R N I B

See differently

RNIB PenFriend 3 audio labeller (DL128)

Thank you for purchasing from RNIB. In the unlikely event the item is unsuitable, please contact us within 14 days of receipt to obtain your returns number. To ensure your return goes smoothly, the item and all components must be in as new condition and packed in its original, undamaged packaging. For further details and guidance on returning faulty items, please see the Terms and conditions of sale and How to contact RNIB sections of this instruction manual. Please retain these instructions for future reference.

General description

Our easy-to use labelling device lets you record your own voice on to sticky labels for attaching to a wide range of items in and around the home, at school and at work. Simply touch the RNIB PenFriend to the label to hear back your recording, for easy identification.

Label your spice jars, your CD or vinyl collection, clothing and beauty products, plant seed packets and more. For further ideas download the **PenFriend Hints and Tips Guide** from our online shop. Or, switch on your PenFriend and touch the tactile circles on the back of the instruction card to hear 15 different usage ideas.

Store up to one hour of recording on any label, 500 hours of recording time on the 16GB internal memory. You can also add MP3 music and audio books using File Explorer or the free Label Manager software on a Microsoft Windows computer.

Items supplied with the RNIB PenFriend 3

- RNIB PenFriend 3 audio labeller.
- 21 square and 84 small circular orange and yellow self-adhesive tactile labels.
- One keyfob; with four recording spots.
- Lanyard.
- "Getting started" audio instruction card; with 15 ideas for using your RNIB PenFriend 3.
- Two AAA batteries already inserted; replacement batteries are available.

Orientation

Position the PenFriend so that the thin end (tip) is facing downwards and the buttons are facing you.

The blunt top end is where the lanyard fits and contains the loudspeaker. (See **Lanyard attachment** section for details).

On the front of PenFriend are four buttons. For ease of use the buttons are of different heights with the **Power** button protruding the most and the **Mode** button the least.

Starting from the top, they are as follows: the larger round **Power On/Off** button; the **Record** button; the **Volume** button, and finally there is the **Mode** button.

With PenFriend still facing you on the left side there are two ports (holes). The top circular port is for your headphones and the bottom rectangular port is for the USB cable (not included). Please note that you will need a **Male A to Mini USB cable** to access the File Explorer and Label Manager functions.

On the back of PenFriend is the battery compartment (see the **Battery insertion and replacement** section for details.)

Audio instruction hot spots

The PenFriend is supplied in a re-usable plastic box. We recommend that you keep the box to store any new sets of tactile labels, laundry labels, coloured labels and of course the PenFriend, keeping everything in one place.

The audio instruction card inside the packaging has eight embossed sound spots which play back audio instructions about how PenFriend works, on one side, and 15 sound spots on the reverse side detailing uses for your PenFriend.

The eight instruction hotspots have rectangular raised areas which you can feel and inside each rectangle is an instruction. From top to bottom of the card:

- General information.
- Power.
- Record.
- Volume.
- Mode.
- Saving files.
- Download.
- Batteries.

Switch on the PenFriend by pressing the large protruded top button for two seconds. You will hear a bleep. Simply tap the thin end of PenFriend on any of the hotspots and it will read out loud the relevant instructions. Move onto the next tactile hot spot to learn more.

Getting started

Your PenFriend audio labeller is supplied with two AAA batteries installed. To save battery life the device switches off after 10 minutes of no use. It will give an audible CHING to notify you. If you use headphones the battery life is maximised by not using the speaker.

Lanyard attachment

Take the PenFriend lanyard and attach the metal end by pulling the spring lever back and threading the metal hook through the loop at the

end of the pen. Release the lever and the lanyard will stay securely in place. At the opposite end of the lanyard is a plastic connector with a safety latch. Should the lanyard be tugged it will split open to protect your neck. You can snap the plastic back into position to continue.

Using your RNIB PenFriend

There are four buttons of reducing height on your PenFriend. The most important buttons, the **Power** and **Record** buttons, stand out proud over the body of the pen for easy detection. The **Volume** button only slightly protrudes, and the **Mode** button remains flush with the body of the pen.

Power Button: Turning on your PenFriend

This is the first button from the top blunt end. Press the **Power** button for two seconds. The light turns red and you will hear a BEEP. The volume level will be the same as the last time the PenFriend was used. To switch off the labeller, press the **Power** button for two seconds and you will hear a CHING and power is cut. If it is not used for 10 minutes, it will emit a CHING and switch off to save battery power.

Record button

This is the second button down. PenFriend is always in recording mode when you switch it on. To make a recording press the **Record** button and keep it pressed down while you touch the thin end of the labeller against the label you wish to record on. You will hear a BEEP to confirm that contact is made, and you can start recording. Release the **Record** button and bring PenFriend to your mouth just like a microphone and make your recordings. You will soon find the best distance away from your mouth that matches the volume of your normal voice. When you have finished speaking wait two seconds and then click the **Record** button quickly to save your recording. You will hear a BEEP to confirm that your recording has been saved.

You can overwrite a recording on any label as often as you wish by repeating the above process. If you wish to erase a recording, just repeat the above process, but don't say anything.

No recording is permanent. If on occasions you wish to protect your recordings from accidental erasure, please use the Label Manager.

Remember the sequence: Press, keep pressed, touch label (BEEP), release, speak, press and release (BEEP).

You can record up to one hour on any single label, so your PenFriend can be used for short messages as well as long ones. The internal memory is 16GB which allows up to 500 hours of recording.

Playback

To play back a recording, make sure that you are in the default recording mode (red light). Touch any label with recordings and you will hear it played back. To pause the audio, press and release the **Power** button quickly. The audio will pause; press and release quickly again and the audio will continue.

Volume

The third button from the top is both **Volume up/down**. It is nearly flush with the body of the PenFriend. Click quickly to scroll up and down the volume levels. If you are using headphones, remember that the volume level might need changing.

NB: The volume level you set will become the default when you next switch on the labeller.

Mode functions

The fourth button down is the **Mode** button. It is flush with the body of the PenFriend. When held down, this enables you to switch between each of the labeller's four different functions.

1. Recording and Playback mode (one beep).
2. Audio Book mode (two beeps).
3. MP3 mode (three beeps)
4. Talking Book mode (no beep). If you have loaded a Talking Book, you will continue listening from where you last stopped.
5. Click again (one beep) to return to Recording mode.

Recording and Playback mode

When you turn on your PenFriend it is automatically in Recording and Playback mode. In this setting you can record, store and play back voice recordings you have saved to labels. (See the **Record button** section.)

Audio Book mode

When you turn PenFriend on, you are automatically in Recording and Playback mode. If you press and hold the **Mode** button you hear two beeps and a message is played "Welcome to PenFriend". This mode enables you to access audio shared reading books and posters for children in over 60 languages, including Arabic, Chinese, English, French, Spanish.

Please visit penfriendlabeller.com/products to view the products available and where to buy from in different countries. Use your PenFriend to play back the audio, page by page, by placing your PenFriend in the top corners of pages. You can also record your own messages or story telling on every page without losing the original recordings for full family interaction.

MP3 mode

When in Audio Book (blue light) mode, press and hold the **Mode** button again. You will hear three beeps. This indicates you are now in the MP3 mode and can listen to your own music. Transfer your music onto your PenFriend using either File Explorer or the free Label Manager software.

You can delete songs and add new songs. You can also define your own Playback Sequence. Penfriend's 16GB memory allows you told hold 2,000 songs. If there is no MP3 content on your PenFriend, it will automatically move to Talking Book mode. If there is no Talking Book loaded, then PenFriend 3 goes back to the Recording and Playback mode (red light).

RNIB Talking Book mode

This mode allows you to save an RNIB Talking Book onto your PenFriend, so you can continue listening to your book while outdoors or travelling. You can transfer books from Memory Sticks and DAISY CDs, as well as DAISY Downloads. PenFriend 3 will remember the sentence where you last switched off to give you a continuous rendition without having to bookmark. You can only load one Talking Book at a time.

Listening to a recorded label

Each time you switch on your PenFriend it automatically starts in the correct mode for playing back your recordings or to record new labels. Touch the recorded label with the thin end of the PenFriend to hear your recording.

Reusing labels

You can record onto a label as many times as you like since all the labels are reusable. Remember that the previous recording will automatically be replaced with the new recording. Labels can be protected with clear sticky tape, laminate and even glass panels. PenFriend will playback just as easily.

File management software

If you've access to a Windows based computer, you can backup and manage your recordings using **File Explorer** or the free **Label Manager software** which can be downloaded from penfriendlabeller.com/penfriend-manager

Label Manager software interfaces

After you have installed the programme, select the **Label Manager** icon and open the programme. You will be presented with the Label Manager home screen and two access options:

1. **Audio Interface**, which is the Jaws ready simple backup system.
2. **Graphic Interface** for which you may require sighted assistance.

Most of the utility functions such as backups/restore can be done on both interfaces. Use the Graphics Interface or File Explorer for loading music and Talking Books.

File Explorer

You can also use File Explorer on your PC to manager your files and upload music and Talking Book content to your PenFriend 3.

Backup files

This function allows you to back up, restore, add and delete files.

Audio Interface

This Interface enables you to back up **all** your recordings or delete **all** of them. For fine tuning recordings you will need to use the Graphics Interface.

1. Select **1. Audio Interface** in Label Manager.
2. Connect your PenFriend to the computer using a USB cable. The computer will give a BEEP to indicate connection has been made.
3. Select **Backup Files** and select the location of where you want to save your backup. All your files will be copied onto your computer. You will not lose any files on the PenFriend.
4. Once the backup is complete JAWS will announce "Your backup is complete"
5. Disconnect your PenFriend.
6. Any time you wish you can restore past recordings by connecting again, this time selecting **Restore Into Pen**.
7. Sometimes, you may want to start all over again. In this case by selecting **Delete Files** you can erase all your files.
8. If you wish to add a single file to a single label, select the add file button. If you wish to manage all your files, moving audio around labels, add more than one audio file, etc, you will need to use the **Graphic Interface**.

Graphic Interface

This Interface enables you to fine tune your recordings by selecting recordings.

1. Select **2. Graphic Interface** in Label Manager.
2. Connect your PenFriend to a Windows computer using a USB cable. The PenFriend graphic in the bottom left of the screen will show a green tick to indicate connection has been made.
3. Select **PEN files** and see all your recordings against each unique label.
4. Select **Add Files** to allocate any pre-recordings such as music, recitals, birdsongs, to specific label numbers.

Adding Talking Books

This can be done using the Graphic Interface option in the Label Manager software or by using File Explorer on your PC. At the time of producing these instructions, the Audio Interface is under development to include this functionality.

This function allows you to transfer Talking Book files to your PenFriend. You can store one book at a time on your PenFriend.

File explorer
Your book files must be unzipped before loading onto the PenFriend using File Explorer.

1. Connect your PenFriend to the computer using a USB cable.
2. Open **File Explorer** on your computer.
3. Locate the **PenFriend drive** and open the **Book folder**.
4. Open the folder containing your **Talking Book files**.
5. Select and copy the files you wish to add to your PenFriend and paste them into the PenFriend **Book folder**. Alternatively, you can drag and drop files from one folder to another.
6. To play back the book files, put your PenFriend into **Talking Book Mode** (press the **Mode** button four times).

Graphic Interface
1. Select **2. Graphics Interface** in Label Manager.
2. Connect your PenFriend to the computer using a USB cable. The PenFriend graphic in the bottom left of the screen will show a green tick to indicate connection has been made.
3. Select **Talking Books**.
4. The left column will show you the current book installed on your PenFriend (blank if no book installed). The right column shows the books you've loaded into Label Manager.
5. In the top right, select the **browse button**. For books saved on your computer, select **MP3/DAISY CD files**. For books downloaded from the internet as a zip file (such as RNIB's Talking Book Library), select **DAISY Book Zip Files**.
6. Browse for the book you wish to add. The software will automatically unzip files as required.

7. Select the red **Transfer to PenFrien**d button in the bottom right corner of your screen.
8. You'll be asked to confirm that you wish to replace the existing book (if applicable).
9. To play back the book, put your PenFriend into **Talking book Mode** (press the **Mode** button four times).
10. The narration will flow automatically from chapter to chapter. Anytime you wish to stop, just press the **Power** button in the usual way for three seconds until you hear the CHING sound.
11. When you wish to continue listening go back to **Talking Book Mode** and PenFriend will carry on where you left off.

Adding music

This can be done using the Graphic Interface option in the Label Manager software or by using File Explorer on your PC. At the time of producing these instructions, the Audio Interface is under development to include this functionality.

This function allows you to transfer MP3 music files to your PenFriend. Although the memory can hold about 1,000 MP3 song files, we recommend storing your collection on a hard disk and having around 100 songs on your PenFriend at any time, if you wish to be able to manage the playback sequence effectively.

File explorer
1. Connect your PenFriend to the computer using a USB cable.
2. Open **File Explorer**.
3. Locate the PenFriend drive and open the **MP3 folder**.
4. Open the folder containing **your MP3 music files**.
5. Select and copy the files you wish to add to your PenFriend and paste them into the PenFriend **MP3 folder**. Alternatively, you can drag and drop files from one folder to another.
6. To play back the music files, put your PenFriend into **MP3 Mode** (press the **Mode** button three times).

Graphics interface
1. Select **2. Graphic Interface** in Label Manager.

2. Connect your PenFriend to the computer using a USB cable. The PenFriend graphic in the bottom left of the screen will show a green tick to indicate connection has been made.
3. Select **Add MP3 Music**. The left column will show you the current music files installed on your PenFriend (blank if no files installed). The right column, **Choose files to add to PenFriend**, shows the music files you've loaded into Label Manager, but that are not yet on your PenFriend.
4. Double click in the right-hand column to open **Select a File**.
5. Browse your computer to find the music files you wish to upload to your PenFriend. Select **Open** to add them to your PenFriend.
6. In the right-hand column select the songs you wish to add your PenFriend and select the **Transfer MP3** button in the bottom right corner of your screen.
7. The tracks will now appear in the left-hand column, **MP3's on PenFriend (in sequence)**.
8. To play back the music files, put your PenFriend into **MP3 Mode** (press the **Mode** button three times).

Playback order and skipping tracks

Within Label Manager, using the Graphics Interface, you can edit the playback order of your music files.

1. The left-hand column, **MP3's on PenFriend (in sequence)**, shows the files on your pen.
2. Select any song and use the **UP** or **DOWN** arrows in the centre of the screen, to define its playback position.
3. Select the **Confirm Sequence** button in the bottom left of the screen.

To skip tracks, press the third button from the top of your PenFriend (this is the **Volume** button). The volume level needs to be set in Record and Playback mode and will become the default when you next switch on the labeller.

Alternatively, your headphones or portable speaker may have a separate volume control. These can be plugged into the PenFriend's audio port.

PenFriend Labeller website

You can watch instructional videos or download audio instructions at **penfriendlabeller.com** The site also hosts a discussion forum to share ideas and ask questions about PenFriend.

Select **Show Preferences** to edit the text size, text style, line spacing, contrast, table of contents and enhance inputs to suit your needs.

Battery replacement

PenFriend has an audible "**battery low**" alert to let you know when the batteries need replacing. When this alert sounds replace the two AAA batteries. Your recordings will not be affected when replacing the batteries.

At the thin end of the back cover is a clip. Gently push the clip towards the blunt speaker end and lift. The battery lid will come off. PenFriend runs on standard AAA batteries. Place the lid carefully on the table, noting the end that has the clip.

Remove the first battery that is in the blunt speaker end, then let the second battery slide towards the speaker end before removing. Do not try to remove the second battery at the thin end since the design ensures it cannot be taken out.

Similarly, when you put in new batteries make sure that the flat end (negative) is facing the thin end of the PenFriend. Slide it down until it reaches the spring, then plug-in the first battery with the flat end in contact with the second battery.

Replace the battery cover by inserting the small nodule at the top of the cover into the hole at the blunt end of the battery compartment, then push the cover down. Pull the clip gently towards the thin end and you will hear a click when it is in place, indicating that the cover has been locked.

If you insert the batteries the wrong way around, no damage will be done but the PenFriend will not start.

Replacement batteries are available from RNIB. **Please note:** RNIB does not guarantee batteries.

How to contact RNIB

Phone: 0303 123 9999
Email: shop@rnib.org.uk
Address: RNIB, Northminster House, Northminster, Peterborough PE1 1YN
Online Shop: shop.rnib.org.uk
Business and international customers: kaorders@rnib.org.uk

Terms and conditions of sale

This product is guaranteed from manufacturing faults for 12 months from the date of purchase. If you have any issues with the product and you did not purchase directly from RNIB then please contact your retailer in the first instance.

For all returns and repairs contact RNIB first to get a returns authorisation number to help us deal efficiently with your product return.

You can request full terms and conditions from RNIB or view them online.

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This product is CE marked and fully complies with all applicable EU legislation.

Recycling electrical equipment

Please do not throw items marked with this symbol in your bin. Recycle your electricals and electronic devices **free** at your local recycling centre. Search for your nearest recycling centre by visiting recyclenow.com

Why recycle?
Unwanted electrical equipment is the UK's fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

RNIB are proud to support your local authority in providing local recycling facilities for electrical equipment.

To remind you that old electrical equipment can be recycled, it is now marked with the crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with this symbol) in your bin.

What is WEEE?
The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items.

How are we helping?
In the UK, distributors including retailers must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge.

As a responsible retailer, we have met the requirements placed on us by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS).

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