

Vine 3 S Series User Guide



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

Vine 3 S Series User Guide

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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
Bookmark	The storing of an audio file playback position for use later. Vine 3 S supports both one automatic (last position) and 6 user-set bookmarks.
Charge-only USB cable	A USB cable that can only be used for charging while a device is connected to a computer or other charging source.
Click	A quick press and release.
Cross Navigation feature	With the selection of a special option in SGSCopy when loading audio content*, while listening to a specific Subsection/File in one Collection, a click on the <i>other</i> Collection button will navigate to the <u>beginning</u> of the same Subsection/File in the other Collection. <i>*Only available on Vine 3 S2</i>
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 the Xiph.Org Foundation.
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.
MP3	“MPEG (Moving Pictures Experts Group) Layer 3” Audio file format.
N/A	Not applicable.
Onboard memory	Internal memory in the player. Accessible when player is connected with a USB-C cable*. <i>*Type of cable required depends on the firmware installed.</i>
Player	Any SGS Vine 3 S Series model (S1 , S2 or S3).
Powered HUB	A USB HUB that receives its power from direct current rather than the computer via a USB connection.
Press and hold	A continuous press until a certain location or the end/beginning is reached.
SGSCopy	Windows software available from SGS (at no charge!) used to program SGS 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 and if required, the player memory can only be accessed using these cables.
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 consumer electronic devices.
USB to Type-C-USB cable	USB cable with standard USB connector (Type-A) on one end and Type-C connector on the other.
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 S Series – advanced solar digital audio players. The series includes [3 models](#): the **S1**, the **S2** and the **S3**.









Cost effective and smaller than the average smartphone, the Vine 3 S 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.




The Vine 3 S2 may be configured with a special option that provides easy [Cross navigation](#) between the 2 Collections or any content that is similar in structure and may be in 2 different languages!

Audio Programming Requirements

Hardware Requirements

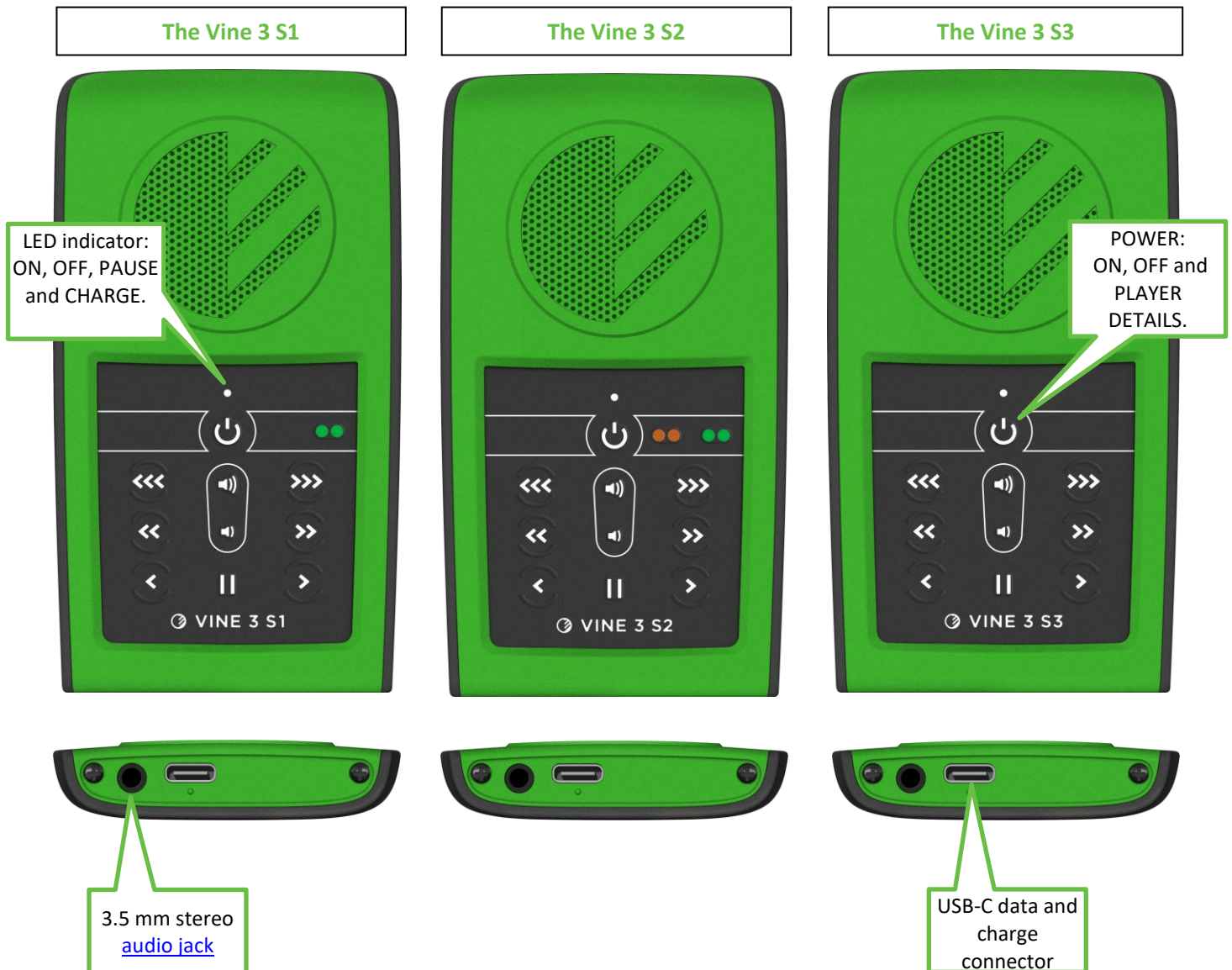
-  A Windows PC (Intel only)
-  At least one USB port (2.0 or higher)
-  Enough disk space for...
 -  The SGSCopy software program (typically around 32 MB)
 -  Content you intend to copy to your player(s)
-  One Type-C [USB](#) cable per parallel connected player
 -  Depending on the [Firmware](#) installed 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 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 S Series

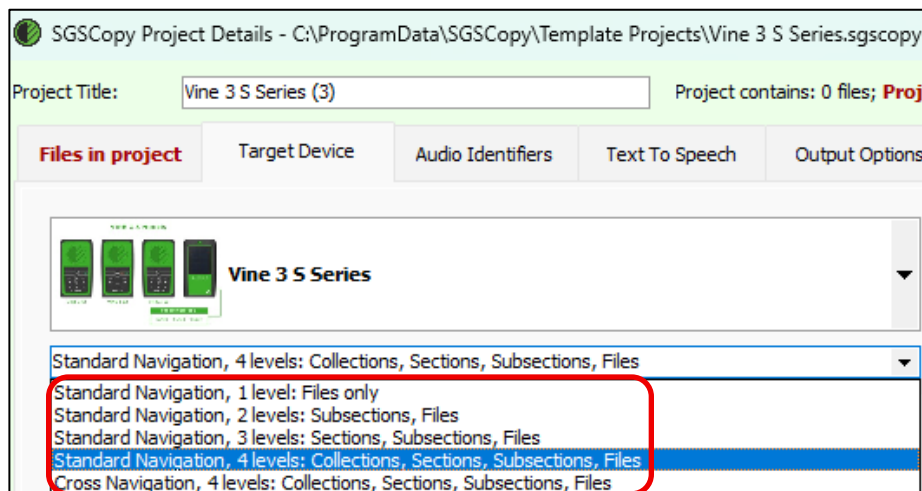


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Audio Playback Requirements

General Folder and File Rules

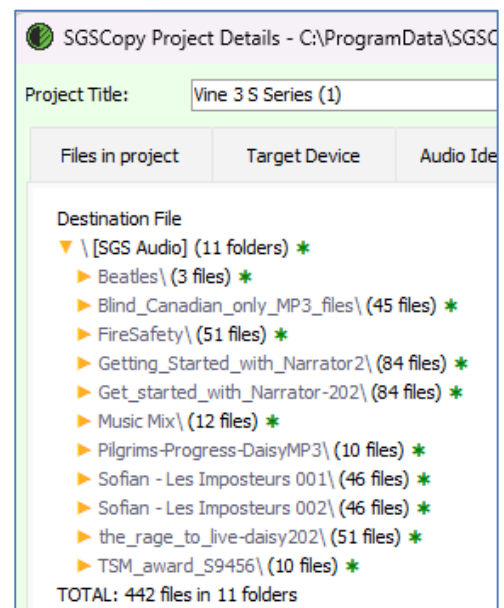
- Audio files must be in [APE](#), [FLAC](#), [MP3](#), [WAV](#) or [WMA](#) format. ([see here for specifics](#))
- Any empty folders, unsupported or unusually configured files will be automatically skipped during playback!
- All Vine 3 S models offer the choice of 4 different folder structures for 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 also allows you to choose between Standard and Cross Navigation.



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.



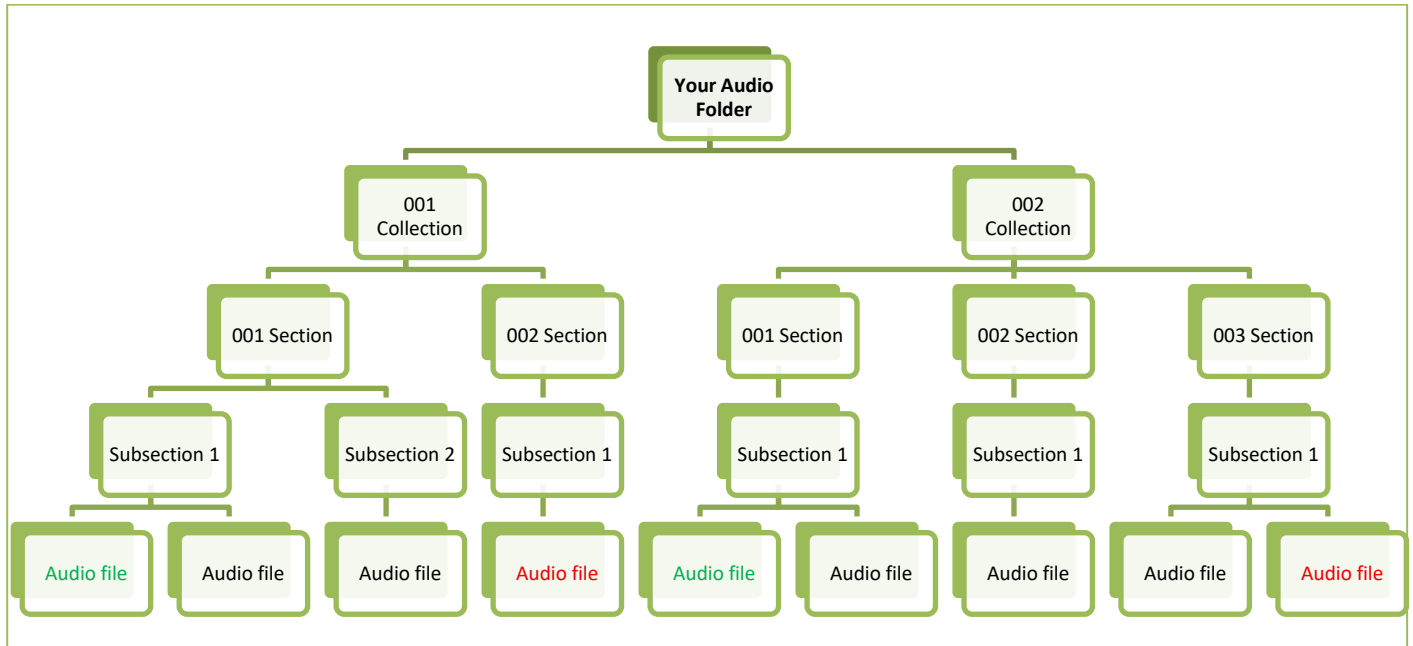
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In the following folder structure diagrams, only the structure *below* the box labeled “Your Audio Folder” is part of the actual structure stored in the player’s memory. Please keep this in mind when reading through this document.

4 levels: Collections, Sections, Subsections, Files

- ❖ Within your audio project folder must be at least one, and optionally two, Collection folders.
 - Cross navigation requires 4 levels with two Collection folders that mirror one another.
- ❖ 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.

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Cross Navigation

Cross Navigation is optional and only works with the 4-level folder structure. If your Vine 3 S2 is configured with the cross-navigation feature, then the example [above](#) would not work properly.

For cross-navigation to work properly, the first and second Collection folders must mirror each other in structure, number and order of files per folder. SGSCopy will [check this for you](#).

For example, while listening to File 4, Subsection 3, Section 2 in Collection 1  and you wish to listen to the same file in the *other*  Collection, a click on the  button would attempt to navigate to the beginning of File 4, Subsection 3, Section 2 in Collection 2. If the target file does not exist in the second Collection, the player will beep several times and continue playback with the current File.

In the example below from the “Target Device” tab of SGSCopy, Cross Navigation is selected which requires 4 levels. Based on your selection, the folder and file rules change accordingly and are immediately checked against the audio selected on the “Files in Project” tab.

But in the example below, the audio selected is incorrect for Cross Navigation as is indicated by the rules flagged in **red** that failed inspection.

Project Title:
Project contains: 1594 files in 204 folders (3.45GB); **Files**

Files in project


Target Device

Audio Identifiers



Text To Speech

Output Options

Changes Made


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Cross Navigation, 4 levels: Collections, Sections, Subsections, Files

→ The first Collection folder is always assigned to the  button.
The second Collection folder (if present) is assigned to the .

✗ For Cross Navigation to work properly, there must be two Collection folders, and there must be matching sub-folder(s) with the same number of audio files in the **second** Collection as there are in the **first**. (Destination folder "001\001\003\" (and 36 others) have failed this check)

✗ For Cross Navigation to work properly, there must be two Collection folders, and there must be matching folder(s) with the same number of audio files in the **first** Collection as there are in the **second**. (Destination folder "002\001\003\" (and 36 others) have failed this check)

✓ Cross Navigation is a very powerful option for this player and requires there to be exactly two Collection folders. When playing an audio file in one Collection, a click on the *other* Collection button will cause the corresponding file to play.

✓ To *activate* Cross Navigation, there must be an empty "Text Document" file (.TXT) named **xnav.txt** (case not important) in the root of the **onboard** memory. SGSCopy will add this file for you automatically. See the tab **Changes Made**. If this file is not present, the Collection folders will be considered unrelated and the player will revert to Standard Navigation.

✓ There must be 3 folder levels

✓ There may be up to 99 second level (Section) folders

✓ There may be up to 999 third level (Subsection) folders

✓ Independent Section level folders are not allowed

✓ Independent Subsection level folders are not allowed

✓ Collection and Section Folders cannot contain both folders and files

✓ Audio files may be: APE, FLAC, MP3, WAV or WMA

✓ SGS encrypted files (\$ME) cannot be played on this device

→ For more information see [Vine 3 S Series User Manual](#).

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SGSCopy further assists in highlighting where the Cross-navigation discrepancies occur from the “Detail File List” tab.

The example below shows the expanded first Section (001\001) of the first Collection (001) overlapped with the expanded first Section (002\001) of the second Collection (002). You can see where the number of files in the corresponding Subsections differ and are flagged appropriately.

Cross Navigation can still work where *most* of the files match in both Collections, but when listening to a file that does not exist in the opposite Collection, an error will be [signaled](#).

The image displays two side-by-side screenshots of the SGSCopy Project Details window, illustrating cross-navigation discrepancies between two collections.

Left Screenshot: The window title is "SGSCopy Project Details - C:\ProgramData\SGSCopy\...". The "Project Title" is "Vine 3 S Series (1)". The "Target Device" tab is selected. The "Destination File" list shows a hierarchy: \ [Vine3S] (2 folders) (1 file) * → CHECKSUM.md5 → xnav.txt → 001\ (3 folders) * → 001\001\ (38 folders) * → 001\001\001\ (1 file) * → 001\001\002\ (5 files) * → 001\001\003\ (6 files) [1 check failed] * → 001\001\004\ (5 files) * → 001\001\005\ (6 files) [1 check failed] * → 001\001\006\ (7 files) [1 check failed] * → 001\001\007\ (5 files) * → 001\001\008\ (6 files) [1 check failed] * → 001\001\009\ (5 files) * → 001\001\010\ (6 files) [1 check failed] * → 001\001\011\ (6 files) * → 001\001\012\ (5 files) * → 001\001\013\ (5 files) [1 check failed] * → 001\001\014\ (6 files) * → 001\001\015\ (5 files) * → 001\001\016\ (6 files) * → 001\001\017\ (6 files) [1 check failed] * → 001\001\018\ (5 files) [1 check failed] *.

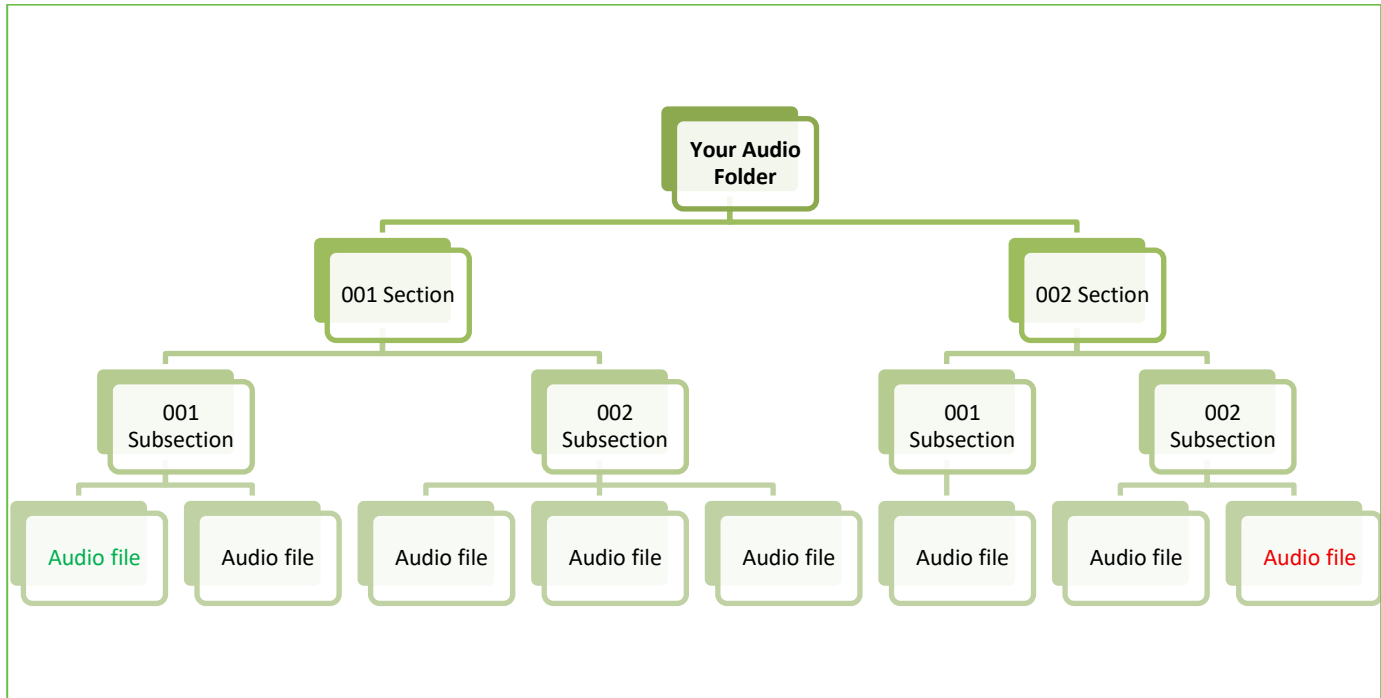
Right Screenshot: The window title is "SGSCopy Project Details - C:\ProgramData\SGSCopy\Template Projects\Vine 3 S Series.sgscopy". The "Project Title" is "Vine 3 S Series (1)". The "Project contains: 1593 files in 204 folders (3.45GB); Files changed; Checks" is displayed. The "Detail file list" tab is selected. The "Destination File" list shows a hierarchy: \ [Vine3S] (2 folders) (1 file) * → CHECKSUM.md5 → xnav.txt → 001\ (3 folders) * → 002\ (3 folders) * → 002\001\ (38 folders) * → 002\001\001\ (1 file) * → 002\001\002\ (5 files) * → 002\001\003\ (5 files) [1 check failed] * → 002\001\004\ (5 files) * → 002\001\005\ (5 files) [1 check failed] * → 002\001\006\ (6 files) [1 check failed] * → 002\001\007\ (5 files) * → 002\001\008\ (5 files) [1 check failed] * → 002\001\009\ (5 files) * → 002\001\010\ (5 files) [1 check failed] * → 002\001\011\ (6 files) * → 002\001\012\ (5 files) * → 002\001\013\ (6 files) [1 check failed] * → 002\001\014\ (6 files) * → 002\001\015\ (5 files) * → 002\001\016\ (6 files) * → 002\001\017\ (5 files) [1 check failed] *.

A tooltip titled "003" is displayed over the "002\001\003\ (5 files) [1 check failed] *" entry in the right screenshot. The tooltip text reads: "For Cross Navigation to work properly, there must be two Collection folders, and there must be matching folder(s) with the same number of audio files in the first Collection as there are in the second."

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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.

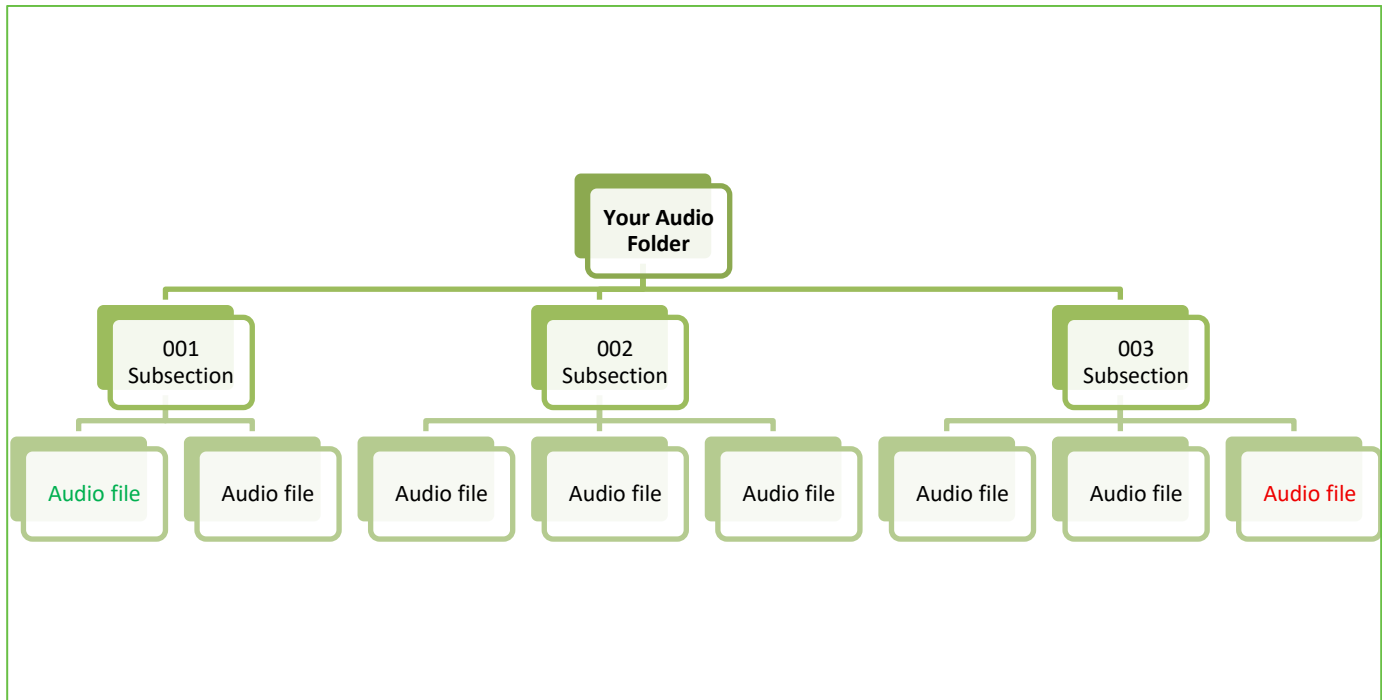


* Audio playback automatically loops when left to play uninterrupted. Once the **last file** in a structure has been played, playback will continue with the **first file**.

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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.

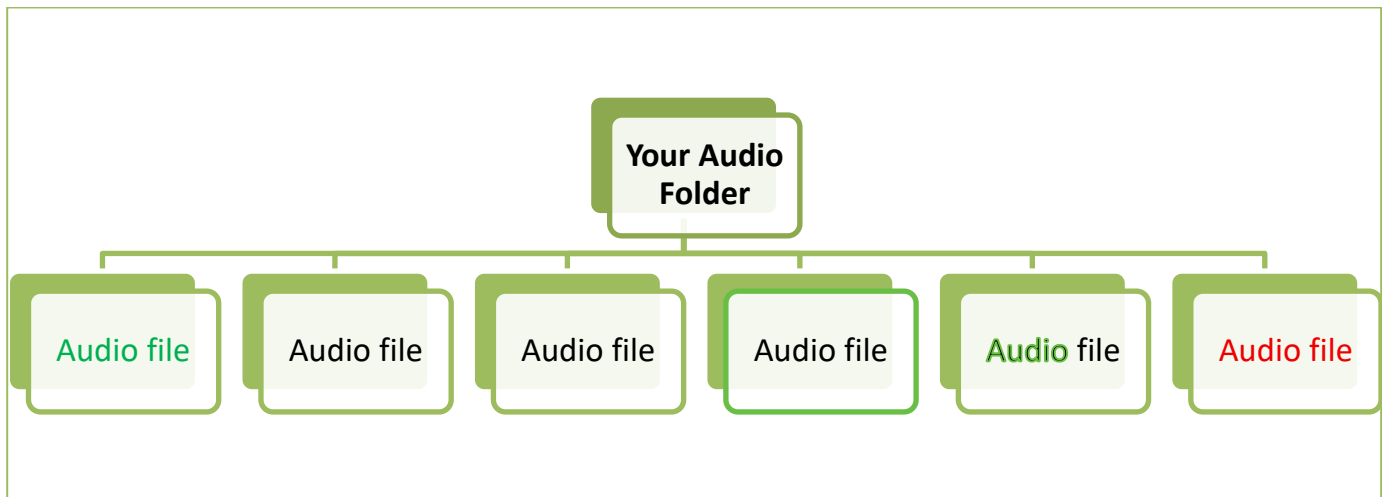


*Audio playback automatically loops when left to play uninterrupted. Once the **last file** in a structure has been played, playback will continue with the **first file**.

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1 level: Files only

- ❖ Within your audio project folder must be at least one (and up to 999) audio files.
 - Any other files or folders 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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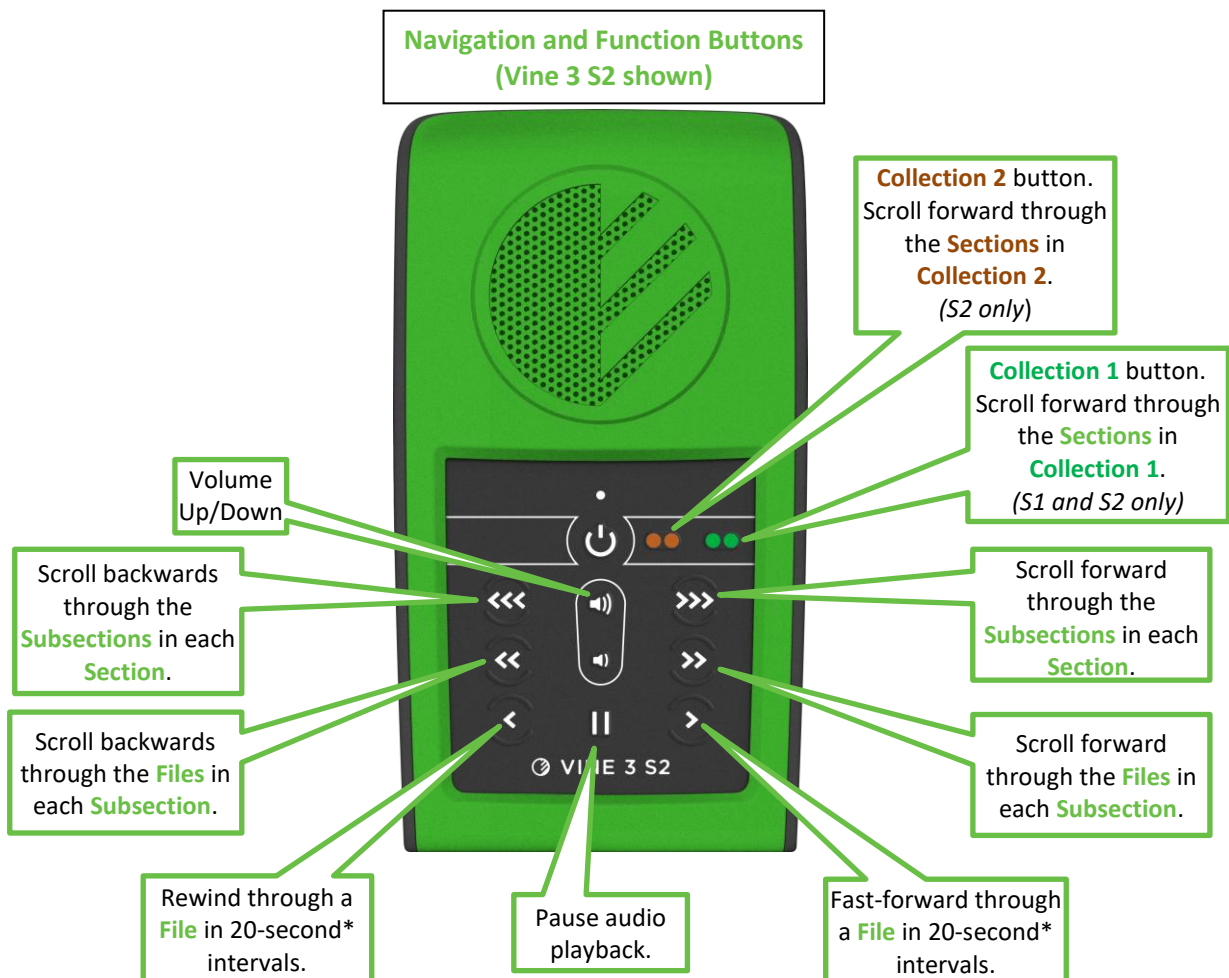
The Keypad

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

Let's get to know the *Vine 3 S2* keypad and how the *navigation* buttons correlate to the supported folder structures.

The keypads of the [Vine 3 S1 and Vine 3 S3](#) are the same as the S2 *except for* the Collection buttons.

The keypad layout





**The actual time may vary slightly.*

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Navigation button specifics


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



For the Vine 3 S2 there are *exactly* two Collection groups on the player. The **Green** button controls the first Collection while the **Brown** button controls the second Collection. A *click* on either will navigate to the corresponding Collection group.

Each Collection group may contain one or more “Sections”. The  and  buttons control forward (only) navigation through the Sections within the corresponding Collection group.





A *click* on the  Collection button (S1 and S2 only) will scroll to the *next Section* within the first Collection. From the last Section it will scroll back to the first Section within the first Collection. There may be up to 99 Sections within a Collection folder. A 2-second press will scroll forward up to 3 Sections.

A *click* on the  Collection button (S2 only) will scroll to the *next Section* within the second Collection. From the last Section it will scroll back to the first within the second Collection. There may be up to 99 Sections within a Collection folder. A 2-second press will scroll forward up to 3 Sections.

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.

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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 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 current audio 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 S 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 will 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](#).



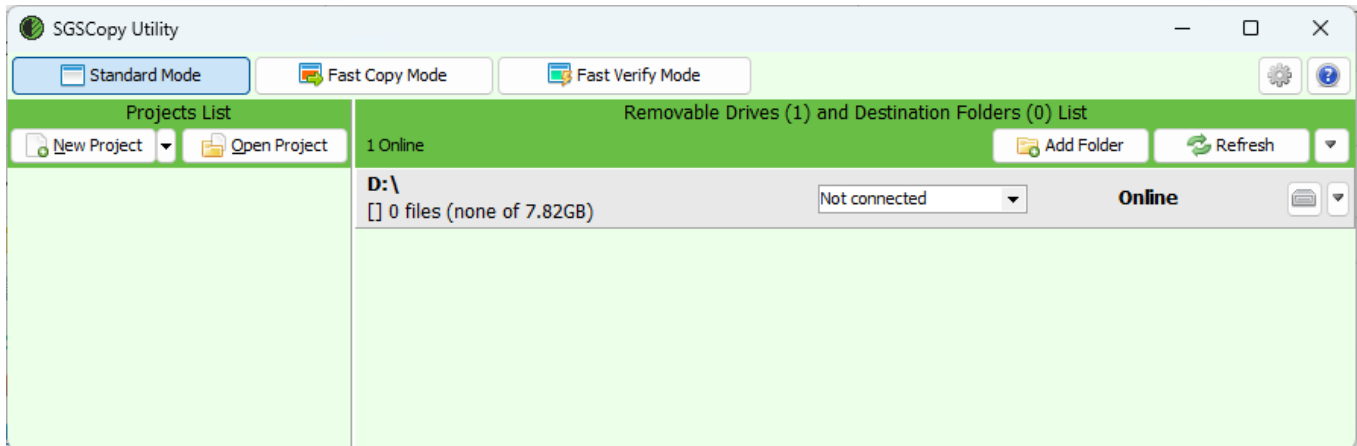
If you already have SGSCopy installed and your screens look different than those in the following example, you may not have the most recent version of this guide – OR – you may not have the most recent version of SGSCopy installed.

Please go to our [website](#) to make sure.

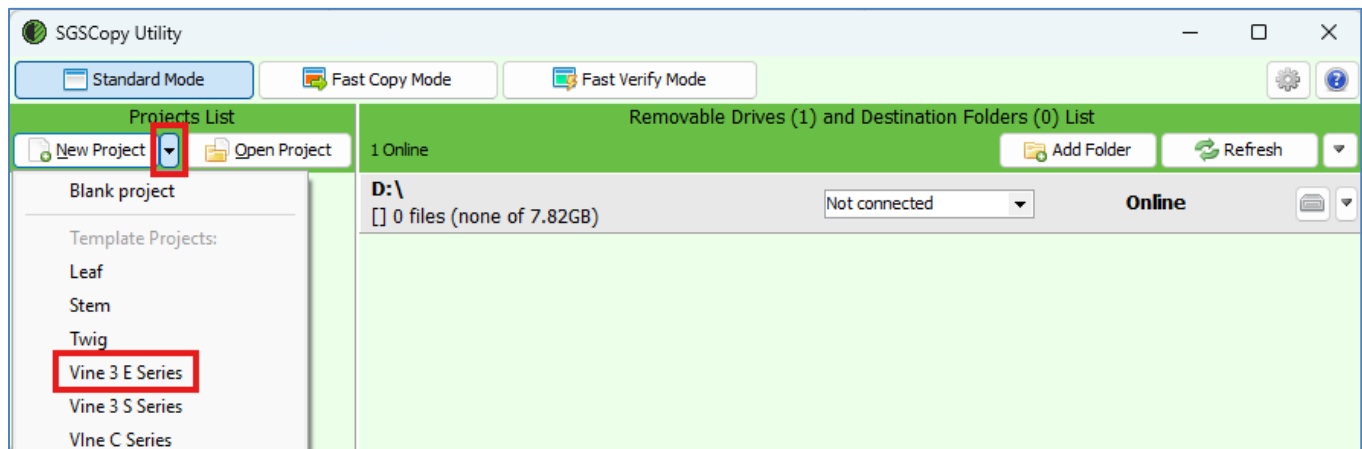
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This section will briefly describe the steps necessary to perform a typical audio load using SGSCopy. While the example shows the *Vine 3 E* player, the process is typical for any of the SGS players.

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 as **D:**.

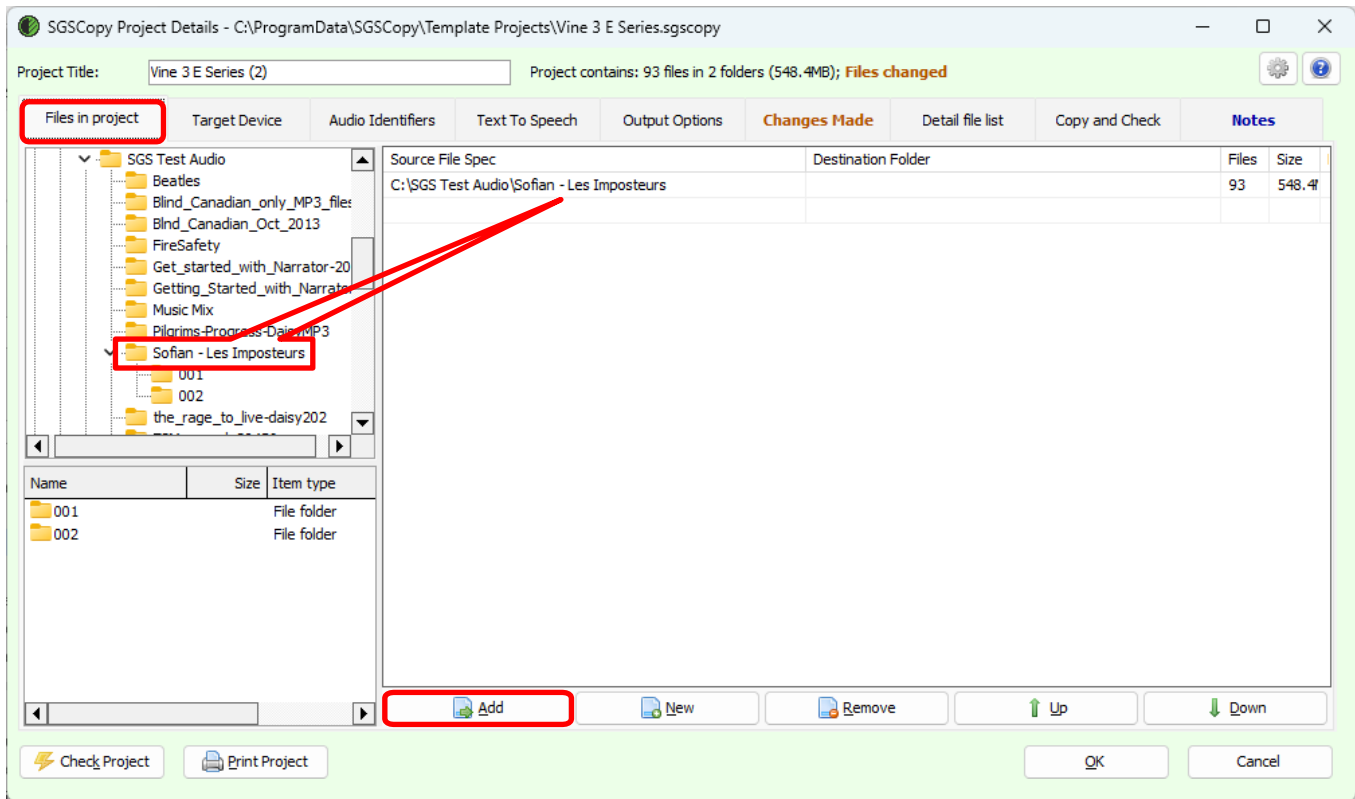


2. Click on the dropdown arrow (▼) next to “New Project” (circled in red), and choose the template project for “Vine 3 E Series” from the available list. This operation will both open that project and “Edit” it.



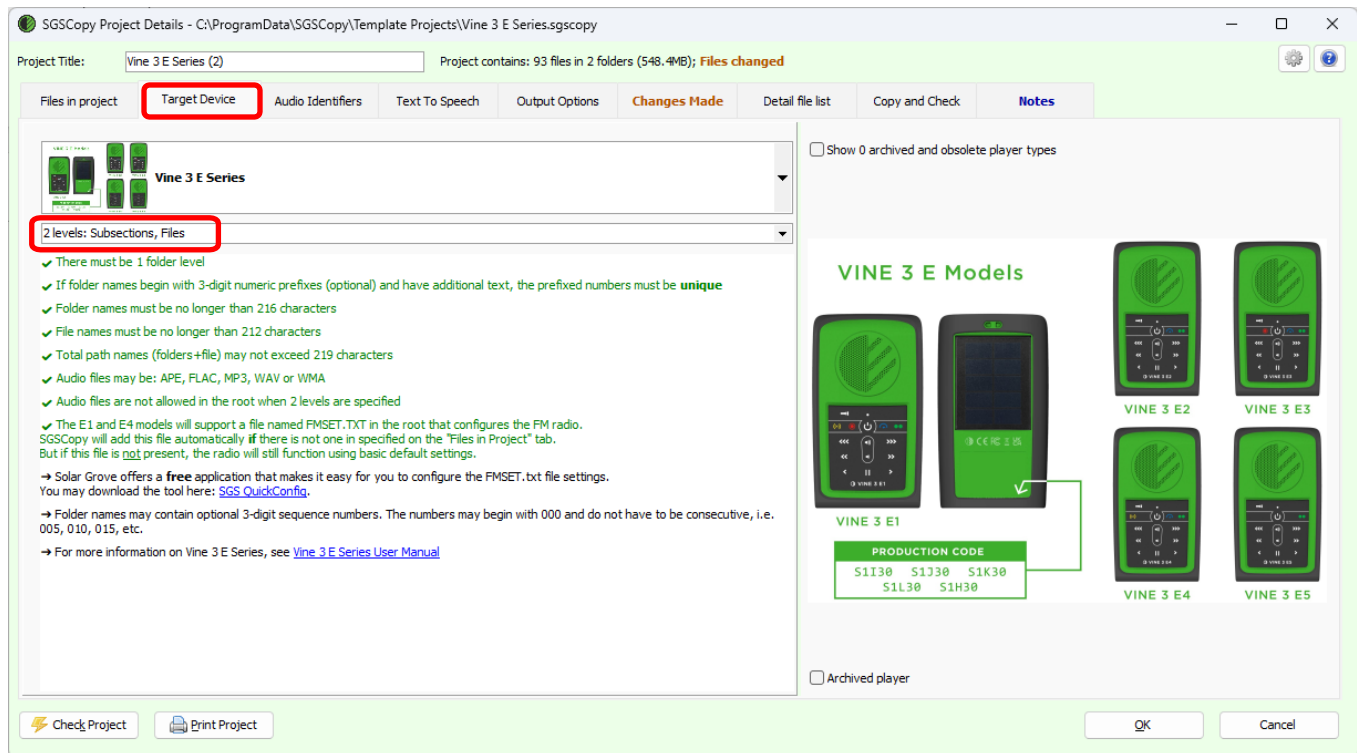
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- The project dialog will open, positioned to the “Files in Project” tab. Navigate to the folder *containing* your audio and drag it to the right - OR - highlight it and click “Add”.

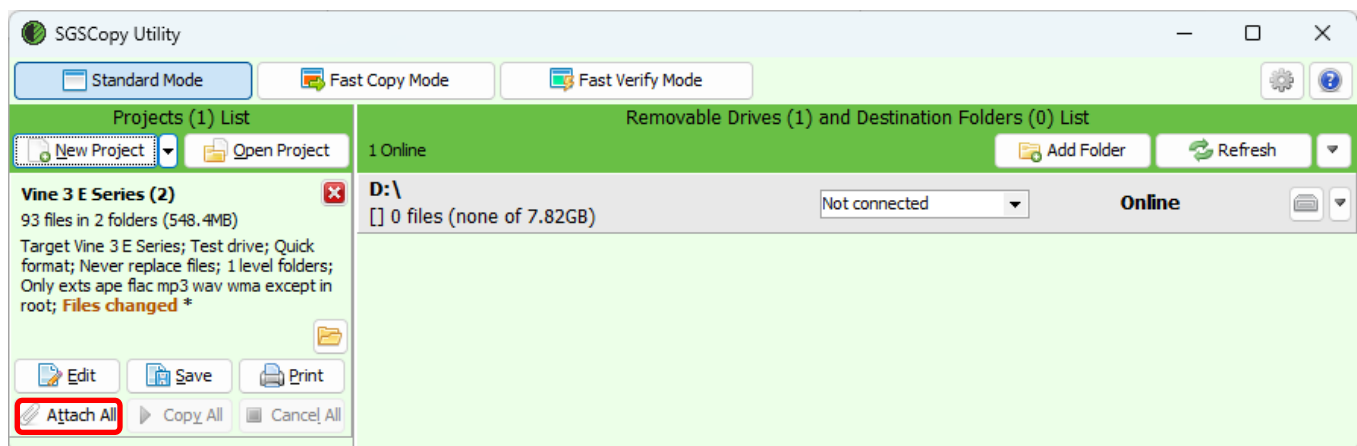
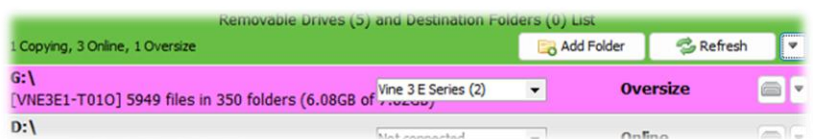


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- Click on the “Target Device” tab. Because our audio selection was 2 levels (Subsections and Files), we need to change the folder structure setting to “2 levels”. Notice that SGSCopy has checked the selected audio folder against the rules defined for Vine 3 E with 2-level content. All rules have passed (colored in green with a green checkmark). Rules that failed would have been colored in red with an “X”. These should be addressed before continuing. See [19: Device rules validation](#) for more details. Click “OK” to save your changes and exit.

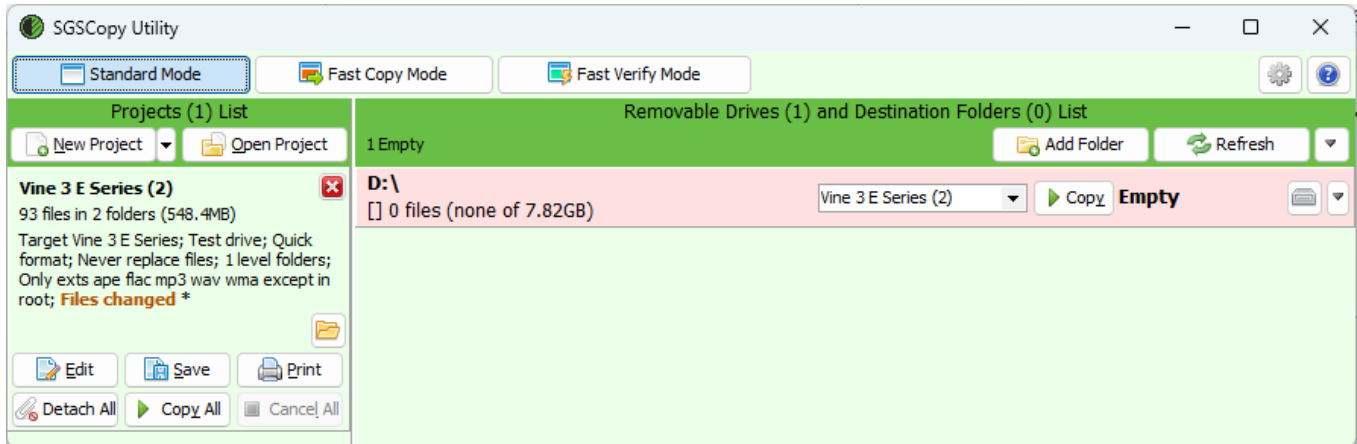


- Take a moment and make sure [your audio](#) will fit on the target player. Then click “Attach All” in the project window. But don’t worry, if your audio happens to be too large for your player, SGSCopy will not allow you to perform the copy. “Attach All” will fail when clicked, and the player line will turn purple with the “Oversize” warning.

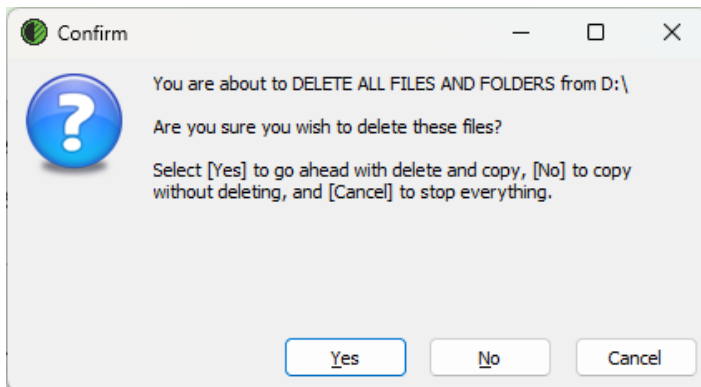


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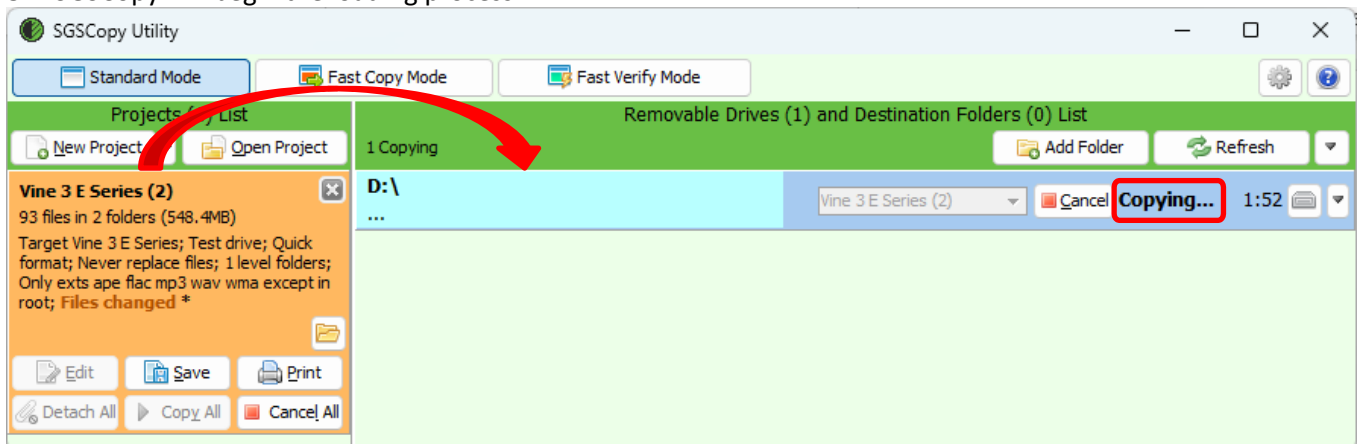
- Our player is completely empty, but had there been previous contents, the “Unverified” message would be displayed. That simply means that there is content on the player and the “Don’t verify when project first attached” option on the “Copy and Check” tab was checked. There is no need to perform pre-verification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



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

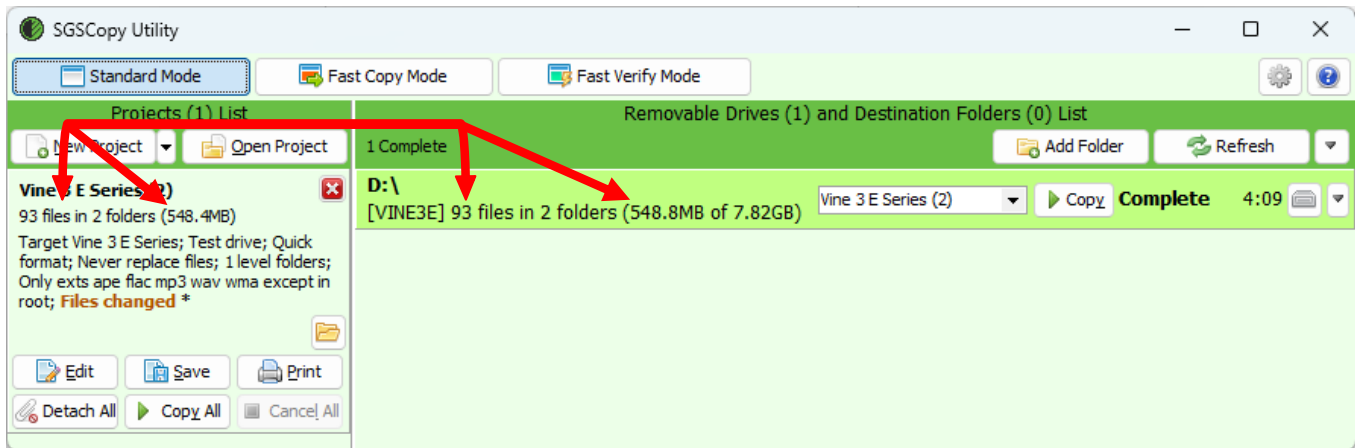


- SGSCopy will begin the loading process...



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



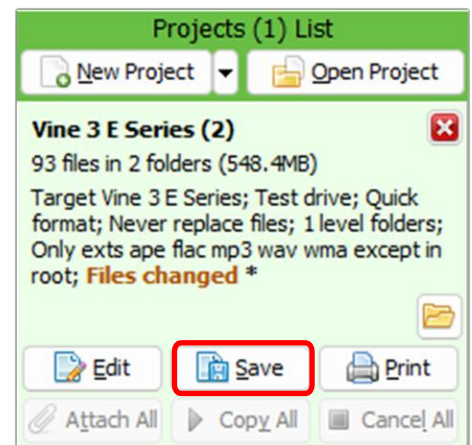
**Note: If you notice a slight difference in overall message size as reported for the folder on the hard drive vs. on the player, it is due to the difference in the way file storage is calculated between the two devices – hard drive (NTFS) vs player (FAT32).*

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:
- Review all the settings on the different screens. If something looks amiss, please make the change and try again.
 - If the completion message was “Unmatched”, review section [10: File verification](#).
 - 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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Audio Playback Bookmarks

The User-Defined Bookmarks

The Vine 3 S Series supports a total of 6 user-defined bookmarks, one each for the **circled** buttons.

These bookmarks may only be accessed when in Pause Mode.

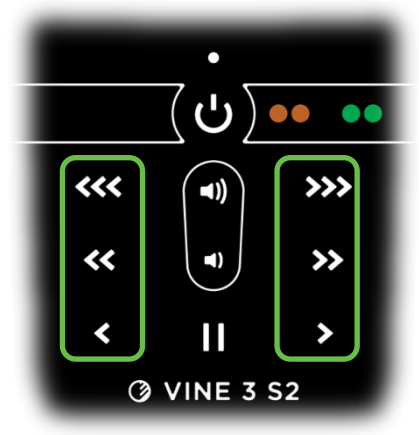
A click on any of the  buttons will resume playback from the bookmark previously associated with that button. If no bookmark is set, the player will beep 4 times and remain in Pause Mode.

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.

To resume playback from Pause Mode, click .



¹*If the player is paused for more than 15 minutes, it will beep twice and turn itself off.*

²*After the player is turned off, playback will resume later from the last position played (automatic last position bookmark).*



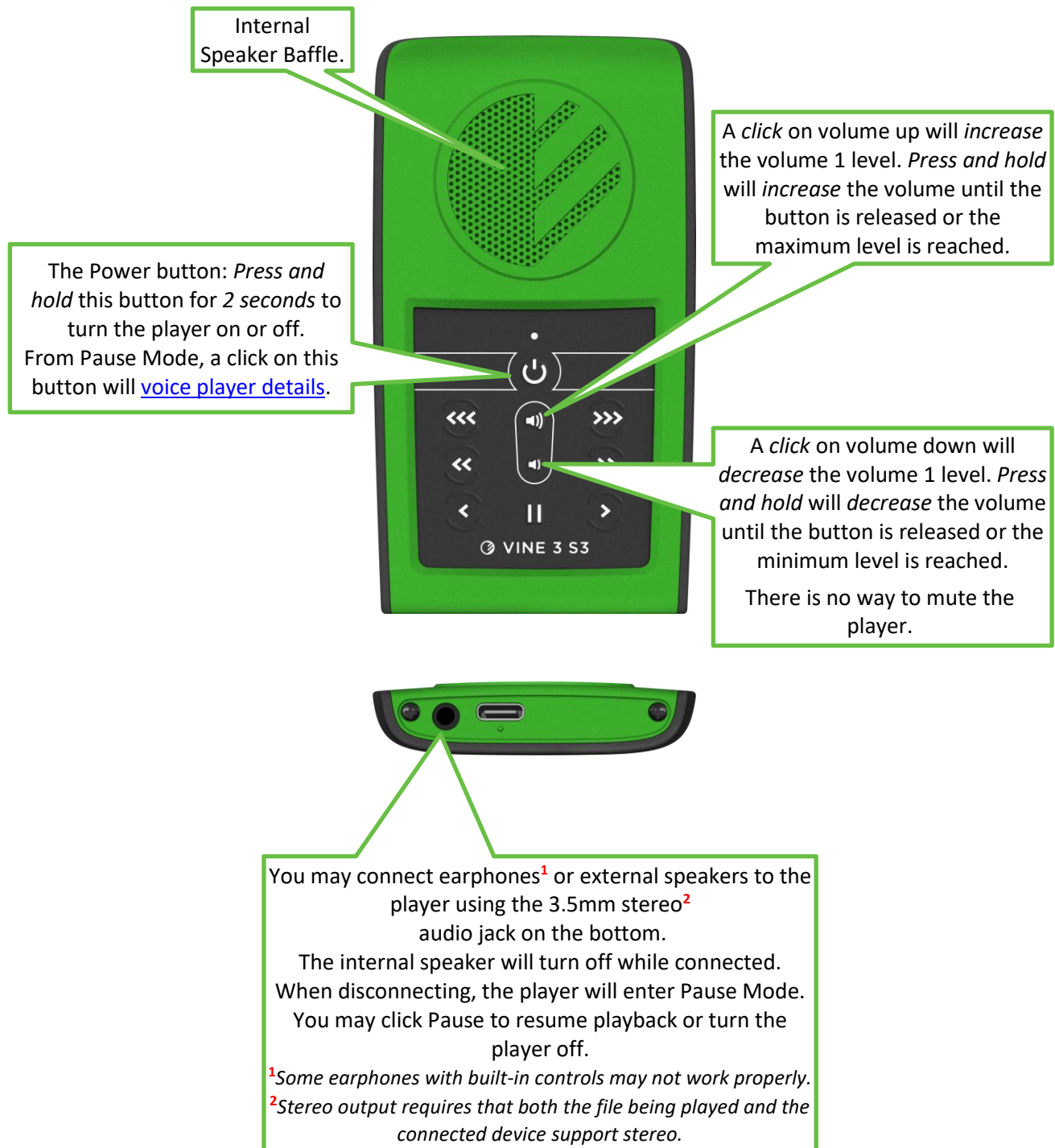
Resetting the Last Position Bookmark

To reset the last position bookmark to the beginning of the  (or only) Collection, do the following:

1. While the player is on, click the  button.
2. Once in Pause Mode, press the volume up  button for 2 seconds. The player will beep once and then turn itself off.
3. The last position bookmark is now reset to the beginning. When you turn the player back on it will play from that position.

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Earphones, Speaker and Volume



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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. See your sales representative for details.*

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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.

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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.

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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.

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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	2.18 ounces (61.8 grams)
Dimensions	4.37" x 2.28" x 0.47" (11.1cm x 5.8cm x 1.2cm)
Onboard Memory	4GB/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 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 from SGSCopy.
- 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	MP1	32kbps - 448kbps	8KHz - 48KHz
	MP2	8kbps - 384kbps	8KHz - 48KHz
	MP3	8kbps - 320kbps	8KHz - 48KHz
WAV	IMA-ADPCM	32kbps - 384kbps	8KHz - 48KHz
	MS-ADPCM	32kbps - 384kbps	8KHz - 48KHz
	PCM	128kbps - 1536kbps	8KHz - 48KHz
WMA		5kbps - 384kbps	8KHz - 48KHz

¹ [See here for more details.](#)

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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 hours¹ or until the LED stops blinking². While charging, the LED will blink.



Plug the player into any standard computer USB port using a “USB to USB-C” cable for about 3 hours¹ or until the LED stops blinking². 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 hours¹ (the LED will not blink during solar charging).

¹Actual charge time will vary according to the current battery capacity and method of charging used.

²While 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.

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

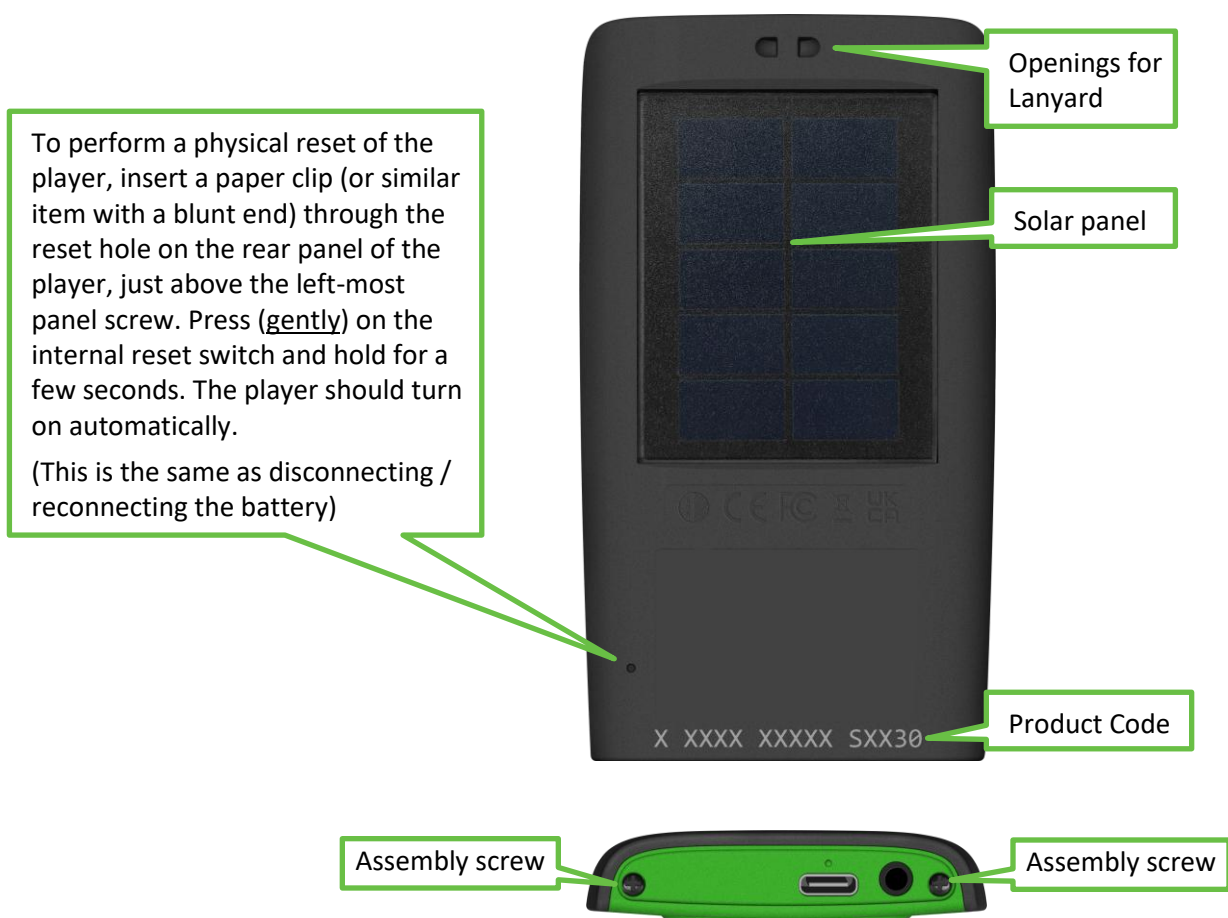
- When not in use and whenever possible, keep the player in a cool place, which will also help to preserve battery life.
- Before stowing the player for prolonged periods, make sure the battery is at least partially charged.
- If stored for *extended* periods, it is recommended to recharge the player 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 the 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](#).



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Troubleshooting

Symptom	Possible Cause/Solution
Player will not turn on	<p><i>Low Battery</i></p> <ul style="list-style-type: none"> Make sure the battery is charged per the instructions <p><i>Player needs to be reset</i></p> <p>See Resetting the player</p>
Player turns on but there is no sound	<p><i>Volume is set to minimum</i></p> <ul style="list-style-type: none"> Turn the volume up <p><i>Speaker is not working</i></p> <ul style="list-style-type: none"> The speaker may be disconnected or poorly connected. Remove the back panel, open the player and check the speaker connector. If poorly connected, reseal the plug in the socket. <p>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</p>
Player LED does not light up when connected to the computer	<p>USB port has not been initialized.</p> <ul style="list-style-type: none"> Use a different USB port on the computer; check w/other device <p>USB HUB is not working</p> <ul style="list-style-type: none"> Make sure the HUB has power Make sure all USB cables are properly connected <p>Incorrect/Faulty USB cable</p> <ul style="list-style-type: none"> Verify that the firmware does not require SSU cable Replace with a working USB 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 player lights-up, the data cable is incorrect/faulty <p><i>Player is faulty</i></p> <ul style="list-style-type: none"> Contact SGS
Player LED blinks red every minute	<p><i>Low Battery</i></p> <ul style="list-style-type: none"> Make sure the battery is charged per the instructions
Player does not respond or register when connected to the computer with the proper USB cable	<p><i>Player may be "locked up"</i></p> <ul style="list-style-type: none"> Try resetting the player (see Resetting the player). <p><i>USB port has not been initialized</i></p> <ul style="list-style-type: none"> Switch to a different USB port <p><i>USB cable might be faulty</i></p> <ul style="list-style-type: none"> Replace with a working USB cable
Cannot navigate Sections on a S3 model	<p><i>S3 has no Collection/Section button</i></p> <p>While it is acceptable to use a 3 or 4 level structure on an S3, because there is no Collection/Section button, there is no way to navigate directly to Sections, but you can traverse additional Sections is by using the Subsection buttons.</p>

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Troubleshooting continued...

Symptom	Possible Cause/Solution
Cross navigation does not work	<p>Make sure the player is a Vine 3 S2 model</p> <ul style="list-style-type: none"> Cross navigation is only available on the S2 <p><i>The second Collection folder is missing, incomplete or incorrect</i></p> <p><i>The two Collection folders do not mirror each other exactly (SGSCopy will check that for you)</i></p> <ul style="list-style-type: none"> See Cross Navigation rules, correct the audio and reload player <p><i>The player was not configured correctly from SGSCopy for Cross Navigation</i></p> <ul style="list-style-type: none"> See here for the Cross Navigation setting
Player “locks up” during navigation Navigation not what is expected	<p><i>Invalid folder layout</i></p> <p><i>Unsupported files encountered and skipped</i></p> <p><i>Empty folders encountered and skipped</i></p> <ul style="list-style-type: none"> See structuring rules to make sure the audio message loaded to the player adheres 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	<p><i>Weak CPU capacity on your computer</i></p> <p><i>Too many players connected through a single USB Hub</i></p> <p><i>The source audio is somewhere other than the local PC’s hard drive (i.e. on a network computer or portable device)</i></p> <ul style="list-style-type: none"> 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. <p><i>Allocation unit size is too small</i></p> <ul style="list-style-type: none"> 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.
Player beeps 3 times and pauses	<p><i>Invalid folder structure</i></p> <p><i>No valid content/all unsupported audio file types</i></p> <p><i>Internal memory is completely empty</i></p> <ul style="list-style-type: none"> 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.
Playback is unusually fast or slow	<p><i>The Last Position Bookmark may be corrupt</i></p> <ul style="list-style-type: none"> See Resetting the Bookmark to the beginning.