

Taking Care of the Livescribe Smartpen

Livescribe Smart Pens have an ion battery in them. Therefore, if the pen is not kept charged and is allowed to run down completely, the pen will no longer work and will need to be replaced. It is the user's responsibility to keep the pen charged at all times or he/she will be responsible for replacing the pen.

How do I clean and maintain my smartpen?

The Livescribe smartpen, like any other electronic device, requires proper maintenance in order to ensure longevity.

Note that failure to maintain your smartpen properly can cause premature failure of your battery, display or other hardware components.

Here are some important points to keep in mind to protect your investment:

Smartpen Care

1. Use your smartpen regularly. Your smartpen contains a lithium-ion battery which is not replaceable. If left in an uncharged state for an extended period of time, the battery will lose its capacity. You can prevent this by going through a complete cycle each month by draining the smartpen all the way down, then giving it a complete charge for 2.5 hours. If you need to store your smartpen for a while, please make sure it's fully charged before storing your smartpen.
2. Do not attempt to charge your smartpen via any means other than the included Micro USB cable or a standard Micro USB cable (Pulse smartpens use the USB charging cradle).
3. Keep your smartpen firmware current by installing any updates so you'll have the best experience.
4. If your smartpen has been in an extremely cold environment, allow it to warm up for a few hours before powering it on.
5. Low humidity environments can lead to static electricity; high humidity environments can lead to condensation - both of which are harmful to your smartpen.

Cleaning Your Smartpen

1. If your smartpen acts sluggish or non-responsive when you interact with the printed paper controls, there may be dirt in the infrared camera lens area. Gently clean the lens with an alcohol wipe or cotton swab.
2. Regularly clean the exterior of your smartpen with a clean, soft cloth dampened lightly with water. While cleaning, do not pour water on your smartpen or submerge the smartpen in water. Your smartpen is not waterproof. Exposure to water inside the smartpen will damage the electronic components and nullify your warranty. Do not leave the smartpen exposed in damp environments.

WORKING WITH YOUR LIVESCRIBE SMARTPEN -- NEVER LET BATTERY RUN DOWN TO EMPTY -- **YOU WILL BE CHARGED FOR THE PEN.**

Downloading Echo Desktop

1. Go to the following link: <http://www.livescribe.com/en-us/support/echo/setup/>.
2. Choose either the Windows or Mac OS version of the software
3. Save the install file to your desktop or downloads folder
4. Double click the install file after downloading (should be named something similar to: LivescribeDesktop_Install)
5. Click the next button when prompted and agree to the terms and conditions
6. Click next and wait while the software installs
7. After installation a Livescribe Desktop icon should appear on your desktop
8. Double click this icon to open the software.

Updating Notice Appears on Echo Desktop

There may be an instance when you connect your pen to your laptop to upload your notes onto Echo Desktop, and you receive a notice that an update for your pen is available. When this happens, you will be able to click on Update Now, and your pen will automatically update.

Uploading Audio and Pages from the Pen

1. Plug the smartpen into the computer; Echo Desktop will automatically open up.
3. The pen will automatically begin uploading any new audio or pages located on the pen
4. If the pen does not upload anything or fails to upload, and you know there are new files on the pen, this means the pen needs updated (see instructions for updating the pen above)
5. Once notes are uploaded, click on Audio tab on the top left of the page. This will open up a screen listing all of the notes you have uploaded onto Echo Desktop. From here, you may: 1) View your uploaded notes along with the corresponding recorded audio; or 2) View your uploaded notes without audio.

Deleting Notes from Pen

There are a few ways to delete notes from your pen. The following procedure uses the navigational tool on your LiveScribe notebook:

IMPORTANT NOTE: Once you delete a session from your smartpen, your paper notes will no longer play back. Replay audio that was associated with that ink. This deletion is permanent. Unless you have transferred the sessions to your Echo Desktop the session will be lost.

1. After turning on your smartpen, double-tap the center of a Nav Plus and your smartpen should display Main Menu.
2. Tap the down arrow on your Nav Plus to take you to Paper Replay.
3. Tap the right arrow to take you to Record Session.
4. Tap the down arrow to take you to Play Session.
5. Tap the down arrow once more to take you to Delete Session.

To delete an individual session:

1. Tap the right arrow to access your sessions.
2. Use the up and down arrows to select the session you want to delete.
3. Tap right for the "Delete Session?" prompt.
4. Tap right again for the "Session Deleted" message that confirms the paper replay file has been removed from your smartpen.

To delete all of your sessions using your smartpen:

1. Tap the down arrow once more to take you to Delete All Sessions.
2. Tap the right arrow for the "Delete all sessions on Pen?" prompt.
3. Tap right again for the "All sessions deleted" message that confirms that all of the paper replay files have been removed from your smartpen.

The following is an option to delete notes from your pen using Echo Desktop, with your pen connected to your laptop and Echo Desktop open:

1. To clear pages from the pen, click the pages tab in the top left corner of Echo Desktop
2. Right click the notebook which has just been uploaded (should be at the top of the list on the left)
3. After right clicking, choose the option that says archive notebook
4. This saves the notebook into Echo Desktop and clears it from the pen
5. To clear audio from the pen, click the audio tab next to the pages tab
6. You will see a list of all audio that you have uploaded into Echo Desktop, look at the information in the source column
7. If the source says the name of the smartpen, right click that file and click delete from pen

Interacting with the Smartpen Notebook

1. To return to the main menu on the smartpen, tap the center of the arrows in the bottom left corner on any page (Nav Plus)
2. Tap the up and down arrows to sort through different options on the smartpen

arrow if you would like to select an option

tion there may be several more options, where you will have to tap the down and right arrows again

a left arrow to go back to a previous menu.

Batteries/Ink

With a fully charged battery, you can:

- Capture text for approximately 6.5 hours.
- Record audio (without text) for approximately 7.5 hours
- Record audio and text for approximately 4.5 hours

Below are the approximate number of pages your ink cartridge will last before it needs replacement:

Notebook Type	Medium Point Cartridge	Fine Point Cartridge
8.5" x 11"	35 pages	56 pages
A5 – small black notebook	60 pages	95 pages
Journal	65 pages	105 pages

Re-using LiveScribe Notebooks

Because of ODS's commitment to sustainability, and the cost of notebooks, ODS strongly encourages students to continue to use LiveScribe notebooks until all paper is used. At the end of a semester, we ask that you Archive all notebooks. Archiving will allow you to use the same notebooks the following semester by following these steps:

To archive a notebook:

1. Open Echo Desktop.
2. Dock the smartpen you are removing the notebook from. **NOTE:** You must dock the smartpen that contains the notebook in order for the archive option to be available for that notebook.
After any new notes or sessions finish transferring click the notebook you want to archive from the notebook list in the left Navigation window.
3. Choose "File > Archive Notebook..."
4. Windows users - when prompted with "You are about to archive '<notebook name>'.", click "OK" to confirm the archive operation, otherwise click "Cancel". Windows and Mac users - When prompted with the archive warning message, click "Archive" if you still want to archive the notebook. Otherwise click "Cancel".
5. Once Livescribe Desktop finishes the archive you will see the archived notebook in your "Library" tab in an "Archived Notebooks" group (Windows) / under your smartpen name labeled as "[Archived] <notebook name>" (Mac).

Once you have archived a notebook, you may use that same notebook for another semester.

Recording Lectures Without Using the Notebook – Audio Only

1. Hold down the “on” button on your Echo smart pen until you see REC (only takes a second).
2. When you are finished recording, turn the pen off. Your audio is recorded.

Playing Audio Sessions From The SmartPen

You are able to use this feature when:

- You recorded a session without using the LiveScribe notebook (see above).
- You want to listen to a session, but you may not have that particular notebook.

Follow these steps:

1. Double-tap the center of a Menu button (lower left corner of any notebook page) to reach your smartpen Main Menu.
2. Tap down arrow for Paper Replay.
3. Tap right arrow to select the Paper Replay application menu. The first item in the list is Record Session.
4. Tap the down arrow to select Play Sessions.
5. Tap the right arrow to view a list of sessions by timestamp.
6. Tap the down arrow to scroll through the list of sessions. Paperless sessions will have an “*” next to them and will be listed first. Paper sessions will not have an “*” and will be listed after paperless sessions.
7. Tap the right arrow to select the audio session that you want to open. Playback will begin.

Common Problems and Solutions

1. Notes not downloading or pen not interacting properly with notebook – you will need to remove the registration key on the pen by contacting Livescribe and using the Live Chat (www.livescribe.com – click support, then echo, then Chat). Livescribe will provide link to de-register pen. This solution is used when you have notes on the pen that you do not want to lose.
2. If you do not have notes on the pen for downloading, and you are having difficulties interacting with the notebook or recording, you are able to perform a master reset of the pen. PLEASE NOTE – MASTER RESET WILL ERASE ALL NOTES AND AUDIO ON THE PEN.

For Window Users, please follow the directions on this link:

https://livescribe.custhelp.com/app/answers/detail/a_id/97/kw/master%20reset%20for%20windows

For MAC users, please follow directions on this link:

https://livescribe.custhelp.com/app/answers/detail/a_id/109/kw/master%20reset%20for%20MAC

By using this Master Utility Reset – please remember – all notes and audio will be erased from the pen.