001.



**Audio playback automatically loops when left to play uninterrupted. Once the last file in a structure has been played, playback will continue with the first file.*

2 levels: Subsections, Files

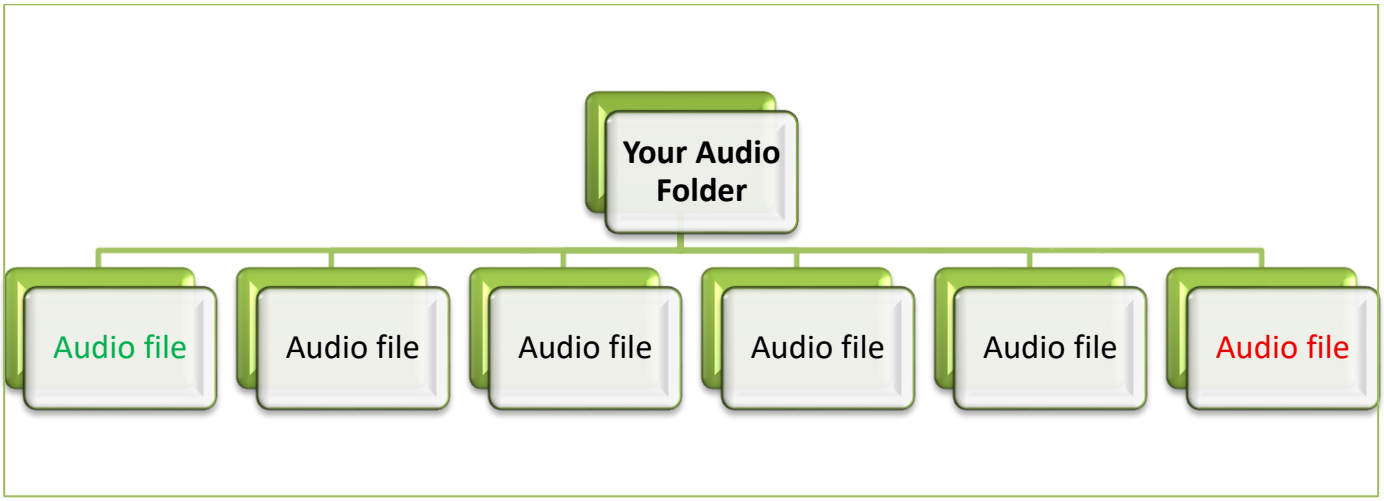
- Within your audio project folder must be at least one (and up to 999) Subsection folders.
- Within each Subsection folder must be at least one (and up to 999) audio files.
  - A Subsection is the only folder that should contain audio files and must NOT contain any folders.
- The Subsection folders, and the included files, may be named with free-form text, but must sort in the order of desired playback.
  - It is recommended to prefix each item with a 3-digit sequence number to guarantee correct playback order.
  - An option in SGSCopy may be used to either a) prefix folder and file names composed of text with 3-digit sequence numbers or b) convert text names to only sequence numbers, starting at 001.



**Audio playback automatically loops when left to play uninterrupted. Once the last file in a structure has been played, playback will continue with the first file.*

1 level: Files only

- Within your audio project folder must be at least one (and up to 999) audio files.
  - There should be no folders present.
  - Any other files will be ignored.
- The files may be named with free-form text, but must sort in the order of desired playback.
  - It is recommended to prefix each item with a 3-digit sequence number to guarantee correct playback order.
  - An option in SGSCopy may be used to either a) prefix folder and file names composed of text with 3-digit sequence numbers or b) convert text names to only sequence numbers, starting at 001.



**Audio playback automatically loops when left to play uninterrupted. Once the last file in a structure has been played, playback will continue with the first file.*

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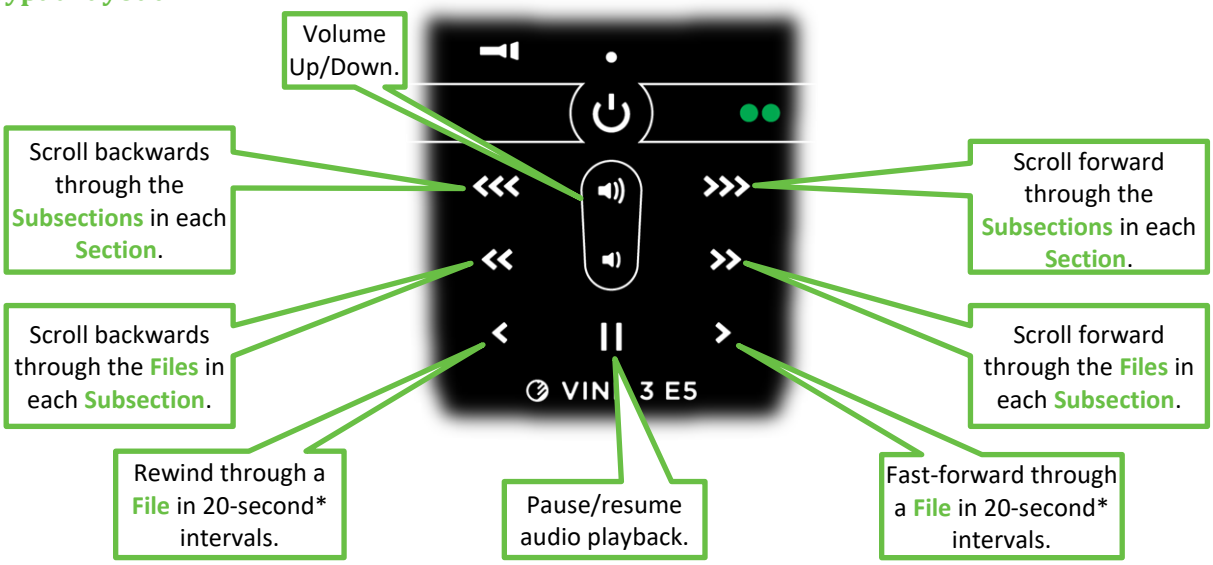
The Keypad

The Vine 3 E Series comes with an intuitive raised-button keypad, offering four levels of convenient navigation through hundreds of audio files in up to eight Collections.

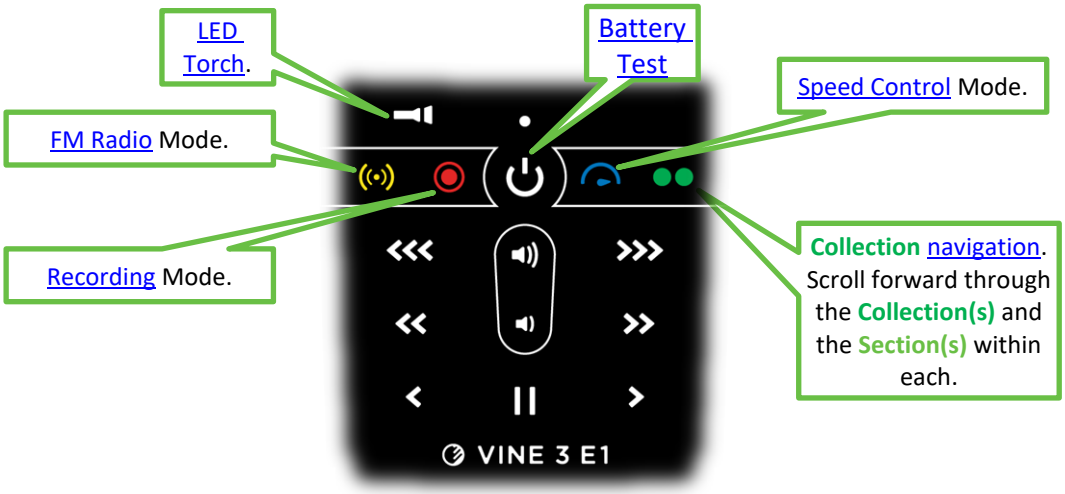
Let's get to know some of the *Vine 3 E* keypad(s) and how the *navigation* buttons correlate to the supported folder structures and various functions.

The keypad layout

Navigation and Function Buttons



**The actual time may vary slightly.*



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Navigation button specifics

Initially, the player will begin audio playback from the first Collection in onboard memory. The following diagrams address navigation for audio playback mode, associating folders and files within the valid structures to specific buttons.

Each Collection group may contain one or more "Sections". The button* controls forward (only) navigation through the different Collections and the Sections within each Collection.

A *click* on the Collection button will scroll to the *next* Section within the current Collection. From the *last* Section it will scroll back to the *first* Section within the current Collection. There may be up to 99 Sections within a Collection folder.
A 2-second press will scroll forward to the *next* Collection in onboard memory.
If the current Collection is the *last*, and a microSD card is loaded with proper audio structure, a 2-second press will navigate to the *first* Collection on microSD.
Once the *last* Collection on microSD is reached, a 2-second press will return to the *first* Collection in onboard memory.

**The button is disabled when only 1 or 2 level content.*

Each Section may contain one or more "Subsections". The and buttons* control reverse/forward navigation through the Subsections.

A *click* on or will scroll to the previous/next Subsection in the current Section within the current Collection.
When the first/last Subsection in the current Section is reached, a *click* will navigate to the last/first Subsection in the previous/next Section within the current Collection.
A *2-second press* will skip *up to* 5 Subsections at a time until the button is released or the beginning/end of the Section is reached.

**The and buttons are disabled when 1 level content.*

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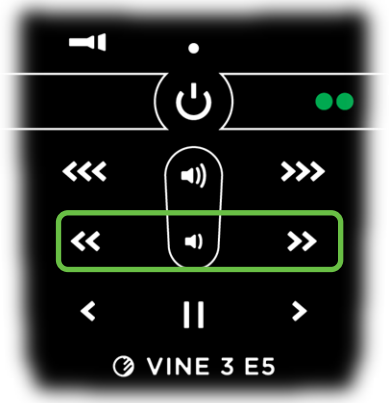
Each Subsection may contain one or more "Files". The ⏪ and ⏩ buttons control reverse/forward navigation through the Files.



A *click* on ⏪ or ⏩ will scroll to the previous/next File in the current Subsection.
When the first/last File in the current Subsection is reached, a *click* will navigate to the last/first File in the previous/next Subsection.
A *2-second press* will skip *up to* 5 Files at a time until the button is released or the beginning/end of the Subsection is reached.

The ◀ and ▶ buttons control rewind/fast-forward navigation through the current audio file. The ⏸ button allows you to pause audio playback, access and set bookmarks.

A *click* on the ◀ or ▶ will rewind or fast-forward through the current audio file, in 20-second* intervals. *Press and hold* will continue to rewind/fast-forward until the button is released or the beginning/end of the file is reached.

**The actual time may vary slightly.*

While in audio playback mode, a *click* on ⏸ will pause audio playback (the LED will blink intermittently). This is known as "Pause Mode".
Another click will resume playback from the paused position.
You may also turn the player off at this point. It will remember the current position when turning back on.
If paused for more than 15 minutes, the player will save the last position bookmark and turn itself off.

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Loading Audio Content

To load your audio content to the Vine 3 E Series, it is highly recommended to use the SGSCopy software program that is provided by SGS at no charge. SGSCopy will help you by checking the content structure based on your choice of the available options and notifying you what is wrong when incorrect.

Our audio players play files in the order they were copied to the player. SGSCopy **guarantees** that all files are copied to a player in the same order in which they display (standard alphanumeric sorting) on the computer.

Other loading methods may or may not work correctly which *could* result in unexpected navigation problems.

Beginning on the next page, is an excerpt from the user guide Using SGSCopy to Program Solar Grove Players.

 If you already have SGSCopy installed and your screens look different than those in the following example, you may not have the most recent version of this guide – OR – you may not have the most recent version of SGSCopy installed.

Please go to our website to make sure.

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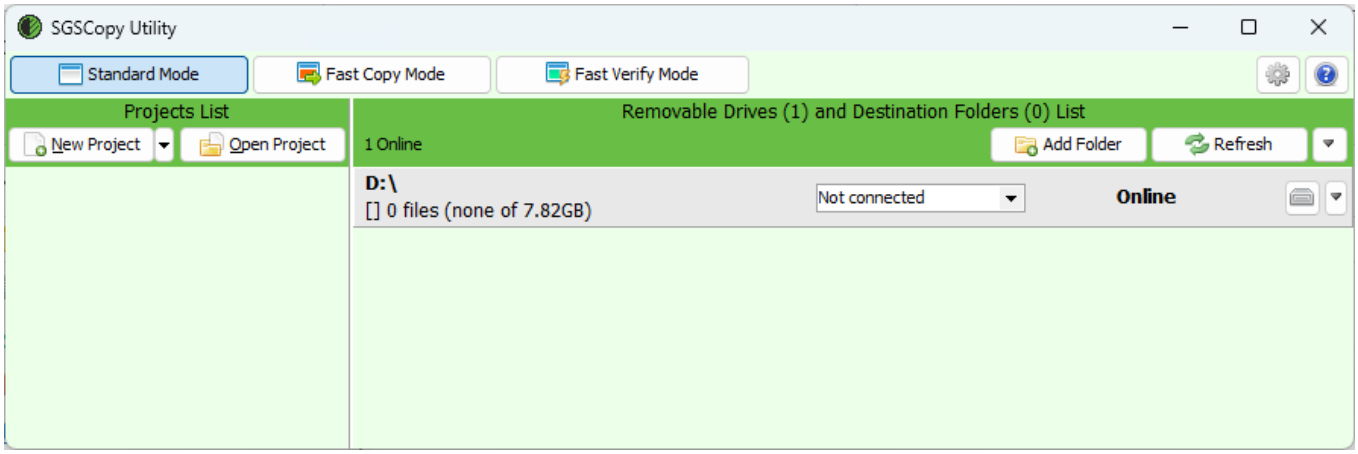
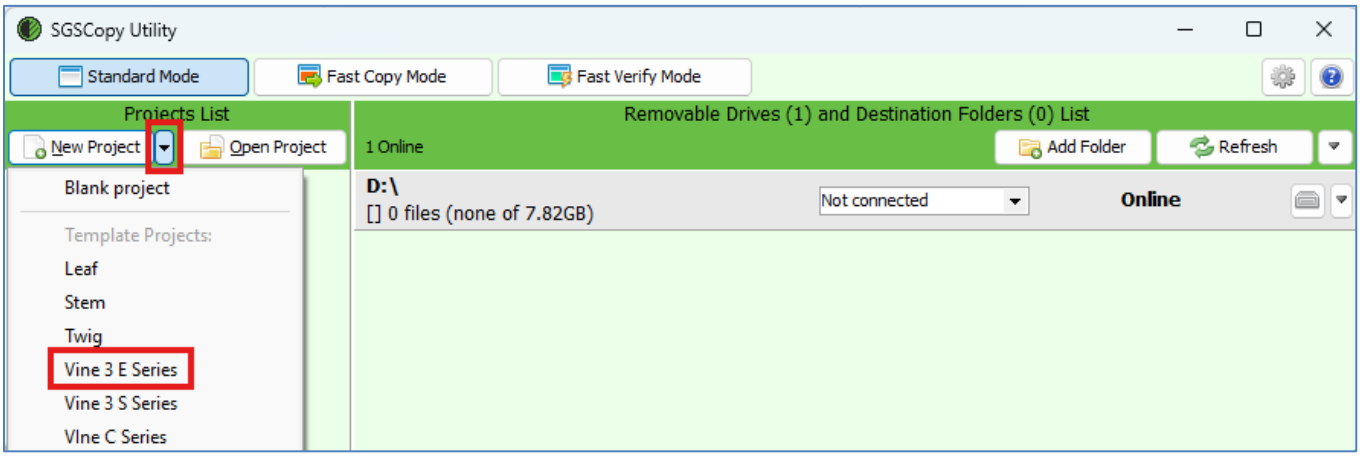
This section will briefly describe the steps necessary to perform a typical audio load using SGSCopy. While the example shows the *Vine 3 E* player, the process is typical for any of the SGS players.

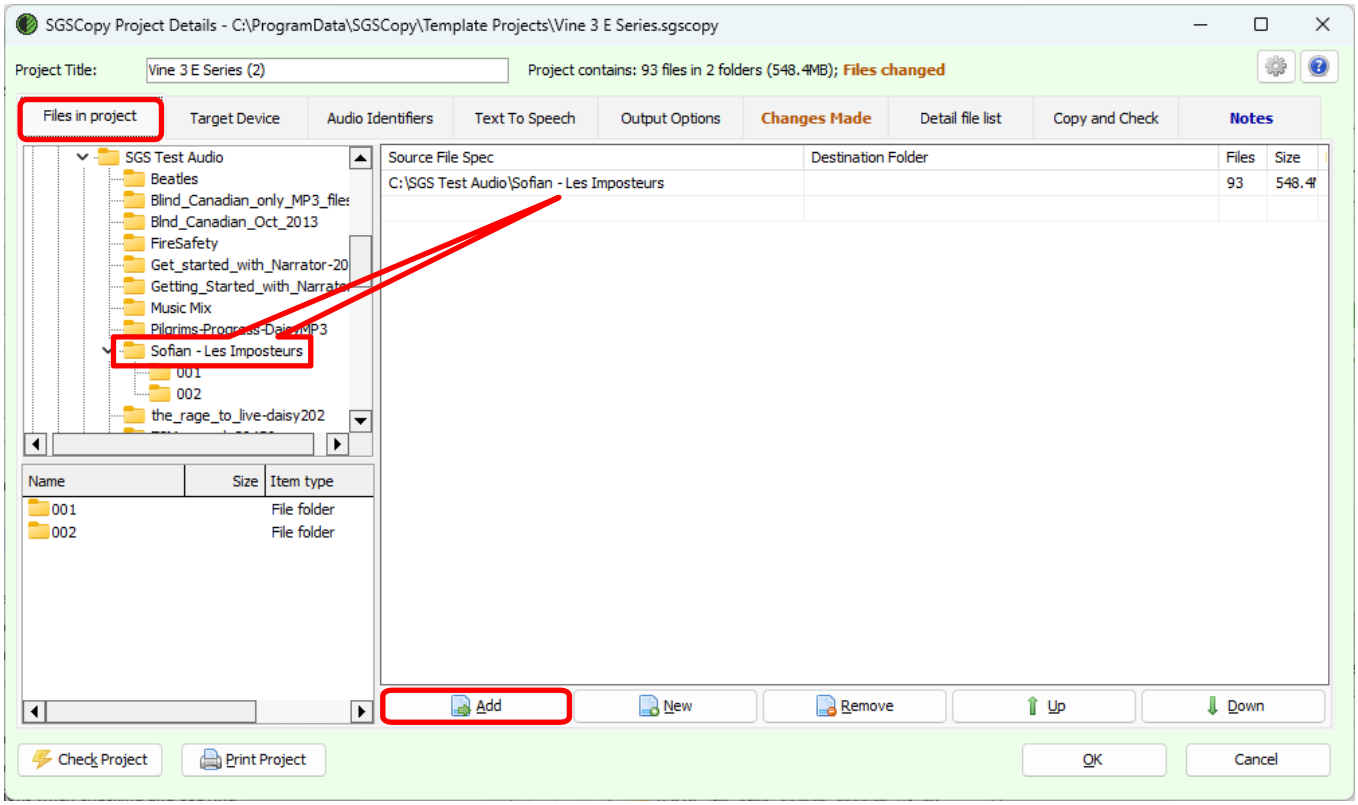
1. Open SGSCopy and connect your player(s) with the proper USB cable (SSU if required). For this example, we are using a Vine 3 E player. It is connected to the computer as **D:** .



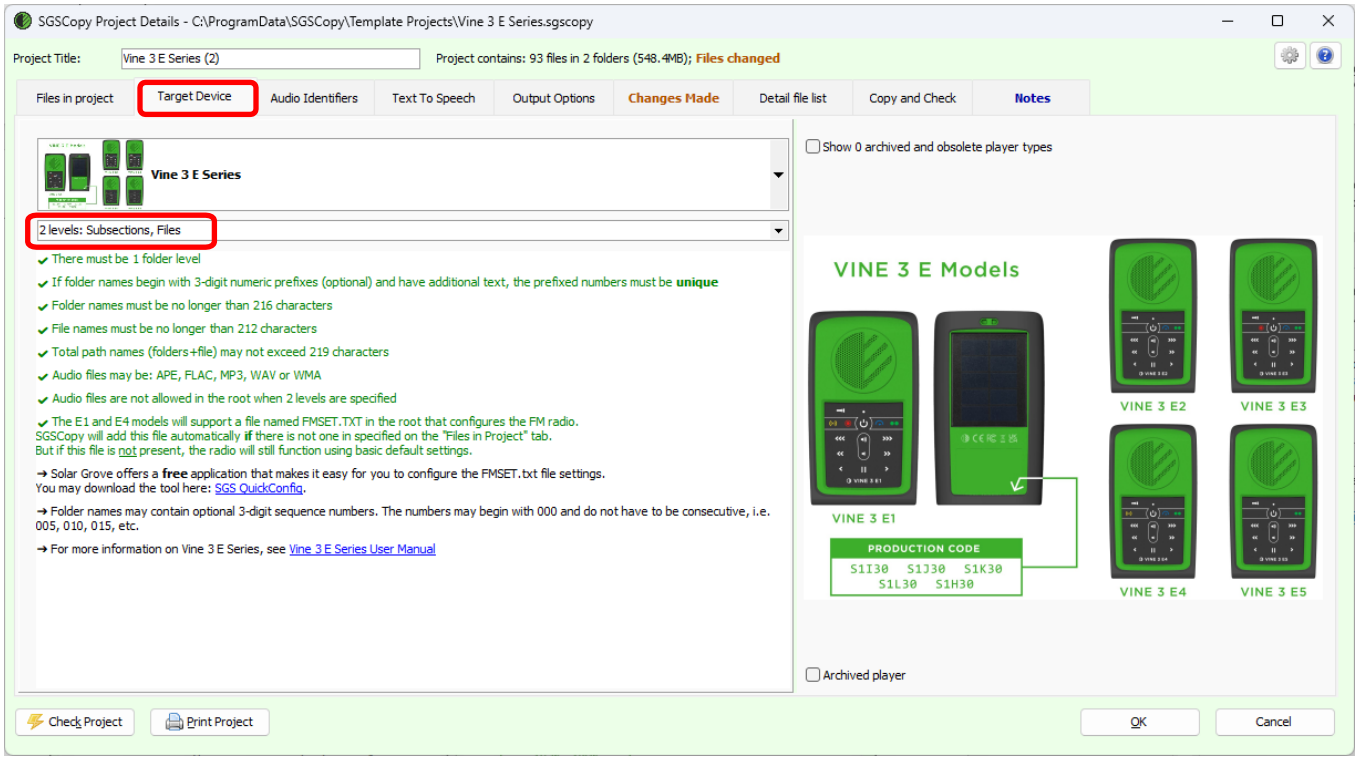
2. Click on the dropdown arrow (▾) next to "New Project" (circled in red), and choose the template project for "Vine 3 E Series" from the available list. This operation will both open that project and "Edit" it.



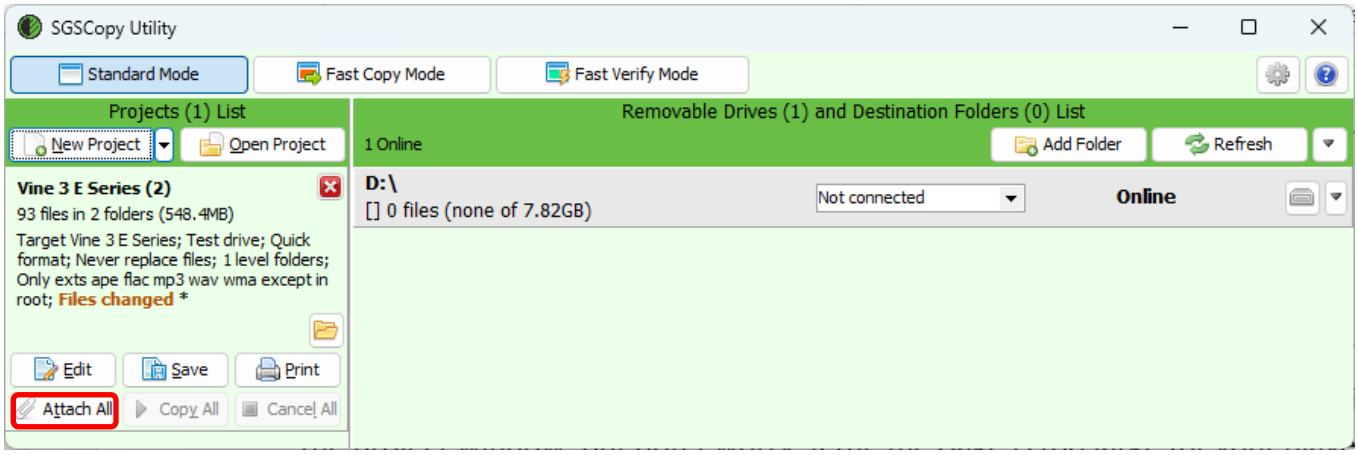
3. The project dialog will open, positioned to the “Files in Project” tab. In the top left file browser, navigate to the folder *containing* your audio and drag it to the right - OR - highlight it and click “Add”.



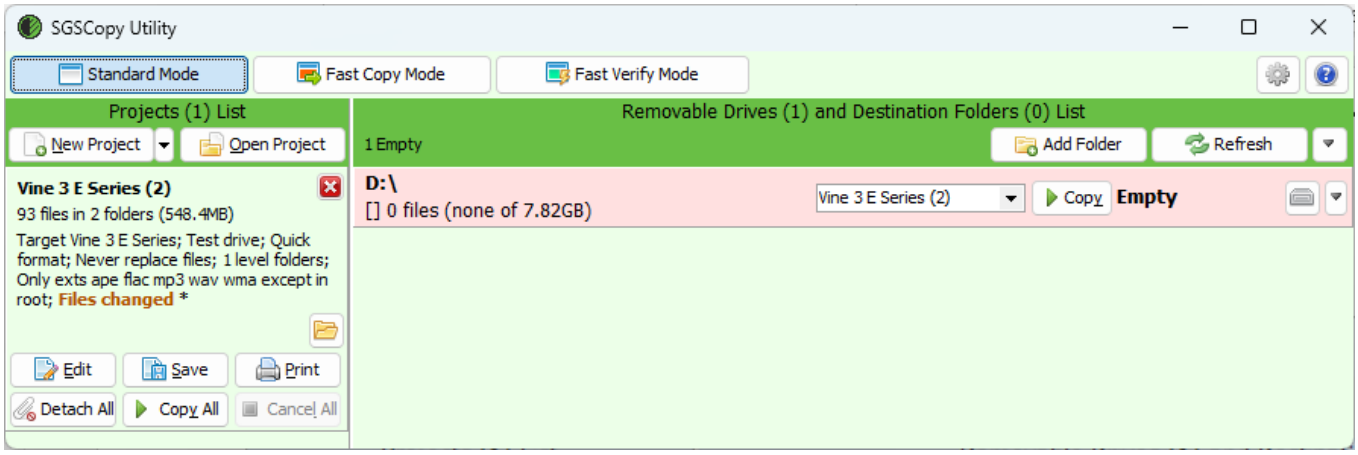
4. Click on the "Target Device" tab. Because our audio selection was 2 levels (Subsections and Files), we need to change the folder structure setting to "2 levels". Notice that SGSCopy has checked the selected audio folder against the rules defined for Vine 3 E with 2-level content. All rules have passed because they are marked like this ✔. Rules that failed would have been marked like this ✘. These should be addressed before continuing. Click "OK" to save your changes and exit.



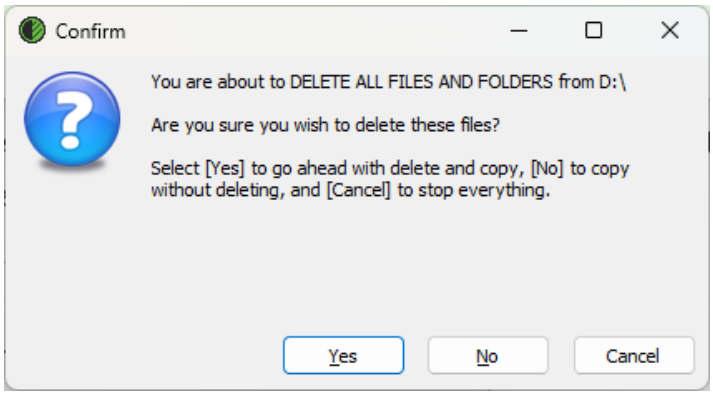
5. Take a moment and make sure *your audio* will fit on the target player. Then click "Attach All" in the project window. But don't worry, if your audio happens to be too large for your player, SGSCopy will not allow you to perform the copy. "Attach All" will fail when clicked, and the player line will turn purple with the "Oversize" warning.



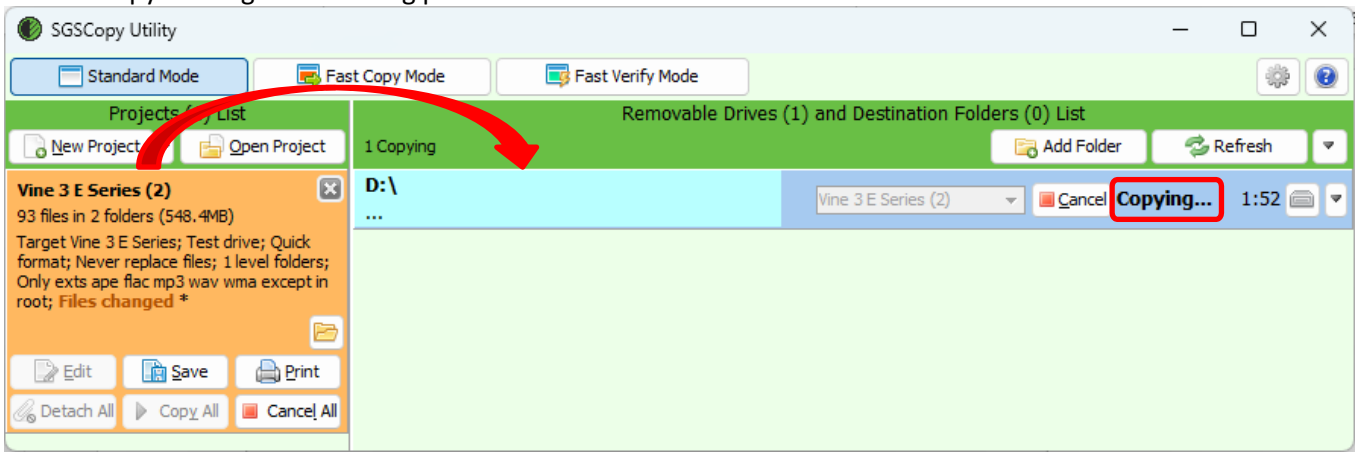
6. Our player is completely empty, but had there been previous contents, the “Unverified” message would be displayed. That simply means that there is content on the player and the “Don’t verify when project first attached” option on the “Copy and Check” tab was checked. There is no need to perform pre-verification since the intent is to format and load new contents. Now click “Copy All” in the project window.



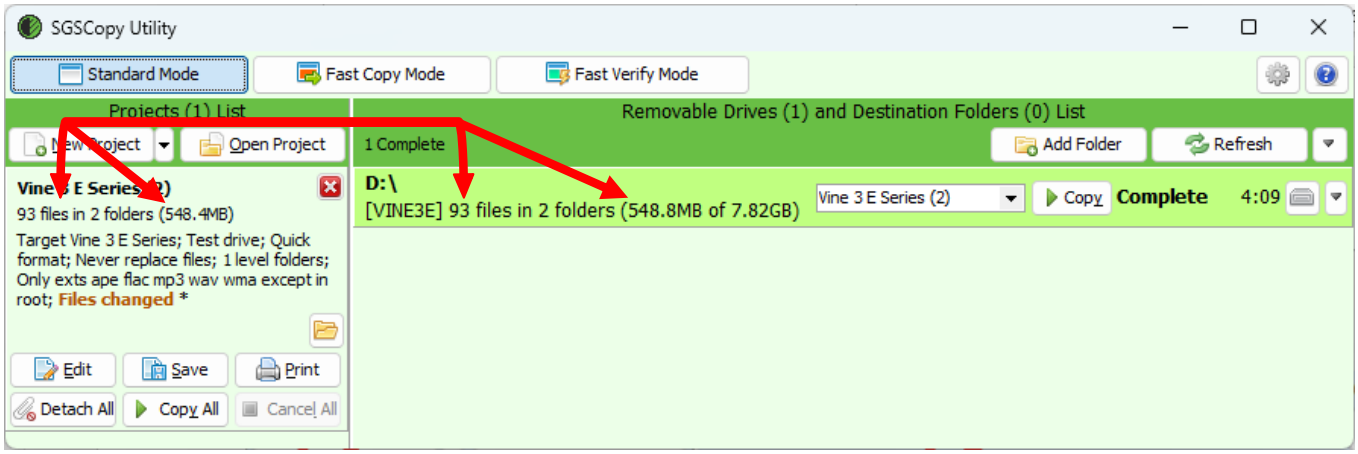
7. All of the template projects are configured to perform a “Quick Format” on the target player and remove any current contents. Reply “Yes” to the *delete all files and folders* warning.



8. SGSCopy will begin the loading process…



9. Success! (the device line turns **green** and the "Complete" message is displayed)



**Note:* *If you notice a slight difference in overall message size as reported for the folder on the hard drive vs. on the player, it is due to the difference in the way file storage is calculated between the two devices – hard drive (NTFS) vs player (FAT32).*

10. In the vast majority of cases, the process described above is always successful. If for some reason the load was not successful (the player line turns red) try the following:

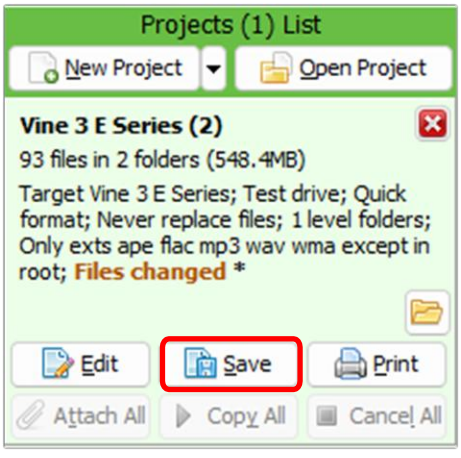
    a. Review all the settings on the different screens. If something looks amiss, please make the change and try again.

    b. If the completion message was "Unmatched", review section File Verification.

    c. If you are still not sure what the problem is, click here to contact Solar Grove for assistance.

11. If the load was successful, but the player beeps and just turns off, or enters Pause Mode instead of playing, or does not work or navigate correctly, please review the rules on the "Target Device" tab as well as the "Detail File List" tab for any folders or files tagged in red.

    You could also open the user manual/guide (using the link in the rules) and review the folder structure and file rules and/or troubleshooting sections.



12. **Before you close SGSCopy!!!** If you need to repeat the above steps at a later date to load other similar players using the same configuration, you can save the project for easy re-use. SGSCopy will "remember" all the settings in the project file.

    First, re-edit the project and give the project a proper name (top left of the project dialog) and then click OK. Now, click on the "Save" button in the project window. Give the file the same name you named it internally (but leave the file type as ".sgscopy") and click "Save" again. Because the template projects are stored in a system folder, you must save your copy to a *different* folder on your computer ("My Documents" is typically used for this).

    To open the saved project later, click on the "Open Project" button, navigate to that folder and select it.

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FM Radio (E1 and E4 models only)

Using the FM radio

The E1 and E4 models of Vine 3 E provide an FM radio receiver. Details on how to turn the radio on, navigate station frequency and use the preset station buttons are all described in the diagram below.

To turn the radio off, change to a different mode (Playback or Recording) or turn the player completely off. The player will *remember* the last frequency accessed the next time the radio is used.

To switch to FM radio mode, press and hold the Radio button until the player beeps. The LED will turn **yellow** and the last station listened to will be played. If the player is in Audio Playback when switching modes, the last position bookmark will automatically be set so that playback will resume from that place when returning to Audio Playback.

Each *click* will decrement* the frequency by 0.1 MHz. A *2-second press* will scan* for the *previous* FM station (the LED will blink). When the lowest frequency is reached, the scan will stop and beep. An additional *2-second press* will loop and continue to scan from 108.0 MHz.

Each *click* will increment* the frequency by 0.1 MHz. A *2-second press* will scan* for the *next* FM station (the LED will blink). When the highest frequency is reached, the scan will stop and beep. An additional *2-second press* will loop and continue to scan from 76.0 MHz.

These five buttons are the programmable* "preset" stations. A *click* tunes to the frequency currently stored for the specific button. A *2-second press* will set (or reset) the button to the current frequency and beep to confirm the change. The frequency range is from 76.0 MHz to 108.0 MHz.
The buttons are initially set to the values specified in the FMSET file, but if you reset any of the buttons, the player preserves the new setting until manually changed *or* a full reset of the player is done.

**If not locked via the configuration file.*

Programming the presets with the configuration file

SGS provides a way to configure the radio preset buttons. This is done via a simple text configuration file named "FMSET.txt". The file should be stored in the "root" folder of the onboard memory. SGSCopy will add a default file for you if your audio message does not include one.

While you can create and edit this file using Windows Notepad, Solar Grove Solutions offers a Windows application program (at no charge) that makes it easy to correctly build and configure this file (per the rules defined below). You may download SGS QuickConfig here and install it.

When the Vine 3 E boots up it will check for the presence of this file. If found it will configure the buttons to the definitions in the file.

The file must have **UTF-8** encoding and should contain a single line of text with the following format:

```
S:n frequency1,frequency2,frequency3,frequency4,frequency5
```

That is, from left to right…

"S" an uppercase "S" (ASCII 53).

":" a colon (ASCII 3A).

n where n is zero (0) = scanning allowed, buttons are programmable.
one (1) = scanning not allowed, buttons are fixed/static.
any other value = same as zero(0).

A single space (ASCII 20).

A comma-separated list of five numeric frequencies with no spaces between them. The frequencies are specified as whole numbers *without* the decimal point. For example, 87.5 MHz is specified as "875" and 107.0 MHz is specified as "1070".

The frequencies do not have to be in any particular *numeric* order but the position in the list does correspond to a specific button. More than one button can be assigned to the same frequency.

The position of the frequency numbers in the list correlates to one of the five programmable buttons on the keypad in the following way:

⏪ = frequency1, ⏩ = frequency2, ◀ = frequency3, ▶ = frequency4, ⏸ = frequency5

The programmable buttons may be reset at any time by tuning the radio to the desired frequency and then press-and-hold on the button of your choice. The player will beep to indicate that the button was re-programmed to the new frequency.

Button frequency assignments may be omitted if desired. If any one button is omitted, its value will be set to that of the first button. If the FMSET file is missing, empty or invalid, the button assignments default as follows:

⏪ = 76.0 ⏩ = 84.0 ◀ = 92.0 ▶ = 100.0 ⏸ = 108.0

Configuration file examples

1. `S:1 915,933,955,985,1047`

- Frequency scanning ⏪ ⏩ not allowed; Buttons are fixed/static to the following values
- Button ⏪ is pre-programmed to 91.5 MHz
- Button ⏩ is pre-programmed to 93.3 MHz
- Button ◀ is pre-programmed to 95.5 MHz
- Button ▶ is pre-programmed to 98.5 MHz
- Button ⏸ is pre-programmed to 104.7 MHz

2. `S:0 915,,,,1047`

- Frequency scanning ⏪ ⏩ allowed; Buttons are programmable
- Button ⏪ is pre-programmed to 91.5 MHz
- Button ⏩ is omitted and defaults to 91.5 MHz
- Button ◀ is omitted and defaults to 91.5 MHz
- Button ▶ is omitted and defaults to 91.5 MHz
- Button ⏸ is pre-programmed to 104.7 MHz

3. `S:0`

- This is the equivalent of omitting the FMSET file altogether
- Frequency scanning ⏪ ⏩ allowed; Buttons are programmable
- Button ⏪ is omitted and defaults to 76.0 MHz
- Button ⏩ is omitted and defaults to 84.0 MHz
- Button ◀ is omitted and defaults to 92.0 MHz
- Button ▶ is omitted and defaults to 100.0 MHz
- Button ⏸ is omitted and defaults to 108.0 MHz

Vine 3 E Series User Guide

Recording (E1 and E3 models only)

Overview

The E1 and E3 models of the Vine 3 E Series provide the ability to make your own recordings. Details on how to initiate recording mode and use the various features while in that mode are described in Recording controls and features.

 Recording files can only be generated to *micro*SD memory. If a valid microSD is not present in the card reader, the player will beep 3 times and will not enter Recording Mode. If the microSD is removed while in Recording Mode, the player will beep 3 times and no further recording operations may be performed.

All recording files are created in WAV format (Sample Rate of 24KHz, single channel mono, Bit Depth of 16 bits) and stored in a special folder named “RECORD” in the root of a *micro*SD card. The player will automatically create this folder if it is not present when recording is requested.

The naming convention for the recorded files is “nnnnnn.wav” where “nnnnnn” is a 6-digit counter that the player increments automatically beginning with 000000. This technically allows for up to 999,999 files which is far greater than anyone would generate to a single microSD card. The largest single file allowed may be up to 2GB in size. Based on the settings described above, a 2GB file can contain approximately 23 hours of recorded audio.

To exit recording mode, you may change to audio playback mode (a 2-second press on the  button), or to FM Radio mode (a 2-second press on the  button; E1 and E4 only) or turn the player off completely. If a recording is in progress when leaving Recording mode, the file will be saved “as is” before exiting (some truncation may occur).

 If you remove the microSD card while a recording is in progress, it can result in truncation or a corrupt or missing file. The player will beep 4 times to alert you and will immediately cease recording. If this should happen, the RECORD folder should be examined, the file identified and inspected.

It’s possible the recorder was unable to save the file, but if the file was saved, it is likely it is corrupt, and should be checked to make sure. If it is deficient in any way, it should be deleted; otherwise, it could impact navigation and playback among the other recorded files.

Vine 3 E Series User Guide

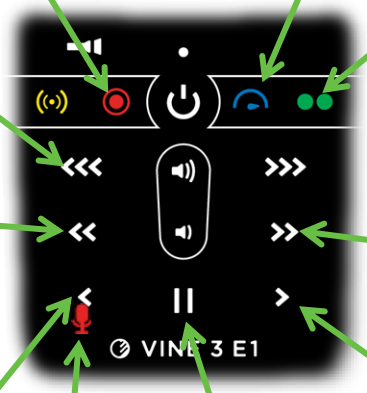
Recording controls and features

From any other mode, to switch to Recording mode, *press and hold* the red button until the player beeps. If a microSD card is not present in the card reader, the player will beep 3 times and refuse to change modes.
While in **Recording** mode, the LED will be **red**.
Once in **Recording** mode, a *click* on the button will beep and begin recording a new file. When finished, another *click* will end recording, beep and create the new file.
While recording, the LED will blink slowly.

A *click* will enter Speed Control mode for recording playback.

A *click* begins playback of recorded files, starting with the most recent (current). If the RECORD folder is empty, the player will beep 4 times.

A *2-second press* will delete the *current* recording file and beep 4 times.



While in recording playback mode, a *click* will skip to the beginning of the current file. A subsequent *click* skips to the previous file. A *2-second press* will skip backwards *up to* 5 files. Player will beep once when *first* file is reached.

While in recording playback mode, a *click* will skip to the next file. A *2-second press* will skip forward *up to* 5 files. Player will beep twice when *last* file is reached.

While in recording playback mode, a *click* will reverse approximately 20 seconds* in the current file. *Press and hold* will rewind through the file until the beginning is reached or the button is released.

Approximate location of the internal microphone (unseen)

While in recording playback mode, a *click* will advance approximately 20 seconds* in the current file. *Press and hold* will fast-forward through the file until the end is reached or the button is released.

While recording, a *click* will pause the recording. When paused, the LED blink pattern will change. Another *click* will resume recording to the same file. Only this button can resume recording.
A recording session may be paused any number of times and resumed.

**The actual time may vary slightly.*

Vine 3 E Series User Guide

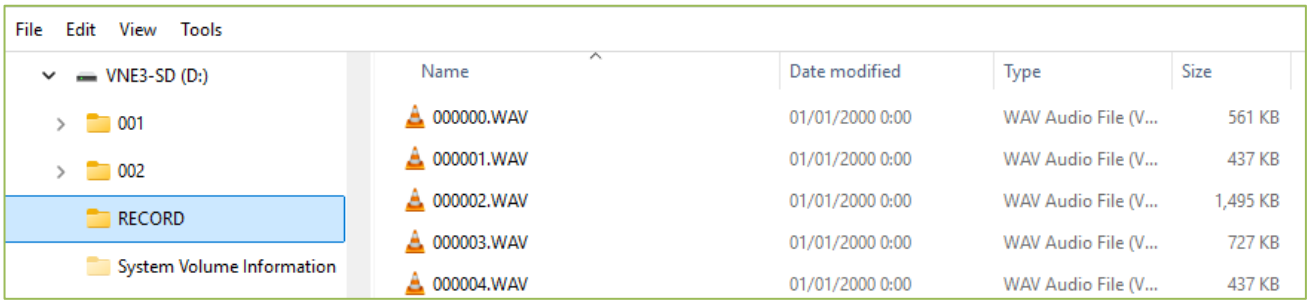
Managing the recording files

You can access the recording files on the Vine 3 E players by connecting your player to a computer using a standard USB-C data cable, accessing the microSD and opening the RECORD folder from File Explorer.

You can copy, rename or delete recording files while the player is connected to the computer.

Once you make recordings, it is advisable to rename them to something meaningful as soon as you can for easier identification later. The player will still be able to access and play these files. The order of playback (which is the order of file creation) should remain the same.

In the example below, using a standard USB-C cable, a player is connected with a *micro*SD card loaded in the card reader. The microSD card (VNE3-SD - **D:**) shows that it contains 2 Collection folders with audio content and a RECORD folder with 5 recording files.



Tips for recording

General advice

1. Find a good acoustic environment for producing your recordings. If you can't provide a special room at the very least find a place that is reasonably quiet with little to no wind or background noise.
2. Noise may be picked up when the unit is placed near an AC power source, a fluorescent lamp or a mobile phone during recording or playback.
3. Choose someone that has a good voice for narration. We have found that the female voice produces higher quality audio recordings than the male voice.
4. Practice with the player until you are very comfortable with its operation. This will enable you to focus completely on the narration of your messages.
5. For personal recordings, hold front of the player so that the internal microphone (bottom left corner of the keypad) is directly across from your mouth while recording. Keep in mind that holding the player while recording may pick up some background noise from touching it.
    a. For group recordings, set the player on a level surface a fixed distance from the source.
6. Speak slowly enough to clearly enunciate your words but quickly enough so that the message flows.
7. Provide proper silence between the parts of each message.
    a. Take a short breath before the message
    b. Take a breath (about 1 second) after the title (if you include one)
    c. Take a long breath (about 2 seconds) at the end of the message
8. Using your favorite audio editing software, review and edit the recording as necessary before saving the final version.
    a. See the SGS website for some recommended free audio utilities.

Vine 3 E Specifics

1. After clicking the red button  to initiate a new recording, the player will beep once. While recording the LED will slowly blink. Wait until you see the LED blink once (about 1 second) before beginning to speak to prevent truncation.
2. When you are finished recording, wait at least 1 second before clicking the red button  to end the recording. Most recorders pick up the internal "click" of the button pressed to end the recording because it is difficult to prevent.

Distributing your recordings on microSD

Unless you have a very large number of files you wish to distribute, the 1-level structure will probably be sufficient for you to organize your files on the card. That is, only the individual WAV files are present on the card. Remember you have 4 choices for organizing your files. Choose the one that makes the most sense for your collection.

If you made all of your recordings directly to a microSD card dedicated for recording only, you can't just duplicate that card and distribute it. The reason is that the structure is not one of the supported types for audio playback on the Vine 3 E Series. If you try to navigate to the card and play the content, the player will beep 5 times and enter Pause Mode because it won't recognize the structure.

However, to make it work, you could do either of the following:

1. Move the WAV files from the RECORD folder to the root and then delete the empty RECORD folder. This would be a 1-level message.
2. Use the RECORD folder as is or rename it to something else. This would be a 2-level message so the name may be alphabetic.

You may rename your files with meaningful names, but keep in mind that the file names must sort in the order they should be played. Any renaming of files must be done before you copy them to another source so they will transfer in the correct order.

If you choose to distribute the original microSD card with the RECORD folder but want to rename the files with more meaningful names, please keep in mind that the original files will still play in the order in which they were created and not re-sort.

Please refer to the section Preparing a microSD card for important specifics on how to correctly create a microSD card with your recording files.

Vine 3 E Series User Guide

LED Torch

All *standard** models of Vine 3 E Series come with a bright, 4-mode LED torch.
The flashlight operates independently of the other player functions so it may be used at any time, even when the player is turned off.

**Some Vine 3 E models do not include the LED Torch.*

A *click* on ⏻ will turn the torch on in low beam. While the flashlight is on, subsequent *clicks* will change to medium beam, then to high beam and finally turn off.
Press-and-hold on the button will turn the torch on with high beam and remain on until the button is released.
When the torch is on, it does not affect other active player functions and may be used at any time.

⚠ *Once turned on, the Torch will automatically turn itself off after 15 minutes - if not changed.*

If the light intensity is changed, the timer will start over.

Press and hold on ⏻ is not affected by the timer but causes the torch to remain on until the button is released.

Vine 3 E Series User Guide

Speed Control for Audio Playback

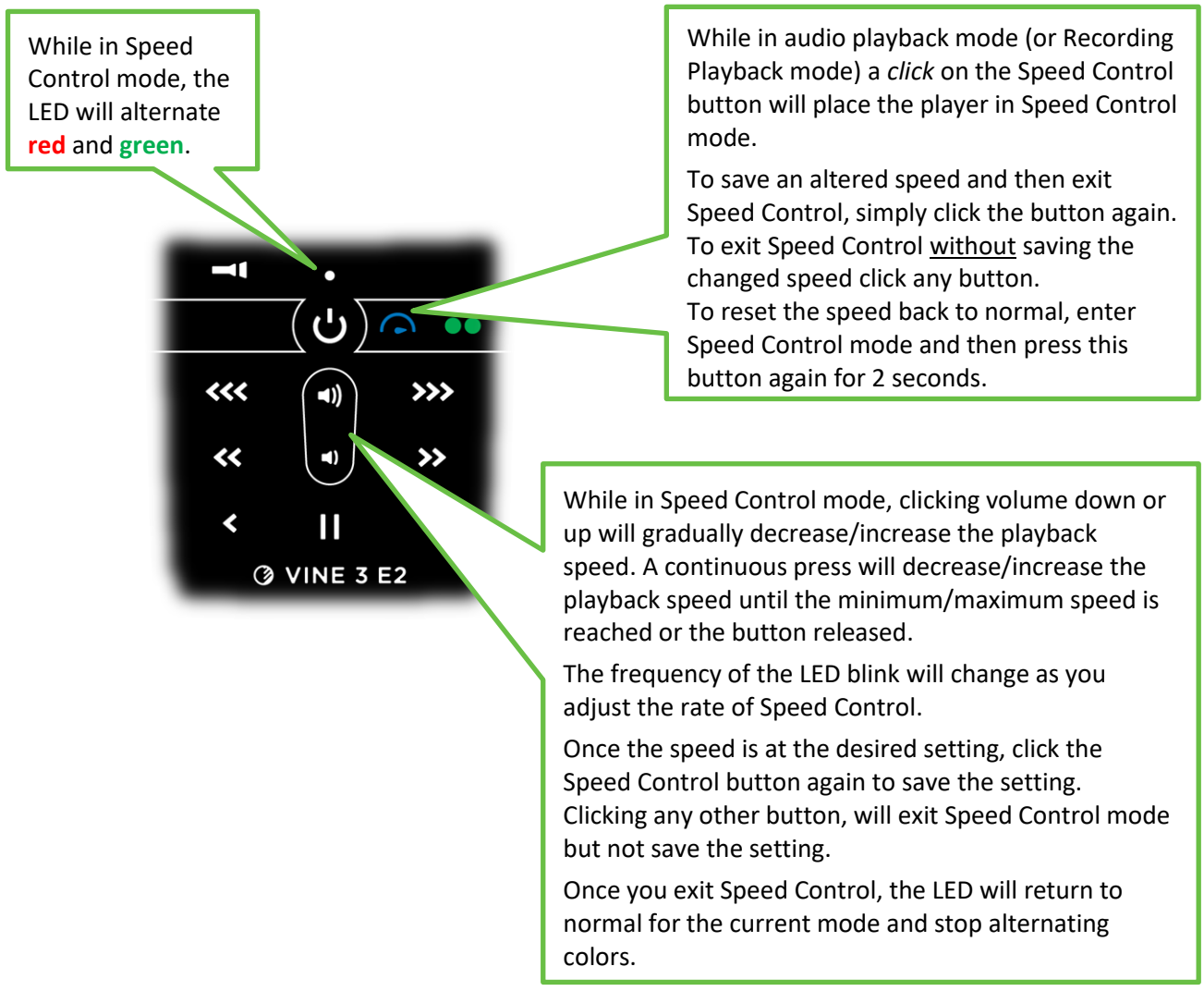
All *standard*[1] models of Vine 3 E come with the ability to adjust the speed of audio playback. Speed control allows you to slow down or speed up the playback of audio from the onboard memory, microSD cards or recording files.

Using Speed Control for recording file playback does *not* affect the actual recording speed. (E1 and E3 models only)

While in Speed Control mode, audio playback continues to the end of the current audio file so that you can hear the altered speed as it is changed. While playback is active, a beep is played every 10 seconds. Once the end of the current file is reached, the player exits Speed Control and enters Playback Pause Mode.

Playback speed persists for all modes until manually changed or the player is reset.

[1]*Vine 3 E5 does not include the Speed Control feature.*
[2]*The only audio file types that can work with Speed Control are MP3, WAV and WMA. Others cannot be altered.*



Vine 3 E Series User Guide

The microSD card reader

All *standard** Vine 3 E models can also play content from a properly formatted *micro*SD card. You may load up to 8 Collection folders to a single *micro*SD card, effectively increasing the capacity from up to 8 Collections (onboard memory) to a maximum of 16 Collections total! SGS has successfully tested cards up to 64GB in size.

**Some models of Vine 3 E may be sold without the microSD card reader*

With the player facing you, insert a card into the reader with the brass contacts showing and the jagged edge on the left until it locks in place.

Whenever a card is inserted or ejected from the card reader, the player will beep twice.

Once the *micro*SD card is loaded, press the Collection button for 2 seconds repetitively until the player beeps once. Playback will now begin from the card. The LED will display in **green**.

To remove the *micro*SD card, gently push it in. The reader will unlock and push the card out so you can remove it. *Take care that the card doesn't suddenly spring out!*

If the player was in playback mode from the card when removed, it will beep twice and revert to the onboard memory. If any other function was active, the function will continue with no interruption.

You can view, format and even prepare a *micro*SD card while loaded in the player's card reader when it is connected to a computer using a USB to USB-C cable.

However, it is recommended to access the card when loaded in a *micro*SD adaptor (example shown at left) connected to a computer. This is a much faster method.

If the player is turned off while playing from a microSD card and turned on later with the card still loaded, the player will resume playback from the last position on the card; otherwise, playback always defaults to the onboard memory.

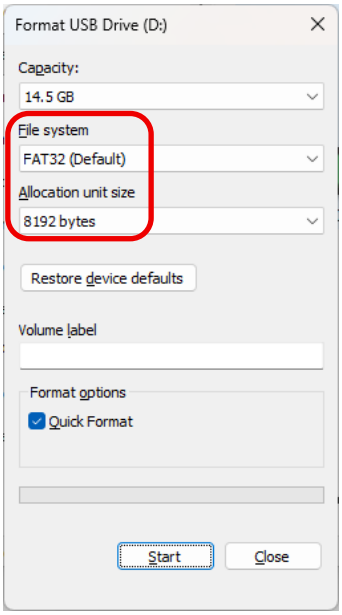
If the card is ejected from the player during playback, the player will resume playback from the beginning of the first Collection in onboard memory.

Preparing a microSD card

You may load your audio files to a *micro*SD card in one of several ways:

1. Using the SGSCopy program while the card is loaded in either the player's card reader or a *micro*SD card adapter (recommended).
2. Using the File Explorer utility on your PC/Mac while the card is loaded in either the player's card reader or a *micro*SD card adapter.
3. Using a *micro*SD card duplicator

Using any of the methods, you may load multiple cards simultaneously with properly structured audio messages.



Any microSD card that will be used by any of the SGS players should be formatted with the FAT32 File System with an 8K allocation unit size for best results.

Please be aware that when using methods 1 or 2 noted above from a Windows PC, you will be limited to the *number* of players/*micro*SD cards you can simultaneously load by the number of available "Drive" letters on the PC. The drive letters are A through Z and several are already reserved by existing definitions on the PC by devices such as disk drive(s), DVD/CD drives, mapped drives, etc. A *micro*SD card duplicator does not have this limitation but rather is limited only to the number of physical card slots it provides.

Since recording files are written *only* to microSD, you always have access to them by either connecting the player with a standard Data USB-C cable with the card present in the card reader, OR, when the microSD is loaded to a microSD card reader attached to a computer.

See an example of using SGSCopy to duplicate microSD cards simply and inexpensively!

Vine 3 E Series User Guide

Audio Playback Bookmarks

The User-Defined Bookmarks

The Vine 3 E Series supports a total of 6 user-defined bookmarks, one each for the circled buttons.
These bookmarks may only be accessed while in Playback Pause Mode.

A click on any of the ⋘ ≪ ‹ ››› ≫ › buttons will resume playback from the bookmark previously associated with that button. If no bookmark is set for a particular button, or the bookmark is now invalid[1], the player will beep 4 times and remain in Pause Mode.

A 2-second press on any of the ⋘ ≪ ‹ ››› ≫ › buttons will set (or reset) a bookmark to the current audio position. The player will beep once to confirm and remain in Pause Mode.

The user-defined bookmarks may be shared between onboard and microSD storage, or even between 2 different microSD cards. [1]But if you attempt to navigate to a bookmark that was set to a microSD location, and that particular microSD is not present in the card reader at the time, the player will treat that bookmark as invalid and change it to "unset".

To resume playback from Pause Mode, click ⏸.

[2]*If the player is paused for more than 15 minutes it will beep twice and turn itself off.*

[3]*After the player is turned off, playback will resume later from the last mode, and if it was in audio playback, from the last file and file position played (automatic last position bookmark).*

The Last Position Bookmark

The Vine 3 E automatically keeps track of the current audio position (onboard and microSD) and saves it to the Last Position Bookmark every time the player is turned off.

There are 2 ways to reset the last position bookmark to the beginning of the first onboard Collection:

- See Resetting Player Default Values (full reset)
- Manually navigate to the beginning of the first onboard Collection and turn the player off

Vine 3 E Series User Guide

Earphones, Speaker and Volume

Internal Speaker Baffle.

A *click* on volume up will *increase* the volume 1 level. *Press and hold* will *increase* the volume until the button is released or the maximum level is reached.

The Power button: *Press and hold* this button for *2 seconds* to turn the player on or off.
From Pause Mode, a click on this button will perform a battery test and then voice player details.

A *click* on volume down will *decrease* the volume 1 level. *Press and hold* will *decrease* the volume until the button is released or the minimum level is reached.

There is no way to mute the player other than to pause playback.

You can also adjust the volume while in Pause Mode. The player will beep once (at the current volume level) for each click on volume up or down.

You may connect earphones[1] or external speakers to the player using the 3.5mm stereo[2] audio jack on the bottom of the player.
The internal speaker will turn off while connected.
When disconnecting, the player will enter Pause Mode.
You may click Pause to resume playback or turn the player off.

[1]*Some earphones with built-in controls may not work properly.*
[2]*Stereo output requires that both the file being played and the connected device support stereo.*

Charging and communication modes

When connecting the player to a computer, it can be done in one of two modes: charging or communication.

[1]*Changing to computer communication mode is essential to allow programming of the player.*

Connecting a player to a computer for programming purposes:

Connect the player to a computer using a USB-C [3] cable. The player will automatically enter computer communication mode.

[2]*While in computer communications mode, the player will also be charging.*

Connecting a player to a computer for charging purposes:

Connect the player to a computer using a USB-C [3] Data or Charge Only cable.

• If connected via USB-C [3] Data cable, and you want to disconnect from computer communication mode and continue charging your player, click ⏻ on the front of the player. If the player was on prior to connecting it to the computer, it will return to playback mode.

• For the computer to recognize the player again, it will need to be unplugged from the computer and reconnected.

• Depending on the connection type, and the player's battery level, the LED will blink (indicating communication activity or charging level).

• Physically unplugging the player from the computer will stop the charging process.

[3] *In case you cannot connect to a computer as instructed above, your player may have a special firmware, protecting access to the audio contents. In this case, a standard data cable will not work. Contact your sales representative for details.*

Vine 3 E Series User Guide

Warnings and advisories

 Make sure to set the volume at the lowest level that can be heard comfortably. Prolonged exposure to loud sound can cause gradual hearing loss.

 DO NOT expose the player or battery to fire or extreme heat.

 Stop use if you observe abnormal heat, odor, discoloration, leakage or deformation, especially near battery. Refer to a qualified technician for service.

 If the battery is removed from the player, handle it with care. Keep the exposed battery out of reach of children. DO NOT burn, puncture, disassemble, or modify the battery.

 If the battery leaks, dispose of it carefully in accordance with all local laws. Wash any skin or clothing exposed to battery liquid and avoid swallowing or contact with eyes. In the case of swallowing or contact with eyes, seek medical care immediately.

 This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.
Changes or modifications not expressly approved by SGS could void your authority to operate this device.

SGS Limited Warranty

Solar Grove Solutions ("SGS") warrants that the retail hardware product herein ("PRODUCT") is free of material defects in materials and workmanship that result in PRODUCT failure during normal usage, according to the following terms and conditions:

1. This limited warranty ("WARRANTY") extends only to the original end-user purchaser and holder of this WARRANTY ("YOU" or "YOUR") and is not transferable or assignable to any subsequent purchaser.

2. The PRODUCT must have been purchased from an authorized SGS agent, or distributor, as new, and YOU must provide proof of purchase of said PRODUCT by making available a dated itemized receipt, or invoice, ("PROOF OF PURCHASE") to be eligible for this WARRANTY.

3. If you feel your PRODUCT is faulty and qualifies under the provisions of the WARRANTY, it is YOUR responsibility to return the defective SGS PRODUCT to the organization that provided it to YOU ("PROVIDER") together with a clear description of any alleged defect(s).

4. During the WARRANTY period (as defined below), SGS will, at its sole discretion, repair or replace any defective parts or any parts that will not properly operate for their intended purpose, with new or refurbished parts if such repair or replacement is needed, not including accessories.

a) The WARRANTY for the PRODUCT extends for **two (2) years** from the date as determined by PROOF OF PURCHASE ("WARRANTY PERIOD"). The WARRANTY PERIOD will be extended by each whole day that the PRODUCT is out of YOUR possession for repair under this WARRANTY.

b) SGS will pay for the labor charges incurred by SGS in repairing or replacing the defective parts during the WARRANTY PERIOD.

c) YOU will not have to pay for any such replacement parts or repair work.

d) SGS also warrants that the repaired or replaced parts will be free from defects in material and workmanship for a period of ninety (90) days from the date of repair or replacement, or for the remainder of the WARRANTY PERIOD, whichever is greater.

5. SGS does not warrant uninterrupted or error-free operation of the PRODUCT. SGS is not under any obligation to support the PRODUCT for all operating environments, including but not limited to, interoperability with all existing and/or future versions of software or hardware.

6. If a problem develops during the WARRANTY PERIOD, please contact YOUR PROVIDER for instructions on where to send YOUR PRODUCT.

a) The PROVIDER must provide to SGS PROOF OF PURCHASE of the PRODUCT.

b) YOU will bear the cost of shipping the PRODUCT to your PROVIDER (or to SGS, per the instructions of the PROVIDER). SGS will bear the cost of shipping the PRODUCT back to YOU after completing the WARRANTY service.

c) YOU should only return the defective item(s). SGS will not be responsible for other products or accessories returned together with the defective item.

7. The WARRANTY does not apply to the following:

a) Damage caused by normal wear and tear, abnormal use or conditions, misuse, neglect, abuse, accident, improper handling or storage, excessive exposure to moisture, unauthorized modifications, alterations, or repairs, improper use of any electrical source, undue physical or electrical stress, operator error, non-compliance with PRODUCT instructions or other acts which are not the fault of SGS, including damage or loss during shipment.

b) Damage from external causes such as floods, storms, fires, sand, dirt, earthquakes, an Act of God, weather, moisture, heat, corrosive environments, electrical surges, battery leakage or theft.

c) Damage to either the SGS PRODUCT or to any foreign device or media caused by connecting the SGS PRODUCT to any foreign device or media not specifically approved and recommended by SGS technical support.

d) Any PRODUCT that has had its serial number altered, defaced or removed.

e) Any defect occurring after the expiration of the WARRANTY PERIOD or where SGS was not advised in writing of an alleged defect or malfunction prior to the expiration of the WARRANTY PERIOD.

8. SGS's limit of liability under the WARRANTY is the actual cash value of the PRODUCT at the time YOU return the PRODUCT for repair (e.g., the purchase price of the PRODUCT less a reasonable amount for usage). SGS will not be liable for any other losses or damages. These remedies are YOUR exclusive remedies for breach of WARRANTY. Any action or lawsuit for breach of WARRANTY must be commenced within **twenty-four (24)** months following the purchase of the PRODUCT.

9. The foregoing WARRANTY is YOUR sole and exclusive remedy and is in lieu of all other warranties, expressed or implied. To the extent permitted by applicable law, SGS hereby disclaims the applicability of any implied warranty of merchantability, fitness for a particular purpose or use for the PRODUCT. If such a disclaimer is prohibited by applicable law, the implied warranty is limited to the duration of the foregoing limited written WARRANTY.

10. SGS will not be liable for any indirect, incidental, special, punitive or consequential damages, or damages, including but not limited to any lost profits, savings, data, or usability, any third party claims, and any injury to property or bodily injury (including death) to any person, arising from or relating to the use of this PRODUCT, or arising from breach of the WARRANTY, breach of contract, negligence, tort, or strict liability, even if SGS has been advised of the possibility of such damages.

11. This WARRANTY gives YOU specific legal rights. YOU may also have other rights, which vary from state to state and country to country. Some states and countries do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to YOU. This is the entire WARRANTY between YOU and SGS and supersedes all prior and contemporaneous agreements or understandings, oral or written, relating to the PRODUCT, and no representation, promise or condition not contained herein will modify the afore-mentioned stated terms.

12. END of WARRANTY agreement.

Vine 3 E Series User Guide

Technical

Contact for Support

You may make a request for technical support on the SGS web site: https://solargrove.solutions/contact/support/

Specifications

Battery	Lithium Ion, 3.7V, 400 mAh, 1.48Wh
Input	DC 5V, 500mA
Weight	2.24 ounces (63.4 grams)
Dimensions	4.37" x 2.28" x 0.47" (11.1cm x 5.8cm x 1.2cm)
Onboard Memory	8GB

Voicing the Player Details

While in Pause Mode, a click on ⏻ will perform the following:

- A battery test. The LED will blink the color of the current battery capacity where **Green** is 30-100%, **Yellow** is 10-29% and **Red** is 0-9%.
- The player model and current firmware version will then be voiced.
  - For support purposes, you may be asked the firmware version that is installed on your player and this is an easy way to determine that.
  - See here for an alternative way to determine the firmware installed using SGSCopy.
- If the player has a serial number assigned, it will also be voiced.
- You may also adjust the volume of the message while in Pause Mode, but not while it is playing.

Audio File Limitations

Audio Format		**Supported parameters**[1]	
		Bit rate	**Sampling rate**
APE		800kbps - 1000kbps	8KHz - 48KHz
FLAC		L0 - L8 (1000kbps - 1200kbps)	8KHz - 48KHz
MP3[2]	MP1	32kbps - 448kbps	8KHz - 48KHz
	MP2	8kbps - 384kbps	8KHz - 48KHz
	MP3	8kbps - 320kbps	8KHz - 48KHz
WAV[2]	IMA-ADPCM	32kbps - 384kbps	8KHz - 48KHz
	MS-ADPCM	32kbps - 384kbps	8KHz - 48KHz
	PCM	128kbps - 1536kbps	8KHz - 48KHz
WMA[2]		5kbps - 384kbps	8KHz - 48KHz

[1] *See here for more details.* [2] *Works with Speed Control.*

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Charging

With proper care, the player's Lithium-Ion battery should perform well for several years. When shipped, the battery is only partially charged. You can easily charge the player using one of the methods below:

 For fastest charge, connect any standard "USB" charger (regulated **5VDC**) to the USB-C port on the bottom of the player for about 2 hours[1] or until the LED stops blinking[2]. While charging, the LED will blink.

 Plug the player into any standard computer USB port using a USB cable for about 3 hours[1] or until the LED stops blinking[2]. Any SGS SSU, regular data or charge-only cable is sufficient.

 For solar charging, place the player with the solar panel facing bright sunlight for at least 8 hours[1] (the LED will not blink during solar charging).

[1]*Actual charge time will vary according to the current battery capacity and method of charging used.*
[2]*While charging, the LED will blink according to the charge level (Green: 30-100%, Yellow: 10-29%, Red: 0-9%).*

Battery Care

• Avoid completely depleting the battery as this will shorten its overall lifetime and takes much longer to fully charge afterwards.

• If sunlight is the only means available for charging, it is recommended to leave the player in direct light *often* to keep the battery at least partially charged.

• When using electric chargers, make sure of the following:
  • Charger must support **5V DC** output! [1]
  • Maintain standard USB-C connectivity/polarity – do NOT use an adaptor!
  • Maintain a stable power supply.
    An unstable power supply can cause surges that can damage the electronics.

[1]*Although Fast Charging is not supported, modern Fast Chargers should be backward Compatible with **5V** devices.*

• When not in use and whenever possible, keep the player in a cool place, which will also help to preserve battery life.

• Before stowing the player for prolonged periods, make sure the battery is at least partially charged.

• If stored for *extended* periods, it is recommended to recharge the player at least every 6 months, in order to prevent the battery from losing its ability to recharge.

• Should the battery become defective and unable to accept a charge, it is still possible to operate the player using a USB-C cable connected to a computer or an electric charger. If sunlight is the only source for power/charging, please replace the battery.

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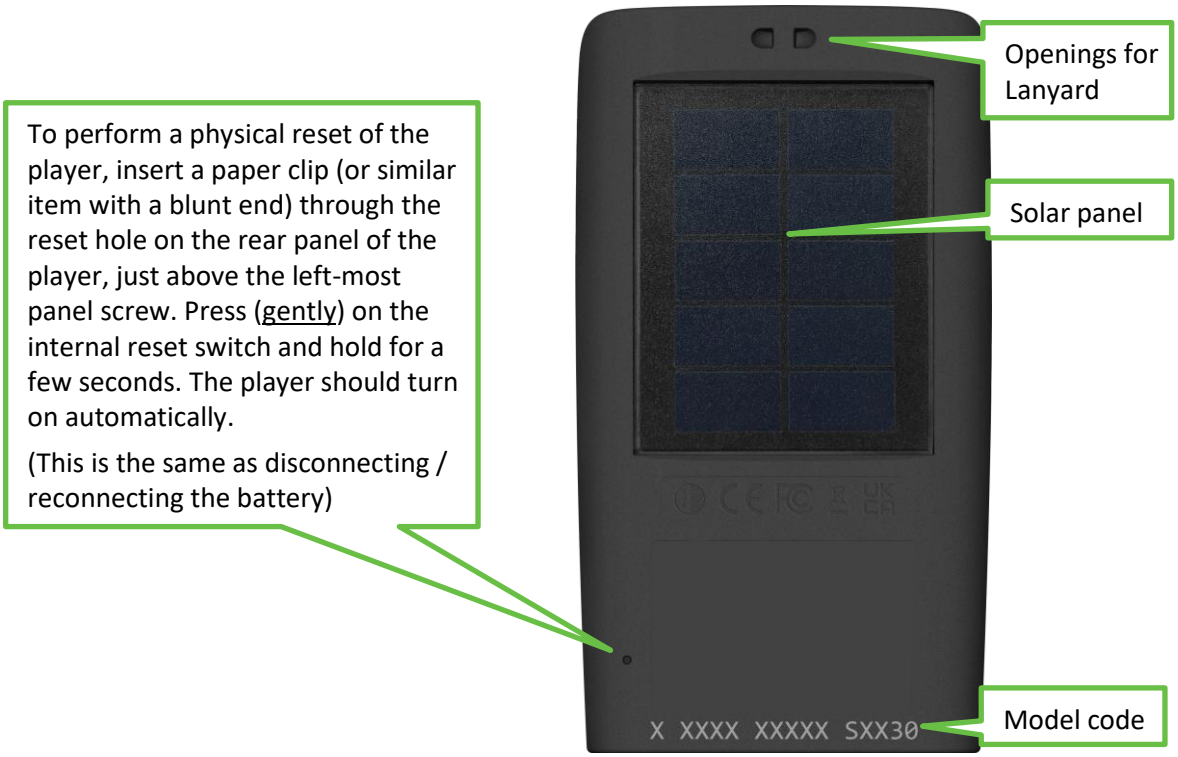
Resetting an Unresponsive Player

If your player is unresponsive, try the following to reset it:

- Hold down the power button for 10 seconds until the player restarts.
- If unsuccessful, use the reset switch per the instructions below.
- If still unsuccessful, please contact your sales representative or SGS directly.



Battery Test

At any time during Audio Playback Mode, Radio Mode or Recording Playback Mode, a click on the Power Button will perform a battery test.

The LED will blink several times showing the current battery capacity:

Green: 30-100%, Yellow: 10-29%, Red: 0-9%

But when in Pause Mode additional things are performed. See Voicing the Player Details.

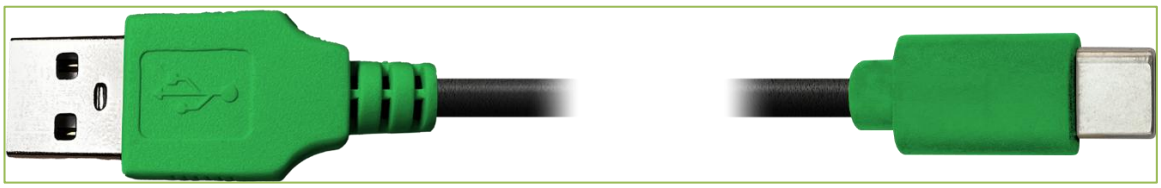
Resetting Player Default Values

The Vine 3 E Series players store and remember as default values a number of settings (listed in the chart below). They are used as defaults the next time the player is turned on. You may reset those to their initial values using the steps below:

1. Make sure the player is in audio playback mode
2. Press the pause button to pause playback
3. Press and hold the volume down button on the keypad
4. The player will beep 3 times and turn itself off
5. When the player is restarted, the settings will be initialized

Setting	Initial value
Last used mode	Audio playback
Last Position Bookmark	Beginning of the (onboard) audio message
Playback speed	Normal
Volume (audio playback, radio, recording playback)	Medium
Radio station bookmark (E1 and E4 only)	See defaults for Radio
Preset button frequencies (E1 and E4 only)	See defaults for Radio
Recording file counter (E1 and E3 only)	000000 (zero)

SGS SSU USB Cable



Troubleshooting

Symptom	Possible Cause/Solution
Player will not turn on. Player LED blinks red every 1 minute.	*Low Battery/Depleted Battery* • Make sure the battery is charged per the instructions *Player unresponsive* See Resetting the player
Player turns on but there is no sound.	*Volume is set to minimum* • Turn the volume up *Earphones are connected* • Disconnect earphones then release from Pause Mode *Speaker is not working* • The internal speaker may be disconnected or poorly connected. Remove the back panel, open the player and check the speaker connector. If poorly connected, reseat the plug in the socket. If the speaker is connected, connect earbuds or external speaker to the audio jack and test. If they work the speaker is defective. Contact SGS
Player LED does not light up when connected to the computer.	*USB port has not been initialized.* • Use a different USB port on the computer; check w/other device *USB HUB is not working* • Make sure the HUB has power • Make sure all USB cables are properly connected *Incorrect/Faulty USB cable* • Verify that the firmware does not require an SSU cable • Replace with a working USB-C or SSU cable • Try connecting a different player to see if it works • Replace the USB cable with a standard USB charging cable. If the LED lights-up, the data cable is incorrect/faulty *Player is faulty* Contact SGS
Player does not respond or register when connected to the computer with a USB cable.	*Player may be "locked up"* • Try resetting the player (see Resetting the player). *USB port has not been initialized* • Switch to a different USB port *USB cable might be faulty* • Replace with a working USB cable *Firmware installed may require SSU cable* • Replace with proper USB cable
Preset frequencies in the FMSET.txt configuration file are not working.	• Make sure the values coded in the FMSET file are correct • Make sure FMSET file is in the "root" of the onboard memory • After loading (or changing) the FMSET file in the root of the player's onboard memory, you must reset the player defaults to take effect
Player will not switch to microSD card but just beeps and enters Pause Mode.	The format/file system, folder structure or file content on the microSD is unsupported by the player. See the rules.

Troubleshooting continued…

Symptom	Possible Cause/Solution
Player "locks up" during navigation. Navigation not what is expected.	*Invalid folder layout* *Some files are skipped* *Empty folders are skipped* • See structuring rules to make sure the folder structure and audio files adhere to those rules. • If the folder layout was faulty, reload the player with the corrected folder layout. • Reset the player if needed (see Resetting the player).
Slow "write" speed when programming with SGSCopy software.	*Weak CPU capacity on your computer* *Too many players connected through a single USB Hub* *The source audio is somewhere other than the local PC's hard drive (i.e. on a network computer or portable device)* • Unless you have a high-speed external device where your audio files are stored, we recommend always having your source audio on the local computer's hard drive when loading players. • We also recommend using powered Hubs, with each Hub directly connected to the computer (not daisy-chained together). The optimal number of hubs and/or players per hub that can be processed simultaneously with maximum throughput will vary per your specific hardware. *Allocation unit size is too small* • SGSCopy allows you to specify the allocation unit size when formatting a device. The larger the size, the faster data can be copied but we recommend a setting of 8K (8192 Bytes). • See here for details.
When player turns on, it beeps 3 times twice and enters Pause Mode.	*Invalid folder structure* *No valid content/all audio file types are unsupported* *Internal memory is completely empty* • See structuring rules to make sure the audio message loaded to the player adheres to the rules. • If the folder layout was faulty, reload the player with the corrected folder layout.
While in Recording Mode, player beeps 3 times when clicking the ● button for playback.	*Missing or empty RECORD folder* *No valid recording file(s) in the RECORD folder* • There must be at least 1 recording file for playback to work.