# RNIB PenFriend trouble-shooting guide

## DL121 – version 3 (2019)

## DL110 – version 2 (2014)

## DL76 – version 1 (2009)

Last reviewed: 5 August 2022

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This guide is designed to help you deal with the most common issues and questions on the PenFriend. If the issue isn’t covered here, please refer to the Tech for Life team for further assistance on 0303 123 9999.

## Hints and tips guide (June 2019)

* [Accessible PDF version of the PenFriend hints and tips guide (APDF)](https://rnibwebappsexternalprod.blob.core.windows.net/ecominstructions/instructions/PenFriend_3_hints_and_tips_(APDF).pdf)
* [Word Doc version of the PenFriend hints and tips guide (DOC)](https://rnibwebappsexternalprod.blob.core.windows.net/ecominstructions/instructions/PenFriend_hints_and_tips_guide.doc)

## PenFriend does not turn on, powers on or red light flashes but no sound is heard

This could indicate an issue with the installed batteries. Replace the batteries and try powering on the PenFriend as usual. If this does not work, the product will need to be returned to RNIB.

## When labels are touched with the end of the pen, no recording is heard

Check that the PenFriend is in the correct mode for playing back recordings. Press the mode button repeatedly until one beep is heard. If the volume is too low, press the volume key to increase the volume of the sound.

PenFriend stores separate volume levels for headphones and internal speaker so if volume is low when using headphones, press volume key repeatedly until desired volume is reached.

## Recordings appear on more than one label in the same batch

This could be an issue with the labels the customer has chosen to purchase. Once the included assorted labels are used, purchasing label packs in alphabetical order is recommended to avoid label duplication. If the customer wishes to buy laundry labels in addition to standard labels, packs need to have a different alphabetic designation so please bear this in mind.

## Penfriend won’t let me label more of the same items with one label.

You need to cut up one larger label to make the number of smaller labels required.

## ****Can you add to recordings done using the magnetic discs? For example, if I record a shopping list and want to add extra items as I remember them, is this possible?****

No. The recording is stored as an mp3 file therefore any new recording will overwrite the original one and create a completely new file**.**

## ****How does the audio book function work on PenFriend 3?****

You can transfer books from your computer to your PenFriend 3 using File Explorer. Your PenFriend will need to be connected to your computer using a USB cable. Full details on how to complete the transfer can be found in the instructions which can be downloaded from [RNIB shop](https://shop.rnib.org.uk/rnib-penfriend-3-audio-labeller).

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