

# Companion and Shield User Guide



*Everything you need to know to get the most from your Companion and Shield\* audio player.*

*\*Functionally, The Shield is identical to The Companion except that The Shield has a single color **red** LED.*

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## Glossary of terms

Term	Description
2-second press	Synonymous with “long press”. Press, hold for 2 seconds and release.
AAC-LC	“Advanced Audio Coding - Low Compression” audio format.
ACELP	“Algebraic code-excited linear prediction” audio format.
APE	“Monkey’s Audio” i.e. “ape”, a lossless audio format.
Audible or AA	Proprietary audio format developed by Audible, Inc, for secure distribution of audiobooks.
Bookmark	The storing of a setting or audio file playback position for use later.
Charge-only USB cable	A USB cable that can only be used for charging while connected to a computer or other source.
Click	A short press
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.
Default bookmark	A user-set bookmark Companion will use for resumption of playback when turned on.
Firmware	Permanent software programmed into the player’s read-only memory.
FLAC	“Free Lossless Audio Codec”, an audio format like MP3, but uses a lossless compression.
HUB or USB HUB	A device that expands a single Universal Serial Bus ( <a href="#">USB</a> ) port into several so that there are more ports available to connect devices to a host system.
LED	“Light-emitting diode” A semiconductor device that emits visible light when an electric current passes through it.
Lithium Ion battery	(sometimes <b>Li-ion</b> battery or LIB) A battery that is a member of a family of rechargeable battery types in which <b>lithium ions</b> move from the negative electrode to the positive electrode during discharge and back when charging.
Long press	Press, hold for 2 seconds and release.
microSD card	A type of removable flash memory card used for storing information. SD is an abbreviation of Secure Digital, and <b>microSD</b> cards are the smaller version of SD cards.
M4A	“MPEG-4” Very popular in the iTunes store. Many are encoded with <a href="#">AAC</a> .
MP3	“MPEG (Moving Pictures Experts Group) Layer 3” Audio file format.
OGG	An open container audio format maintained by the Xiph.Org Foundation. From “ogging”.
Onboard memory	Internal memory within the player.
OS	Operating System.
Player or Unit	A MegaVoice Companion or Shield player.
Powered HUB	A USB HUB that receives its power from direct current rather than the computer via a USB connection.
Press and hold	Continuous press until certain location is reached or the end/beginning of Section/Book/Chapter.
SaberCopy	A free computer program distributed by MegaVoice that facilitates easy and correct loading of audio to MegaVoice players.
Short press	A quick press and release, a “click”.
SLS cable	A special USB data cable (available only from MegaVoice) used for programming MegaVoice players. The onboard 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. <b>USB</b> is a cross-platform technology that is supported by most of the major operating systems.
USB port	A standard <b>cable connection</b> interface for personal computers and consumer electronic devices.
USB to micro-USB cable	A USB cable with a standard USB connector on one end and a micro-USB connector on the other.
Volume	In the context of computer operating systems, a <b>volume</b> or logical drive is a single accessible storage area with a single file system, typically (though not necessarily) resident on a single partition of a hard disk or other device.
WAV	Standard audio file format created by Microsoft.
WMA	“Windows Media Audio”, An audio file format developed by Microsoft to compete with MP3.

## Overview

MegaVoice is proud to introduce a new type of player – **The Companion** and **The Shield\***.

Unlike our typical solar powered units, the Companion is more compact and much lighter in weight. Since it does not include an internal speaker, it requires either ear phones (included) or an external speaker for listening.

The Companion has similar navigation controls to other MegaVoice players allowing the user to easily navigate between Channels, Sections, Books and Chapters.

*\*Functionally, The Shield is identical to The Companion except that The Shield has a single color **red** LED.*

The Companion/Shield offers the following features:

- ✚ Compact and lightweight, fits in a small pocket
- ✚ Support for a wide selection of [audio file types](#)
- ✚ Audio playback speed control
- ✚ microSD card reader
- ✚ Storage for one microSD card
- ✚ Three battery [options](#):
  - ✚ Rechargeable Lithium Ion
  - ✚ Disposable AAA
  - ✚ Rechargeable AAA
- ✚ Battery level indicator (*Companion only*)
- ✚ Stereo output from the 3.5mm audio jack

## Audio Programming Requirements

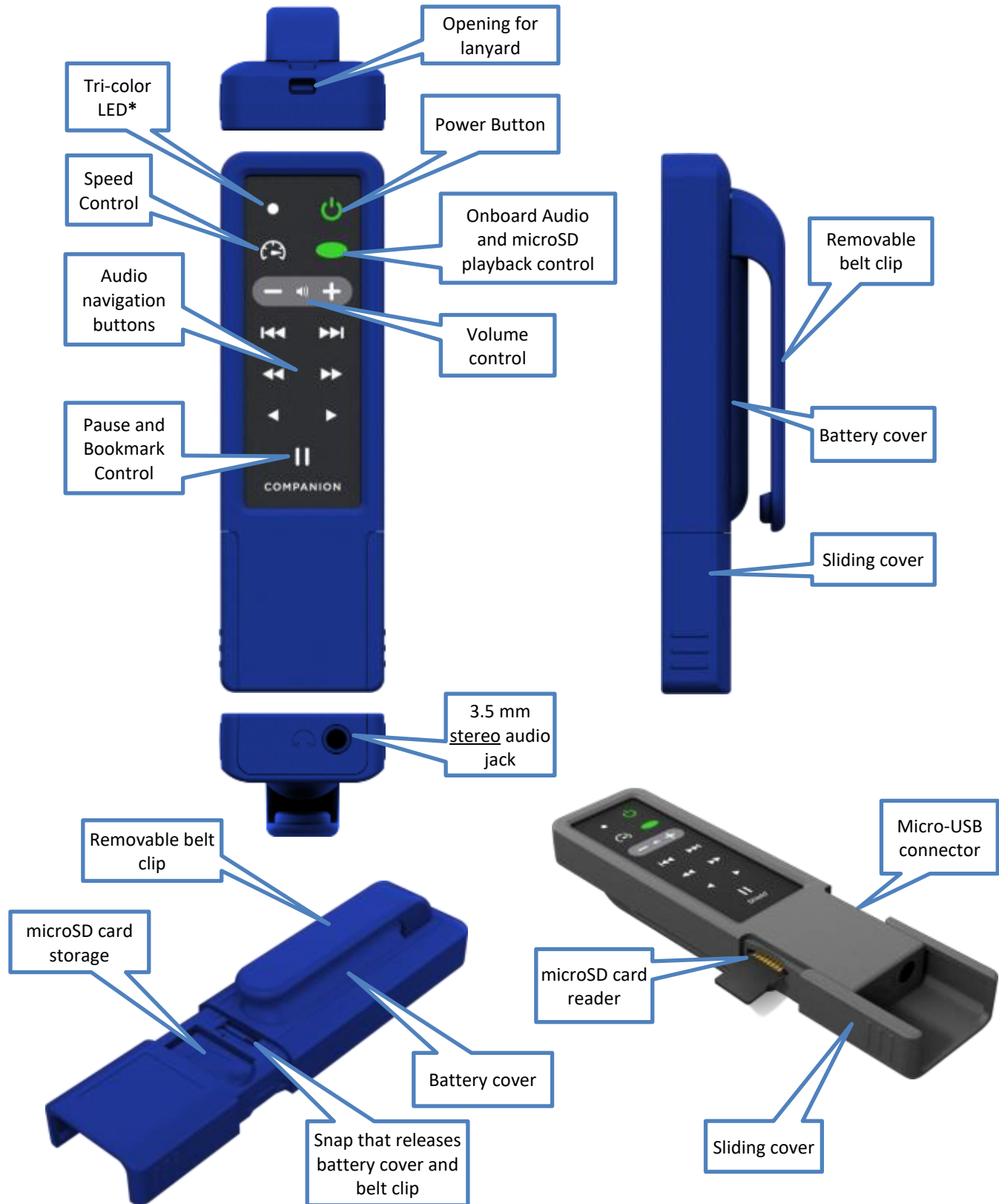
### Hardware Requirements

- ✚ A Windows PC or Mac (Intel only)
- ✚ At least one USB port (2.0 or higher)
- ✚ Enough disk space for...
  - ✚ The [SaberCopy](#) software program (around 12MB)
  - ✚ Each of your audio messages
    - ✚ At most 3.8GB/7.8GB per message depending on the size of the internal memory
  - ✚ Additional work area for restructuring message folders
- ✚ One [SLS USB cable](#) per parallel connected player ([available from MegaVoice](#))
- ✚ A [powered USB 2.0 \(or higher\) hub](#) (optional – for programming multiple players concurrently)

### Software Requirements

- ✚ [SaberCopy software \(click here to download\)](#)
- ✚ PC Operating System: Windows 7, 8.x or 10 (SaberCopy will work on XP but is not recommended since XP is no longer supported by Microsoft)
  - ✚ SaberCopy will work on Mac but requires additional setup ([see here for details](#))

## Getting to know the exterior of the Companion (and Shield)



*\*Functionally, The Shield is identical to The Companion except that The Shield has a single color **red** LED.*

## Audio Playback

### Folder Structure Requirements

The Companion provides four simple folder structures for you to choose from when loading your own audio. Following is a discussion of the rules governing those structures.

#### Structuring Rules

- ❖ Many audio file types are supported on The Companion:  
([AAC-LC/ACELP/APE/FLAC/MP3/OGG/WAV/WMA](#)/etc.). DRM (Data Rights Management) files (like [Audible](#)) are not supported. Any unrecognized file types will be considered “unsupported”.
- ❖ [M4A/AAC](#) audio file types are supported; however, M4A/AAC files that are recorded on Apple devices will not play on the Companion due to the codec used. Converting them to another audio type will solve that problem.
- ❖ The MegaVoice firmware is “forgiving” of unsupported file types encountered during playback to the extent that it will automatically skip all unrecognized files and continue with the next supported file. The player will also skip any empty folders it encounters.
- ❖ If no supported audio files are found in the onboard memory, Companion will attempt to play audio from the microSD card (if present).
- ❖ If a microSD card is not loaded in the card reader, the player will beep and go into pause mode.
- ❖ Once the player is placed in pause mode, the only thing you can do with the player in that state is to insert a properly formatted microSD card and switch to audio playback from the card. The onboard audio must be corrected before normal playback can be achieved.
- ❖ Your audio project must be structured using one of four supported folder layouts. The acceptable folder structures are valid for both the onboard memory *and* the microSD cards (with a slight difference in the number of Channel folders).



Whenever the term *your audio project* 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.

In the folder structure diagrams on the following pages, 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: Channels, Sections, Books, Chapters

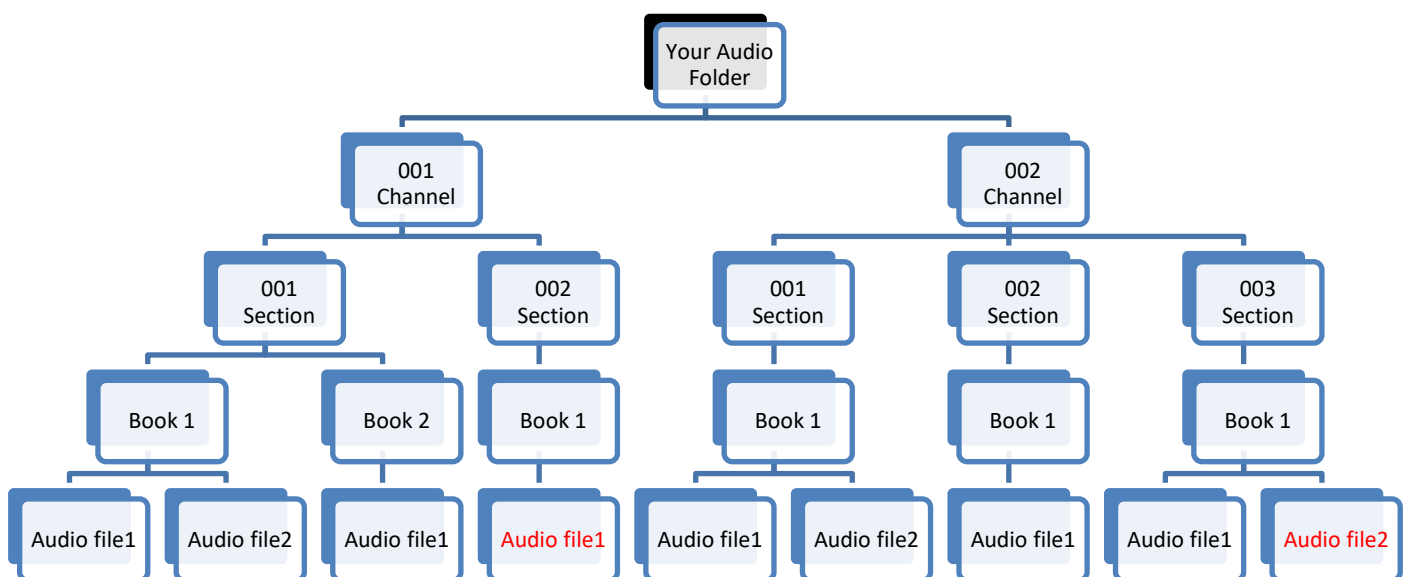
- ❖ Within your audio project folder must be at least one, and up to two, Channel folders.
  - For microSD, there may be up to 8 Channel folders.



If the intent is to use the Companion for microSD playback only, then the onboard memory may be left completely blank. When configured in this way, Companion will always expect to find a [properly structured microSD card](#) loaded and will begin playback automatically from it.

- ❖ Within each Channel folder must be at least one (and up to 20) Section folders.
  - There must not be any audio files.
- ❖ Within each Section folder must be at least one (and up to 999) Book folders.
  - There must not be any audio files.
- ❖ Within each Book folder must be at least one (and up to 999) audio files (chapters).
  - There must not be any folders.
- ❖ The Channel and Section folders must include a 3-digit numeric prefix and may also include free-form text.
  - The numeric prefixes do not have to be consecutive (Ex: 001, 003, 007...).
- ❖ The Book folders and audio files may be named with free-form text only, as long as they sort in the order in which they should be played.
  - It is recommended to include a 3-digit numeric prefix to ensure proper sorting and copying.
- ❖ Folder and file names may be up to 63 characters in length.

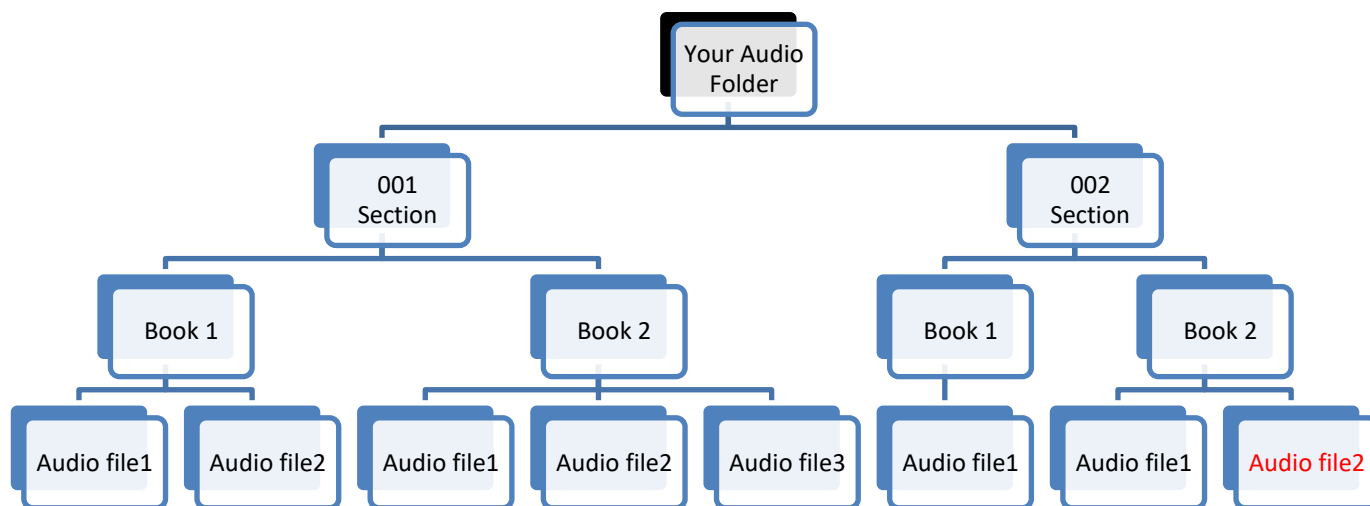
Figure 1: A Four level folder structure



### 3 levels: Sections, Books, Chapters

- ❖ Within your audio project folder must be at least one (and up to 20) Section folders.
- ❖ Within each Section folder must be at least one (and up to 999) Book folders.
  - There must not be any audio files.
- ❖ Within each Book folder must be at least one (and up to 999) audio files (chapters).
  - There must not be any folders.
- ❖ The Section folders must include a 3-digit numeric prefix and may also include free-form text.
  - The numeric prefixes do not have to be consecutive (Ex: 001, 003, 007...).
- ❖ The Book folders and audio files may be named with free-form text only, *as long as* they sort in the order in which they should be played.
  - It is recommended to include a 3-digit prefix in the Folder and File names to ensure proper sorting and copying.
- ❖ Folder names may be up to 63 characters in length.

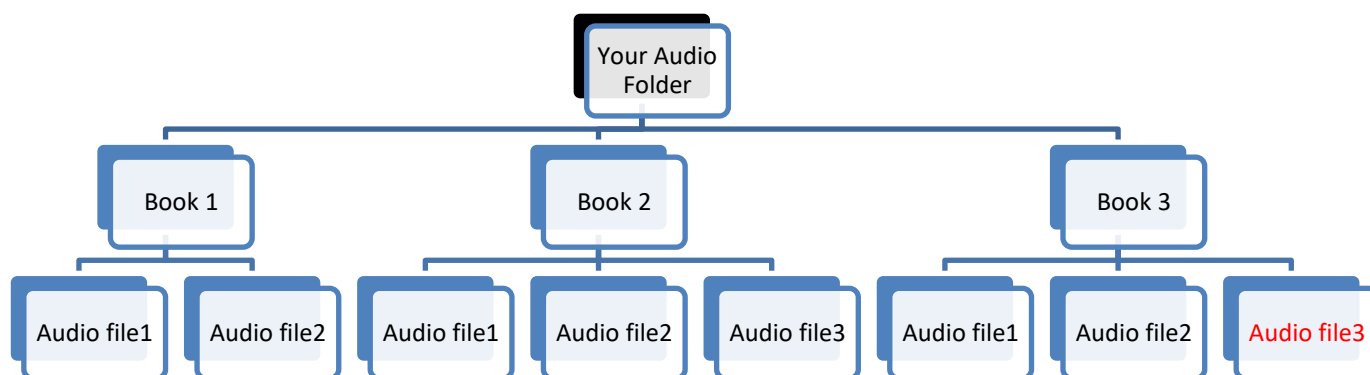
Figure 2: A Three level folder structure



## 2 levels: Books, Chapters

- ❖ Within your audio project folder must be at least one (and up to 999) Book folders.
  - There must not be any audio files.
- ❖ Within each Book folder must be at least one (and up to 999) audio files (chapters).
  - There must not be any folders.
- ❖ The Book folders and audio files may be named with free-form text only.
  - It is recommended to include a 3-digit prefix in the Folder and File names to ensure proper sorting and copying.
  - The numeric prefixes do not have to be consecutive (Ex: 001, 003, 007...).
- ❖ The names of all folders and the audio files contained within Book folders must sort in the order they should be played.
- ❖ Folder names may be up to 63 characters in length.

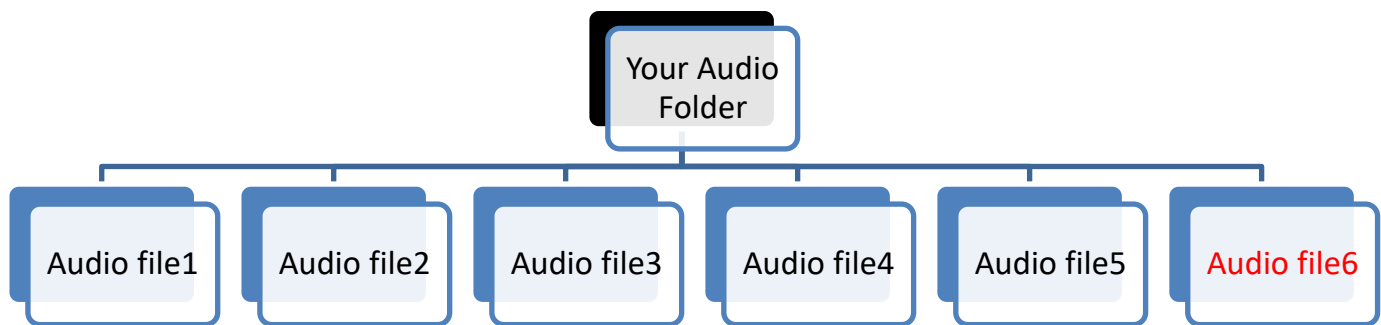
Figure 3: A Two level folder structure



### 1 level: Chapters only

- ❖ Within your audio project folder must be at least one (and up to 999) audio files (chapters).
  - There must not be any other files or folders.
- ❖ The audio files may be named with free-form text only.
  - It is recommended to include a 3-digit numeric prefix in the File names to ensure proper sorting and copying.
  - The numeric prefixes do not have to be consecutive (Ex: 001, 003, 007...).
- ❖ The names of the audio files must sort in the order they should be played.

Figure 4: A One level folder structure



### Playback looping within the structures

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.

Within the 4-level structure, looping will occur within the currently playing Channel folder. For all other structure levels, looping occurs within the entire audio content.

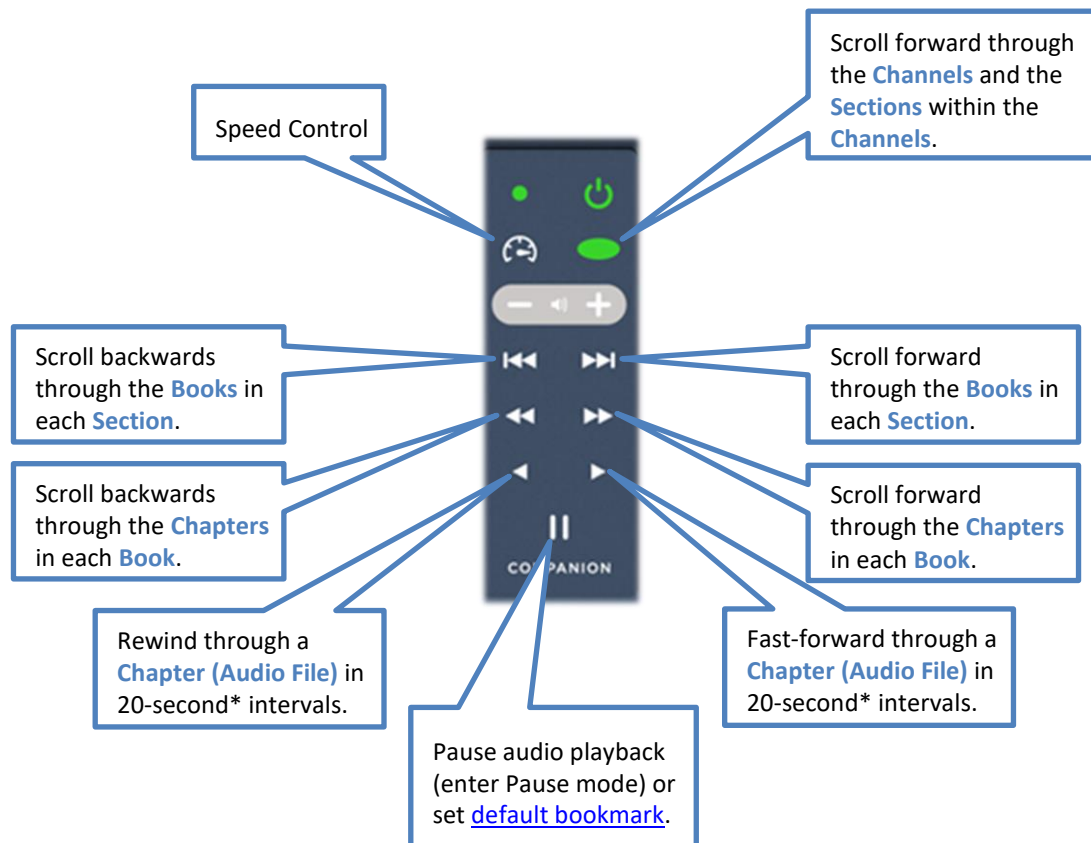
*\*In the preceding illustrations of the 4 different folder structures, the “last file” in each is highlighted in red.*

## The Keypad

The Companion comes with an intuitive raised-button keypad, offering four levels of convenient navigation through hundreds of audio files in multiple Languages.

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

### The keypad layout



*\*The actual time may vary slightly.*

## Navigation button specifics

The following diagrams address navigation while in audio playback mode, associating folders and files within the valid structures to specific buttons.


Each Channel will contain one or more “Sections”. The **Green Channel** button  controls forward navigation among the Channel folders as well as the Sections within each Channel.

Figure 5: The Channel button



A click on the **Green Channel** button will scroll to the next Section within the current **Channel**. From the last Section it will scroll back to the first within the current **Channel**.  
A 2-second press will scroll forward to the next Channel (if present).

*The LED is always **Green** when playback is from the onboard memory. On The Shield, the LED is always **Red**.*

An additional 2-second press will switch to microSD playback when a card is present in the card reader.

*The LED is always **Red** when playback is from microSD.*



Each Section must contain one or more “Books”. The  and  buttons control reverse/forward navigation through the Books.

Figure 6: Book navigation buttons



A click on this button will scroll to the previous Book in the current Section within the current Channel.

When the first Book in the current Section is reached, a click will navigate to the last Book in the previous Section within the current Channel.  
A 2-second press will skip up to 5 Books at a time.

*Press and hold* will skip 5 Books at a time until the button is released *or* the first Book within the current Section is reached.

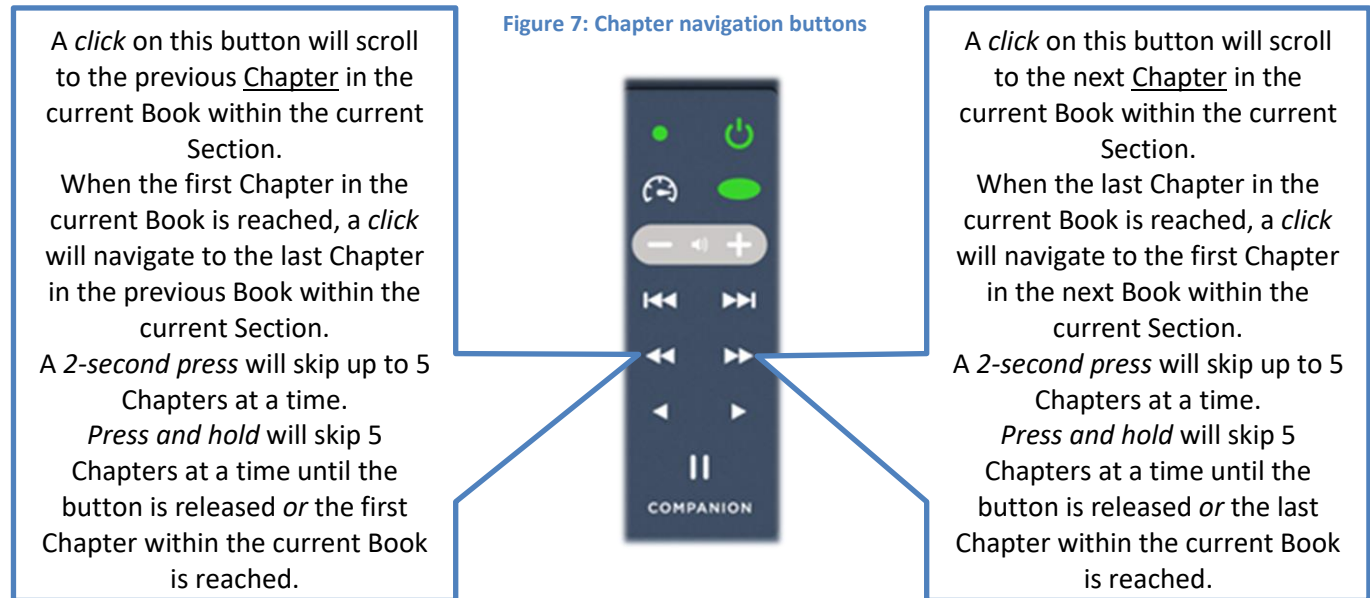
A click on this button will scroll to the next Book in the current Section within the current Channel.

When the last Book in the current Section is reached, a click will navigate to the first Book in the next Section within the current Channel.  
A 2-second press will skip up to 5 Books at a time.

*Press and hold* will skip 5 Books at a time until the button is released *or* the last Book within the current Section is reached.

Each Book will contain one or more “Chapters”. The ◀ and ▶ buttons control reverse/forward navigation through the Chapters.

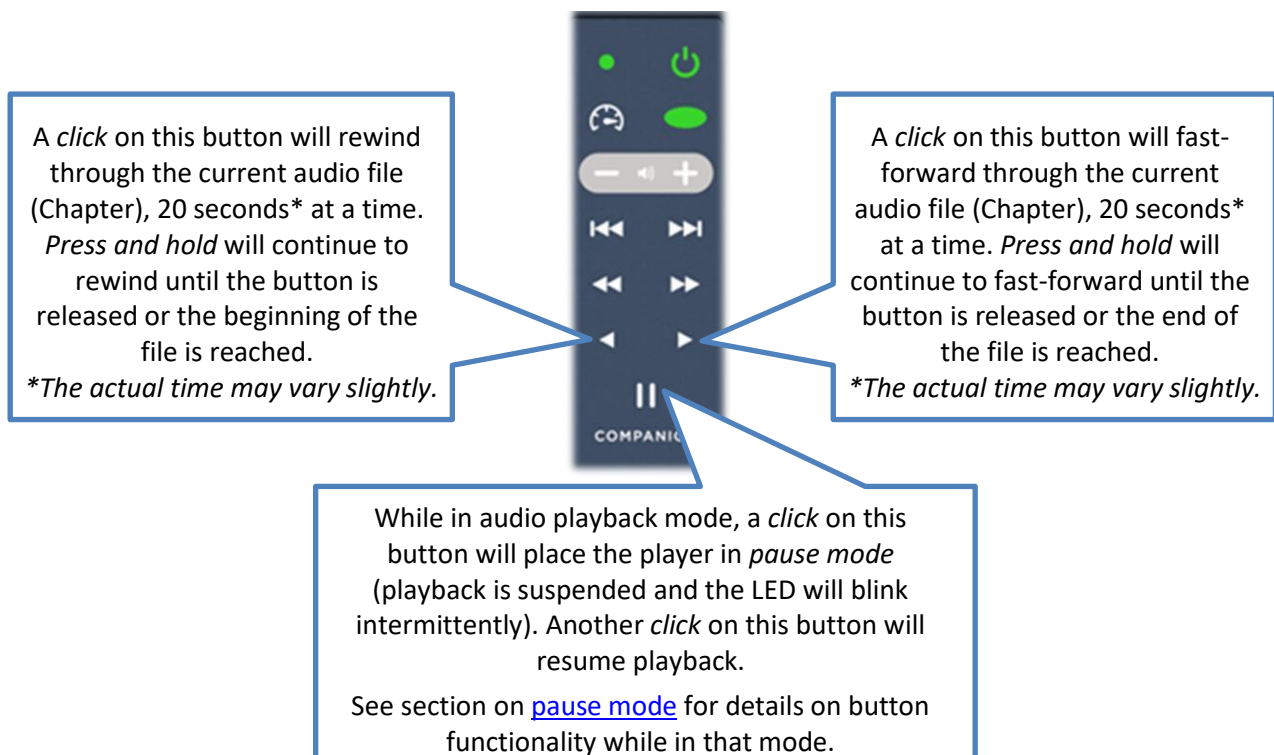
Figure 7: Chapter navigation buttons



The ◀ and ▶ buttons control rewind/fast-forward navigation through the current audio file (Chapter).

The || button allows you to pause audio playback.

Figure 8: Buttons for navigating the Current Chapter and the Pause button



## Example: Applying Structure Rules to Your Audio

### Overview

For those of you who are familiar with MP3 players or smart phones, it may be helpful to consider how we organize our music: **Artists, Albums (of an Artist) and Songs (in the Album)**.

We group our songs in albums and the albums are grouped per artist. The Companion supports a very similar structure for files! Audio files (which are usually “Chapters”) are grouped into “Books”, Books are grouped into “Sections” and Sections can be grouped into “Channels”.

A typical Bible in a specific language from the MegaVoice Audio Library is divided into 3 *Sections* in the following way:

- **English Bible**
  - **Section 1**                      *Genesis through Job*
    - 18 “Books”
      - Each Book with its respective “Chapters”
  - **Section 2**                      *Psalms through Malachi*
    - 21 “Books”
      - Each Book with its respective “Chapters”
  - **Section 3**                      *Matthew through Revelation*
    - 27 “Books”
      - Each Book with its respective “Chapters”

Using the [4-level structure](#) takes advantage of the most robust navigation available on the Companion.



## The Audio Project Folder

Let's use the following *simplified* example. We have sets of Audio Bibles in different Languages, but the structure is such that all the audio files for each Bible are together in a single folder. The individual audio files are named such that they are easily recognizable and they also sort in the order in which they should be played but that is the extent of the organization. Your audio messages may be organized like this or differently.

We have a folder named "Audio Bibles". Within that folder we have 3 Bibles each in a folder of its own: a Dutch New Testament (Dutch-NT), an English New Testament of the KJV translation (English-NT-KJV) and a Spanish New Testament (Spanish-NT).

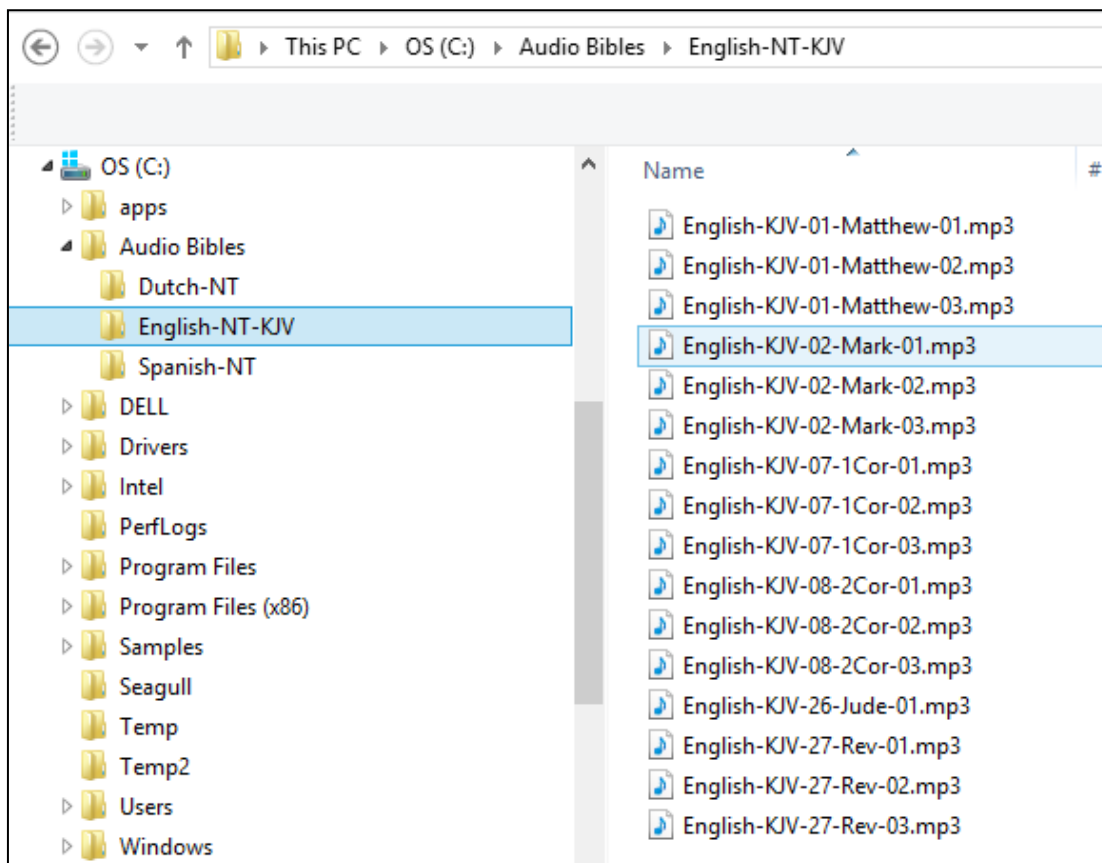
Within each Bible folder are all the relevant [audio files](#) (MP3, etc.), which are Chapters of the various Books. To keep the files ordered within the single folder, our naming convention is:

*BibleName-BookNumber-BookName-ChapterNumber*

Let's take the English-NT-KJV audio message and Spanish-NT and prepare them for the Companion. We have the first 3 Chapters of the Books Matthew, Mark, 1 Corinthians, 2 Corinthians, Jude and Revelation.



*In order to keep the example simple, please note that only select Book folders and Chapter files appear.*





In order to load the Companion with an audio project, depending on your naming convention and message structure, it *may* be necessary to rename and/or reorganize the folders and files. Before you begin making changes to *your* Audio Project Folder, MegaVoice recommends that you make a copy of your project folder and make changes to *the copy* to keep your original folder intact. Then use the *copy* to load to the players.



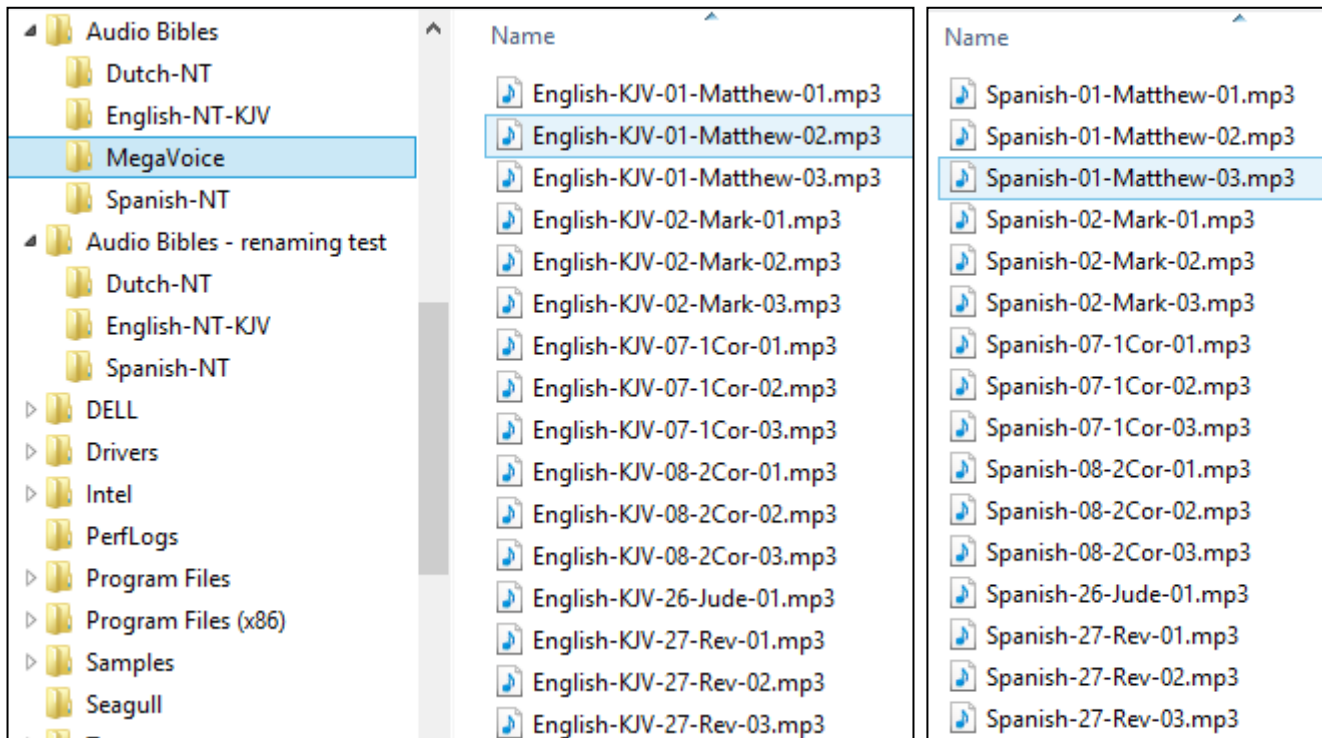
As noted earlier in the [structuring rules](#), all folder and file names may be completely free-form text *as long as* they sort in the order in which they should be played. If your naming convention does not cause all the folders and files to order correctly, then it would be good to add a 3-digit prefix to the names to guarantee correct order.

So, depending on your naming convention, you may be required to do quite a bit of renaming. MegaVoice recommends the following free tool for folder and file renaming.

Click on this [link](#) to our web site utility page and then click on *Free File Renamer*.

This utility includes a built-in tutorial and is easy to use. It requires Java to be installed on your PC. The first time it starts, it will check and if Java is not installed, will redirect you to the web site to download and install Java.

Let's begin by creating a "working" folder within our Audio Bibles folder named **MegaVoice**. From this point on, we will refer to that folder as the **Audio Project Folder**.



Since we want to load two full language New Testament Bibles to our player, we want to end up with the following 4-level structure.

- Audio Project Folder
  - Channel Folder 1 (named “001-Language-English”)
    - Section Folder 1 (named “001-Section-Matthew-Mark”)
      - Book Folder 1 (named “001-Matthew”)
      - Book Folder 2 (named “002-Mark”)
      - And so on...
    - Section Folder 2 (named “002-1-and-2-Corinthians”)
      - Book Folder 1 (named “001-1-Corinthians”)
      - Book Folder 2 (named “002-2-Corinthians”)
      - And so on...
    - And so on...
  - Channel Folder 2 (named “002-Language-Spanish”)
    - Section Folder 1 (named “001-Section-Matthew-Mark”)
      - Book Folder 1 (named “001-Matthew”)
      - Book Folder 2 (named “002-Mark”)
      - And so on...
    - Section Folder 2 (named “002-1-and-2-Corinthians”)
      - Book Folder 1 (named “001-1-Corinthians”)
      - Book Folder 2 (named “002-2-Corinthians”)
      - And so on...
    - And so on...

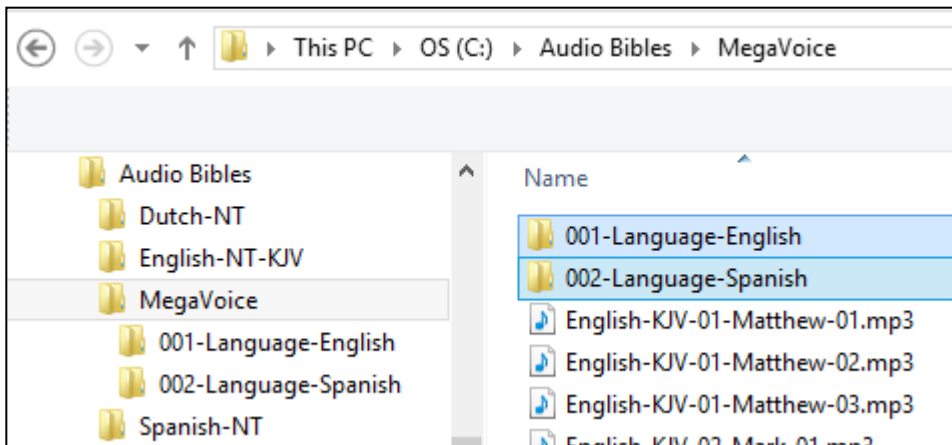
## The Channel Folders

Let's create the two Channel folders in the MegaVoice folder. The first will have a prefix of "001" with optional descriptive text. In previous player versions, the folder names could *only* be 3-digit numbers, creating lots of duplicate names throughout the audio message and making identification difficult.

The Companion, however, supports descriptive names which makes organizing much easier. Let's name the first folder "001-Language-English". The second will be "002-Language-Spanish".



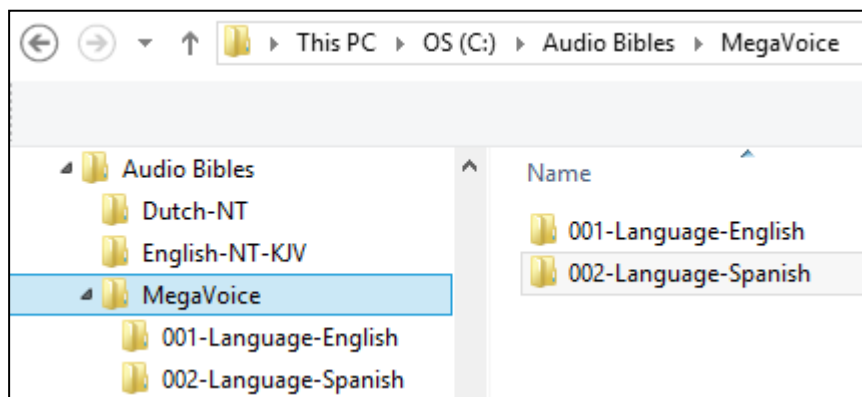
Because the 3-digit prefixes do not have to be consecutive, had we reason to do so we could have named the folders "000-Language-English" and "004-Language-Spanish".



Now let's move all the English-KJV and Spanish MP3 files into their respective new folders. There are several ways to accomplish this. Use the method you are most comfortable with.

- Highlight the relevant MP3 files, right-click and choose "Cut", open the appropriate Channel folder, right-click and choose "Paste".
- Highlight the relevant MP3 files, "drag" them to the appropriate Channel folder and "drop" them.

The MegaVoice folder will now contain *only* the two new Channel folders.

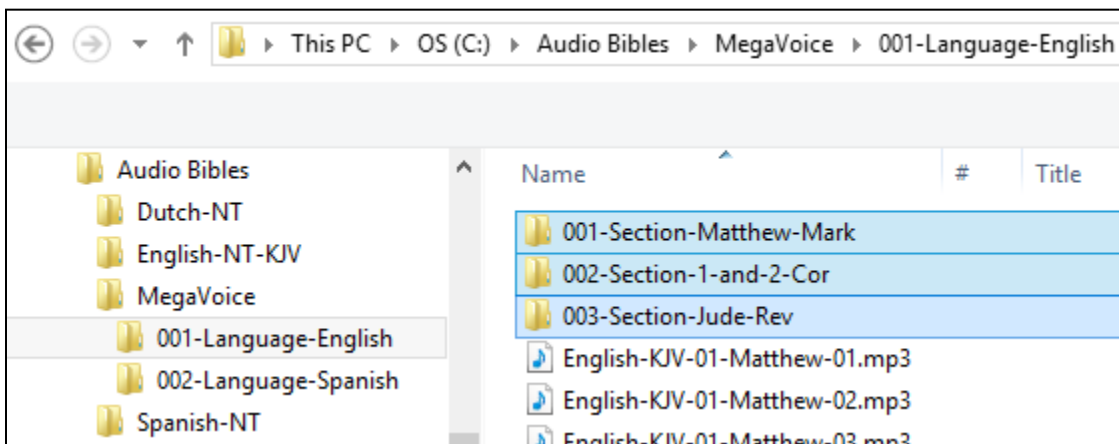


## The Section Folders

In this simplified example, we have only 6 Books of the New Testament: Matthew, Mark, 1 Corinthians, 2 Corinthians, Jude and Revelation. We could either group the books into Sections within a Channel folder (4 levels), or place all of the Books together within Section folders ([3 levels](#)). For the sake of example, we are going with the [4-level structure model](#).

Within each Channel, we want 3 Sections where the first contains Matthew and Mark, the second contains 1 and 2 Corinthians and the third contains Jude and Revelation.

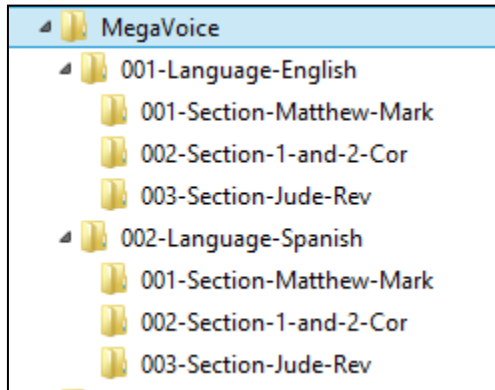
In Channel folder “001-Language-English”, let’s create the following Section folders: “001-Section-Matthew-Mark”, “002-Section-1-and-2-Cor” and “003-Section-Jude-Rev”.



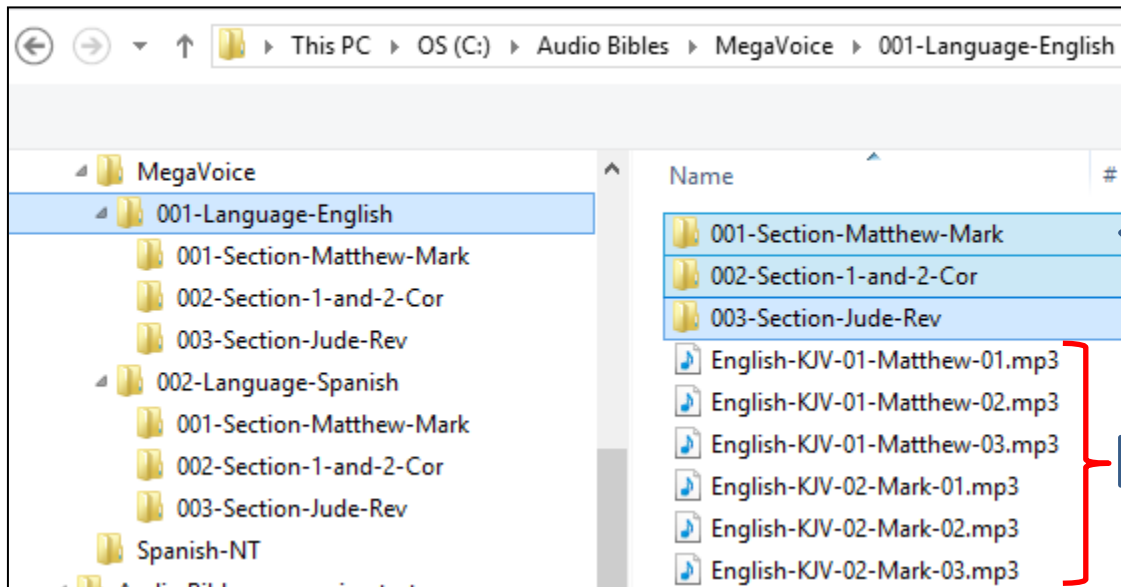
If we are using the same Section groupings for both Channels (not required) we could simply copy these empty Section folders and paste them into the “002-Language-Spanish” folder.

Alternatively, we could wait until the first Channel folder is complete and manually create them when working on the second Channel folder.

When done with this step, we should have the following folder structure in the MegaVoice audio folder:



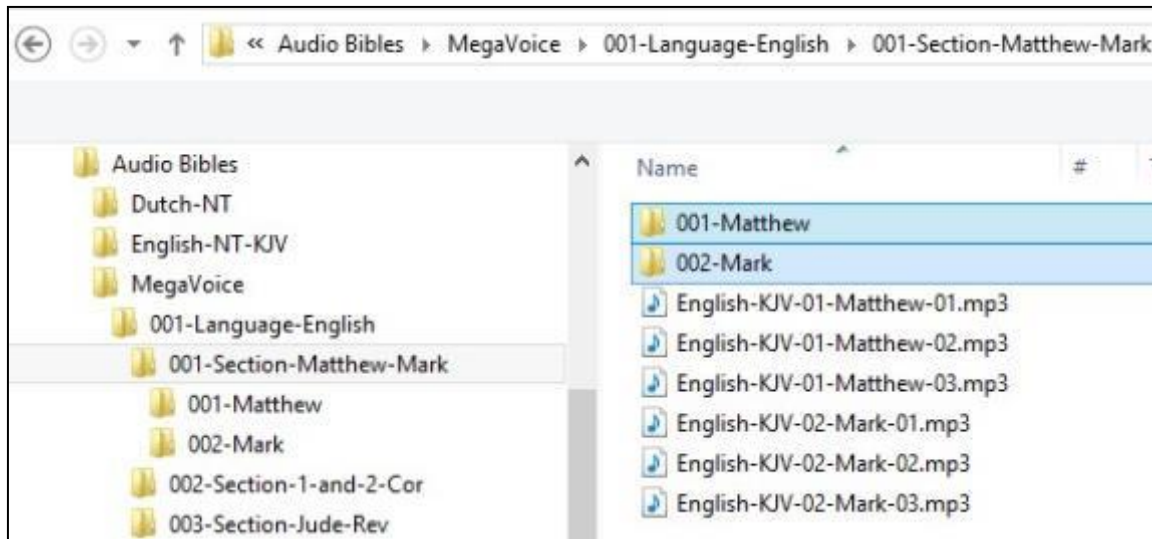
Once our Section folders are created, let’s move corresponding audio files to their respective Section folder. In the first Channel folder, “001-Language-English”, move all the Chapter (MP3, etc.) files for Matthew and Mark to the “001-Section-Matthew-Mark” folder. Move all the Chapter files for 1 and 2 Corinthians to “002-Section-1- and-2-Cor”. Move all the Chapter files for Jude and Revelation to “003-Section-Jude-Rev”.



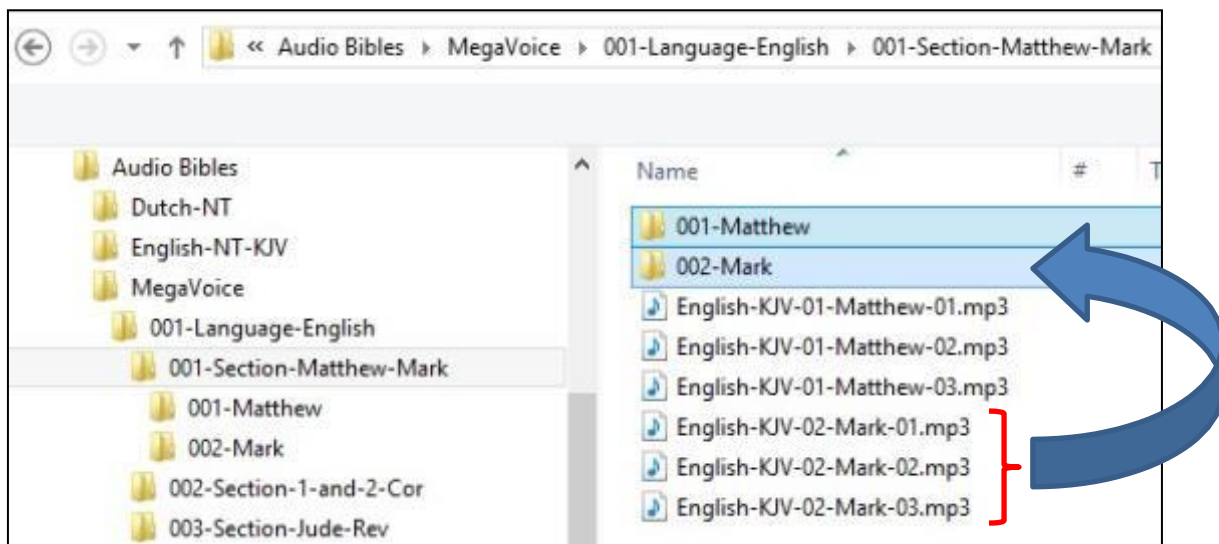
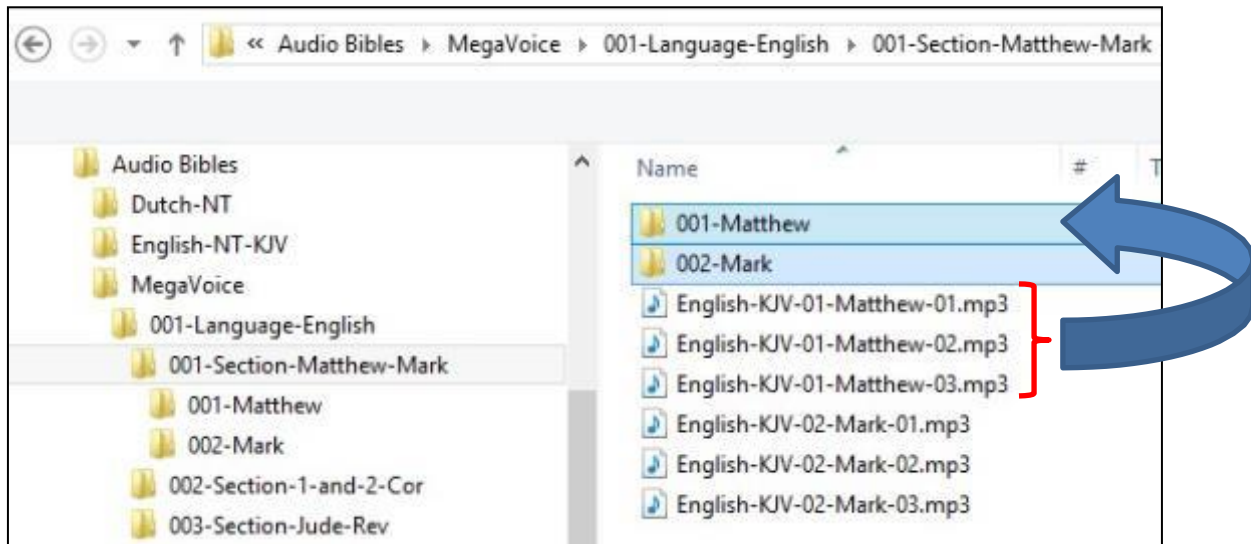
## The Book Folders and Chapter Files

Now we will create “Book” folders in each of the three Section folders. We’ll begin with the first Channel folder “001-Language-English”. This entire process will be repeated for the “002-Language-Spanish” folder later.

Open the first Section folder, “001-Section-Matthew-Mark”. Since Matthew is the first Book, create a folder named “001-Matthew”. Mark, being the second Book, will need a folder named “002-Mark”.

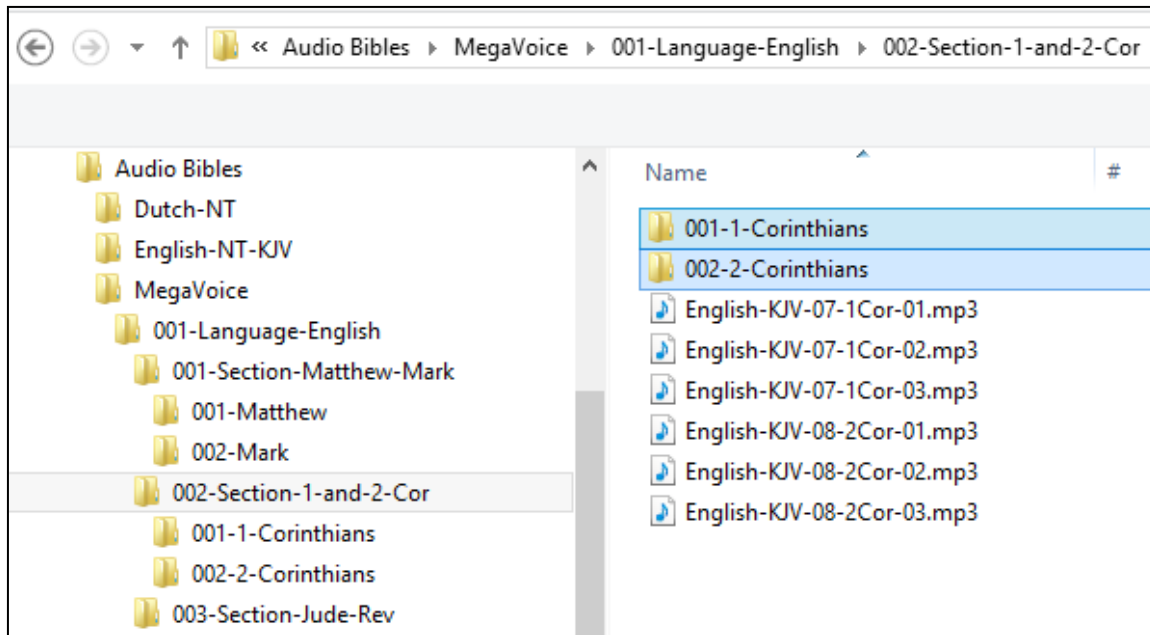


Now we will move the Chapter files to their respective “Book” folders. Highlight the Chapter files for Matthew (3 of them in our example) and move them to the “001-Matthew” folder. Highlight the Chapter files for Mark (3 of them) and move them to the “002-Mark” folder.

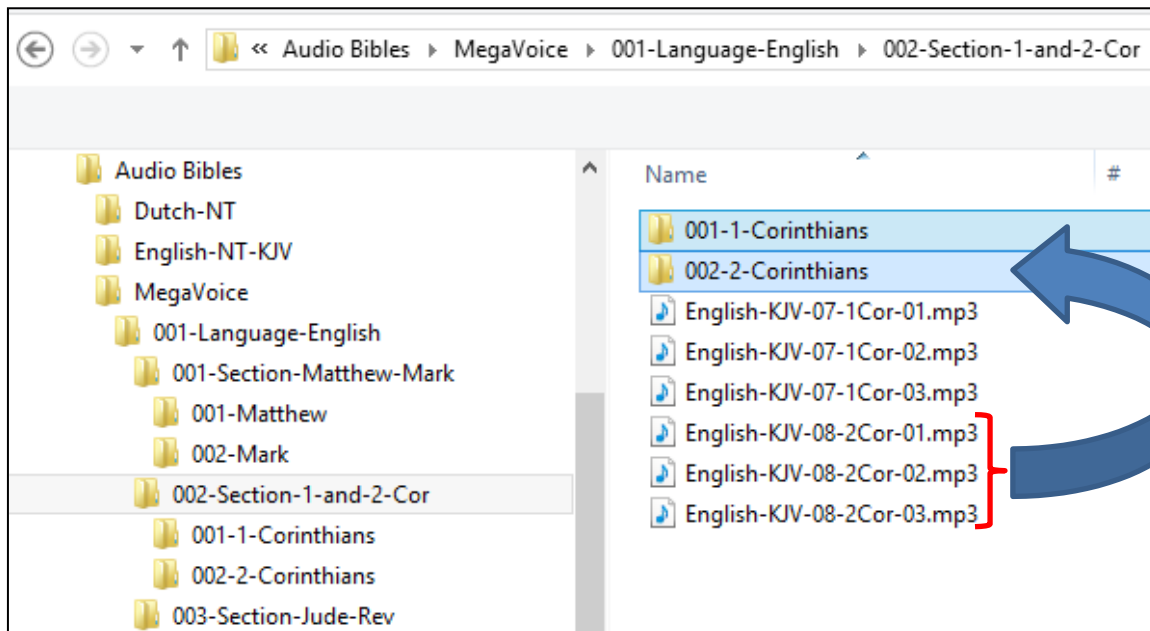
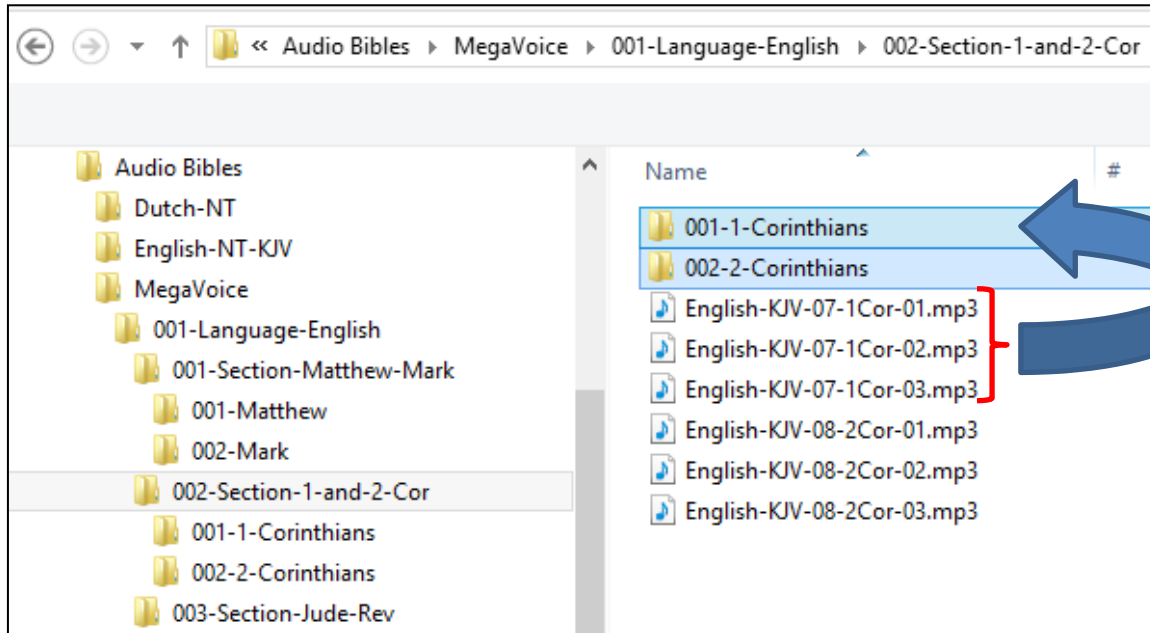




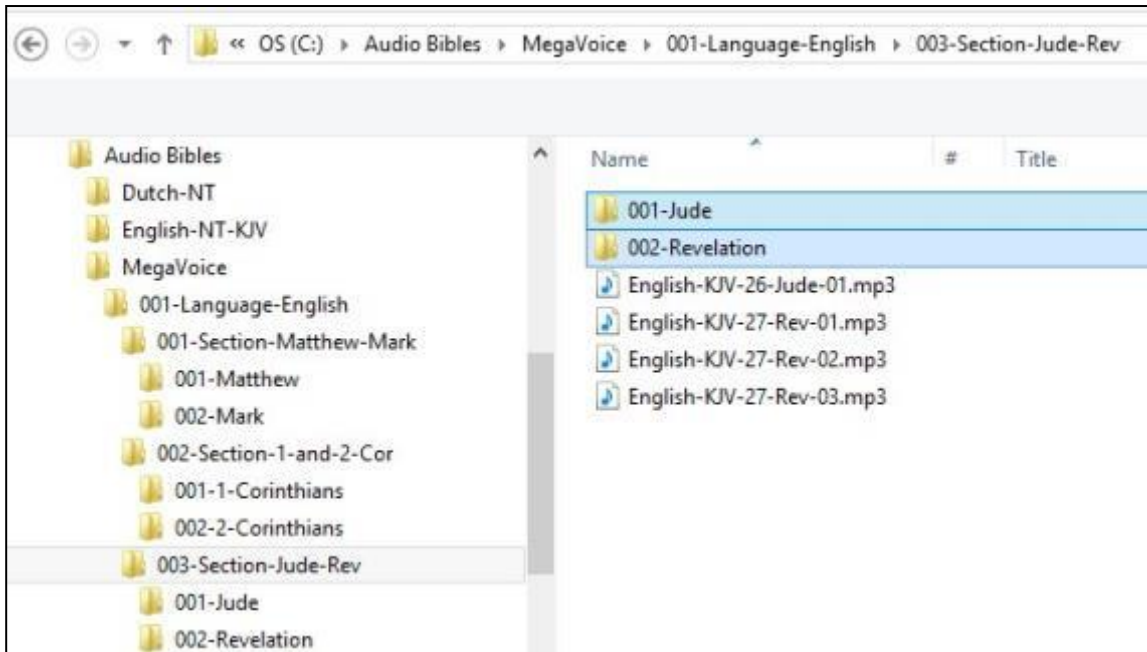
Let's repeat the above process for the next Section, "002-Section-1-and-2-Cor". Because 1 Corinthians is the first Book in this Section, create folder "001-1-Corinthians". And create "002-2-Corinthians" for the second Book.



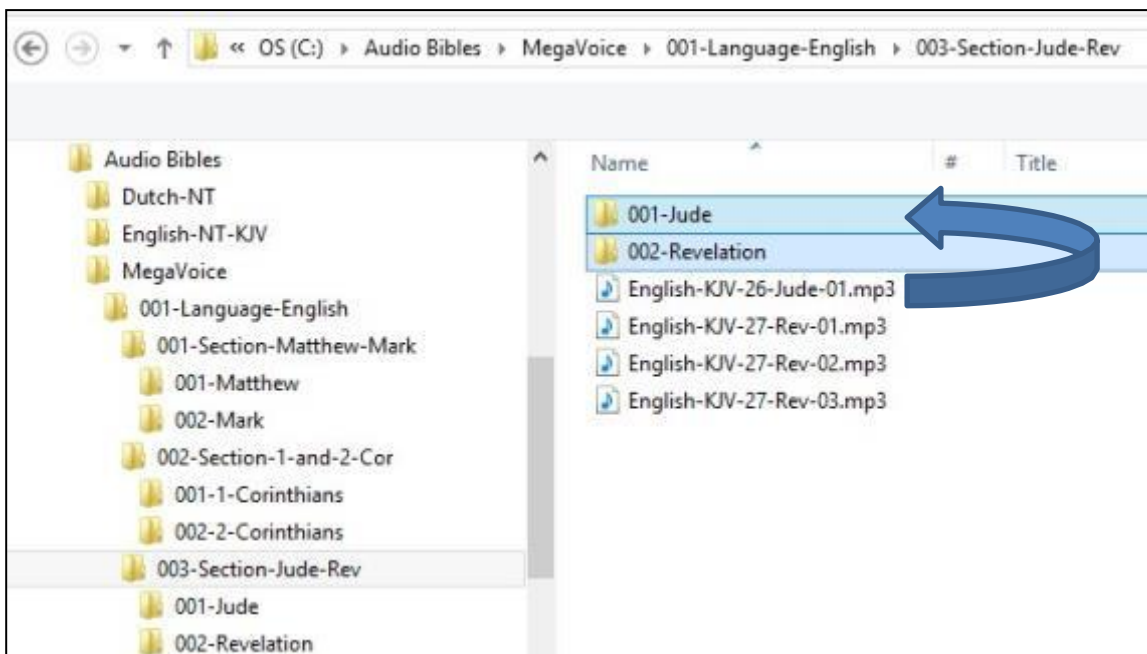
Again we will move the Chapter files to their respective “Book” folders. Highlight the Chapter files for 1 Corinthians (3 of them in our example) and move them to the “001-1-Corinthians” folder. Highlight the Chapter files for 2 Corinthians (3 of them) and move them to the “002-2-Corinthians” folder.

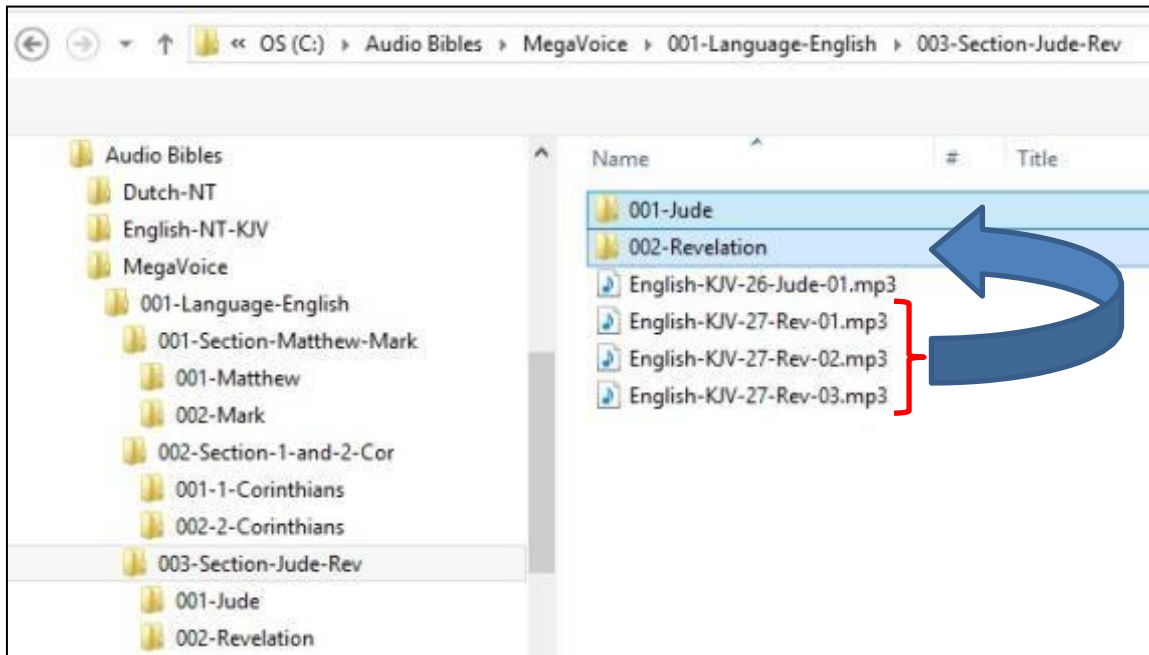


And finally, repeat the process for the third Section, “003-Section-Jude-Rev”. Open the folder and create a Book folder for Jude, “001-Jude” and create a folder for Revelation, “002-Revelation”.



Let’s move the Chapter files to their respective “Book” folders for Section 3. Highlight the (only) Chapter file for Jude and move it to the “001-Jude” folder. Highlight the Chapter files for Revelation (3 of them) and move them to the “002-Revelation” folder.





## The Second Channel Folder

Once you have completed all the Section and Book folders in the “001-Language-English” folder, repeat the process for the “002-Language-Spanish” folder following the steps outlined earlier.

## Verifying the Final Folder Structure

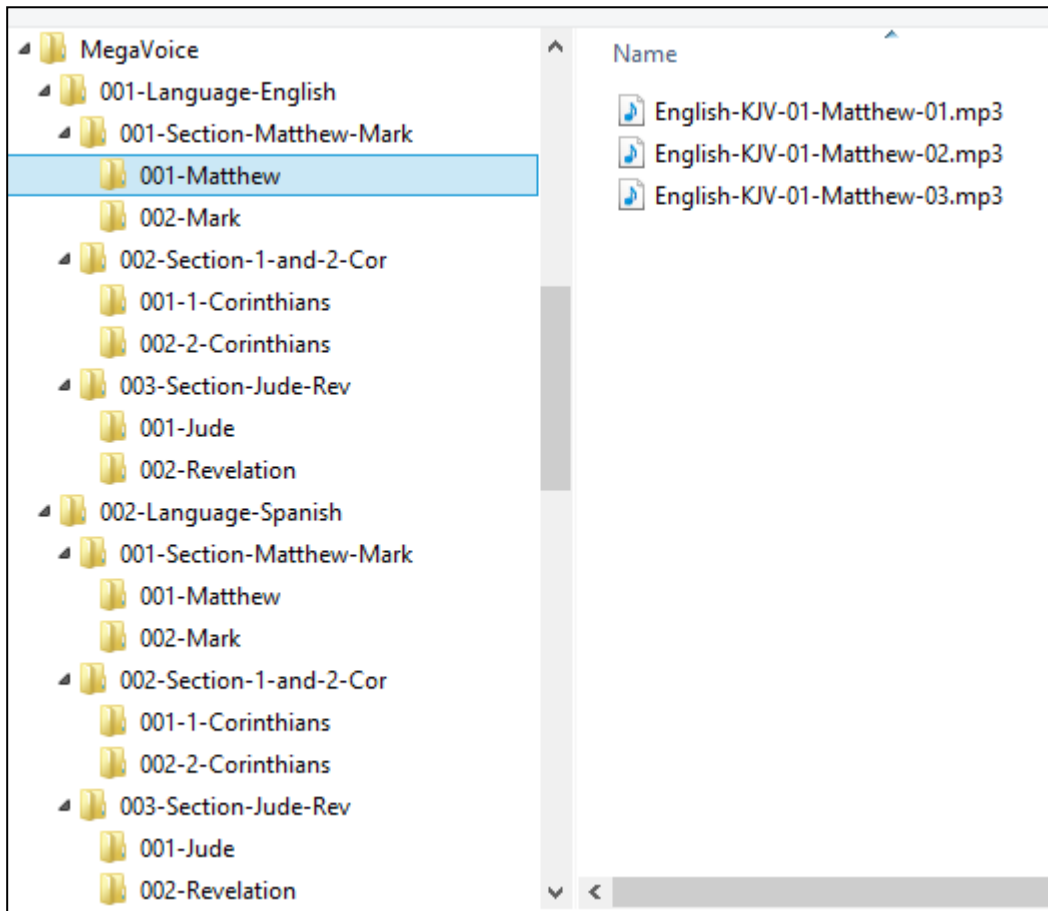
Let's verify what we have so far in our example. Using names that were a combination of a 3-digit sequence number and a meaningful name should make this easy. Start with the MegaVoice audio project folder and click on each folder to verify the contents.

Within our Audio Project Folder "MegaVoice" we should only have two folders which are our Channel folders.

Within each Channel folder we should only have three Section folders.

Within each Section folder, we should only have two Book folders and they should be the Books relevant to that particular Section.

Within each Book folder we should have the relevant Chapter (audio) files for that Book. For a four-level structure, the Book folders are the only place in the Audio Project Folder where audio files may be present.



## Loading audio files to the Companion

### Connecting the players for programming

To load your audio files to the Companion, it is recommended to use the SaberCopy software program ([provided by MegaVoice](#))

You may program multiple players at a time, using either multiple USB ports on your PC/Mac or by using a USB expansion HUB. MegaVoice recommends using USB 2.0 (or higher) [powered HUBs](#), each directly connected to the computer (not daisy-chained), and with up to 7 players connected per HUB.



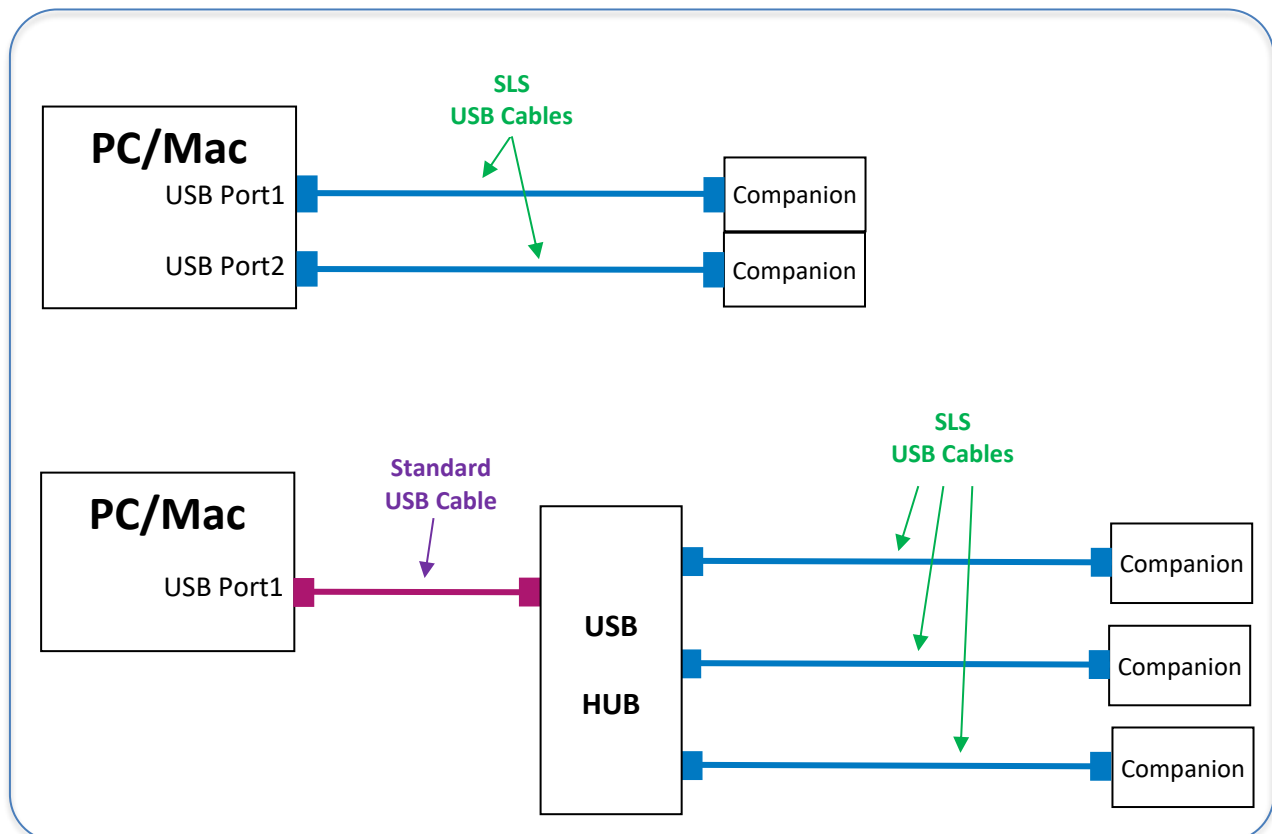
The optimal number of hubs and/or players per hub that can be processed simultaneously with maximum throughput will vary per your specific hardware.



[SLS USB cables](#) must be used to connect the players to the PC/Mac. Standard USB to micro-USB cables will not work. When connecting players using a USB HUB each player must have its own SLS USB cable.

See illustration below:

Figure 9: USB connection diagram



## Loading the Audio using SaberCopy

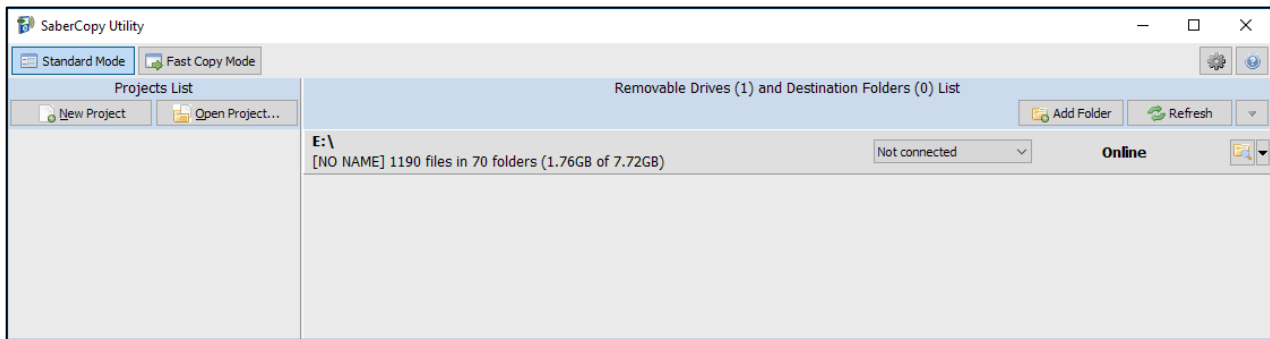
The following is an excerpt from the user guide [Using SaberCopy to Program MegaVoice Players](#).



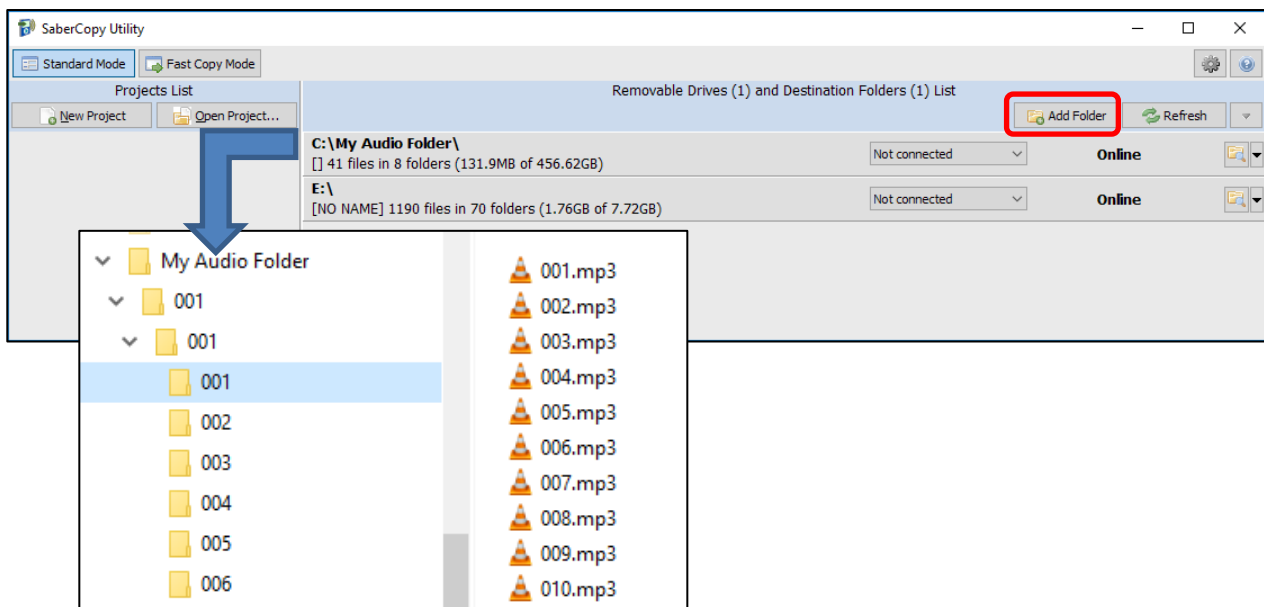
If you already have SaberCopy installed and your screens look different than those in the following example, [please click here to download the latest version](#) and install it.

- ✚ This section will briefly describe the steps necessary to perform a typical audio load using SaberCopy. It is intentionally non-specific to a player model.
- ✚ Recommended settings are displayed with no explanation and no functional details will be discussed here. They are all described in detail in the [full SaberCopy user guide](#).

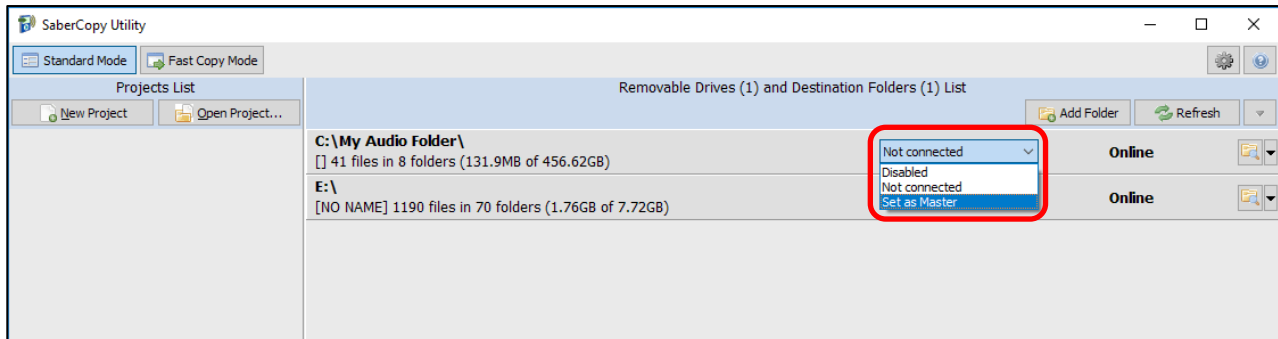
1. Open SaberCopy and connect your player(s) with an [SLS USB cable](#).



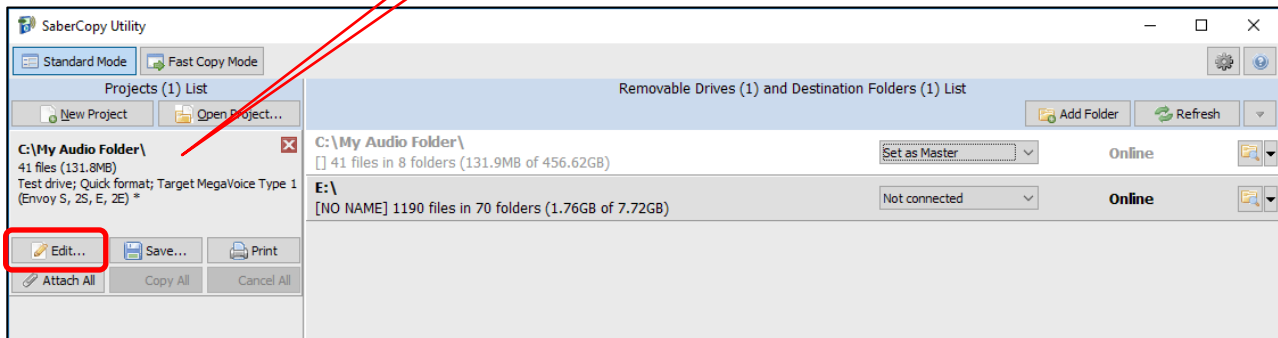
2. Click on the “Add Folder” button. Navigate to *your audio folder* and select it. Note that *your audio folder* is the folder that contains all the (correctly structured) audio you want loaded to the player.



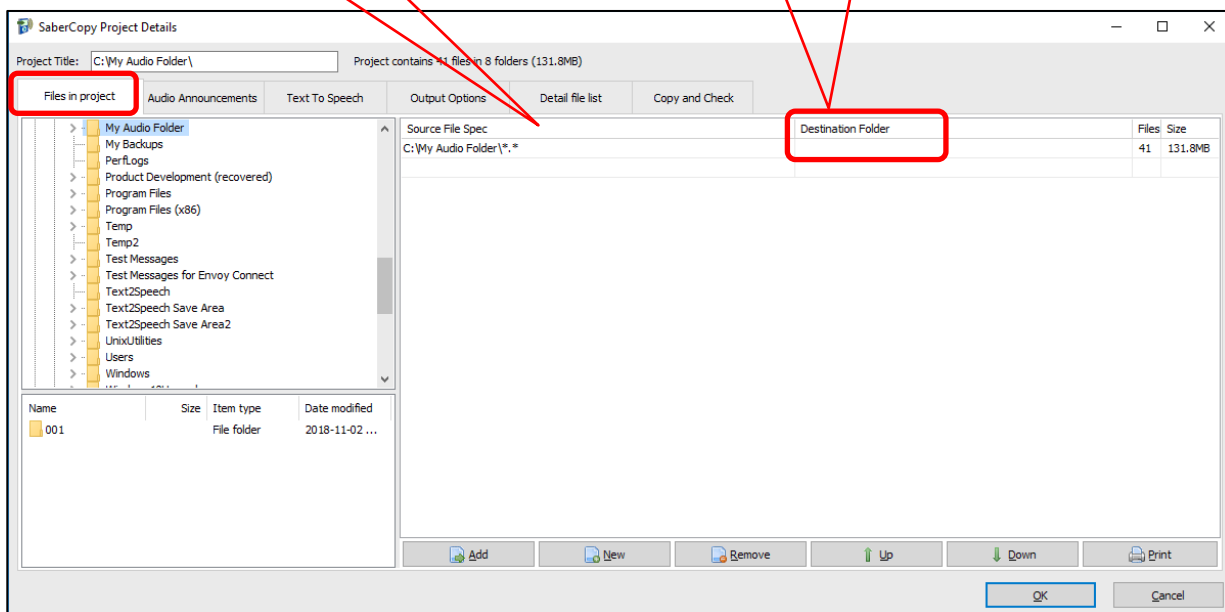
- In the entry for *your audio folder*, change the drop list setting from “Not connected” to “Set as Master”.



- SaberCopy will automatically create a “project” for you named after your audio folder. Click on the “Edit” button to adjust the settings.

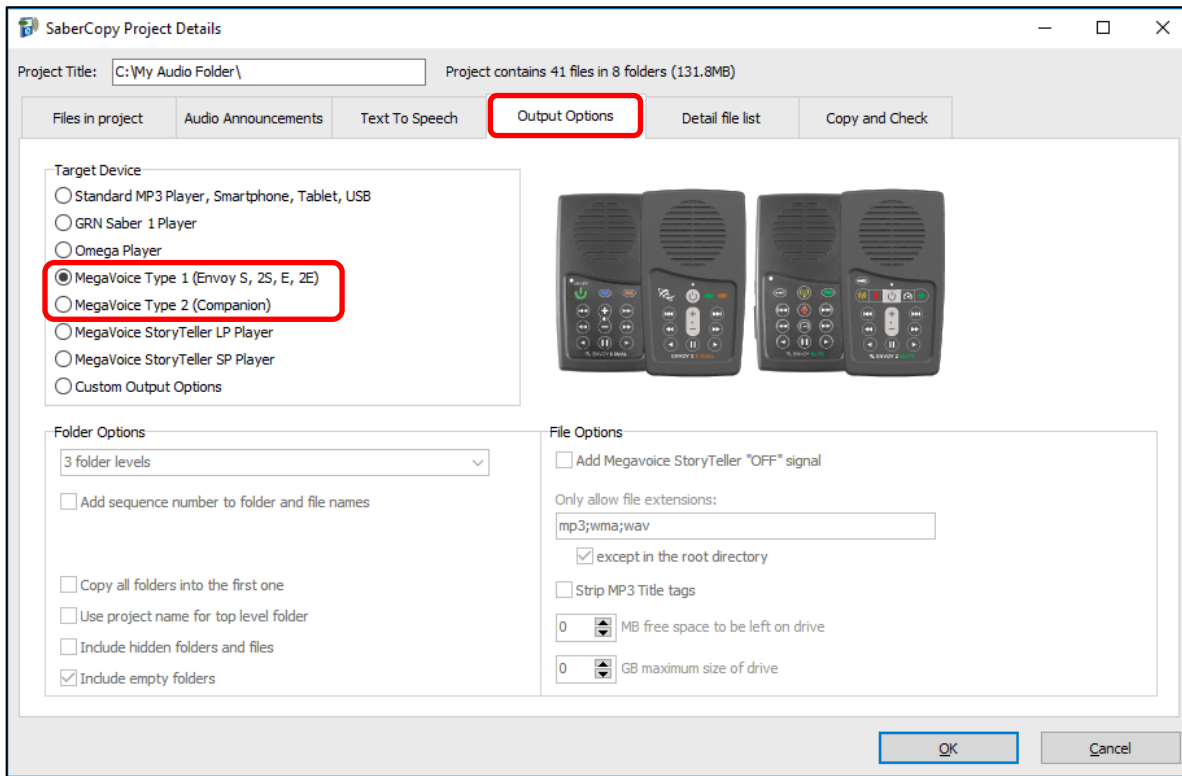


- The “Project Details” dialog will open. The “Files in Project” tab should already be correctly set with *your audio folder* in the “Source File Spec” field. Just make sure that the “Destination Folder” field is blank.

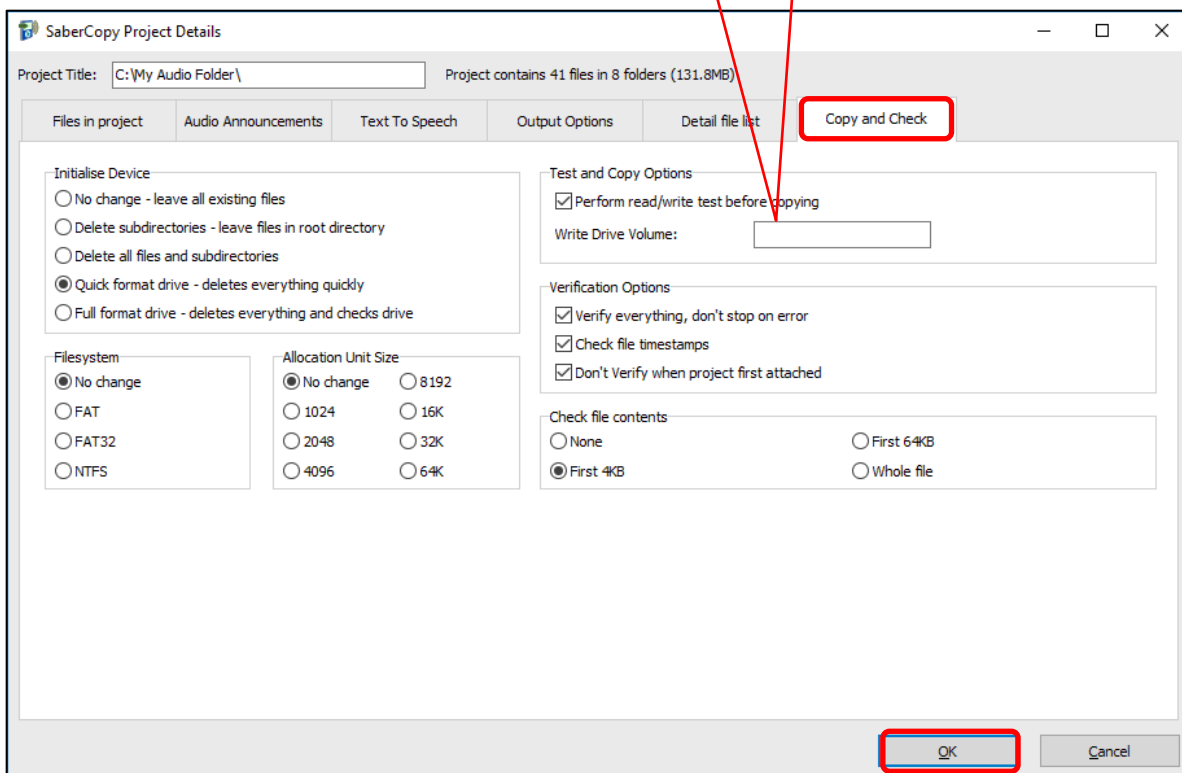




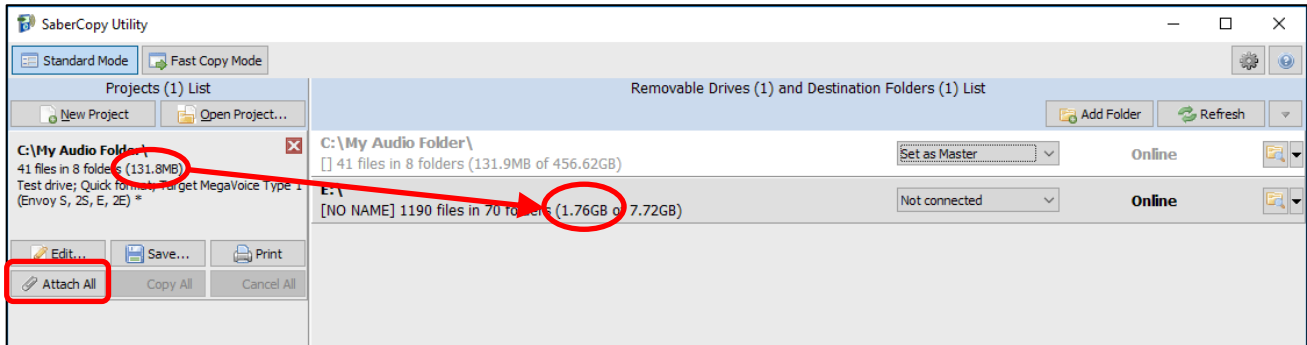
6. Click on the “Output Options” tab. Select the correct family of MegaVoice devices for your player(s). Make sure the remaining fields are set exactly as in the image below.



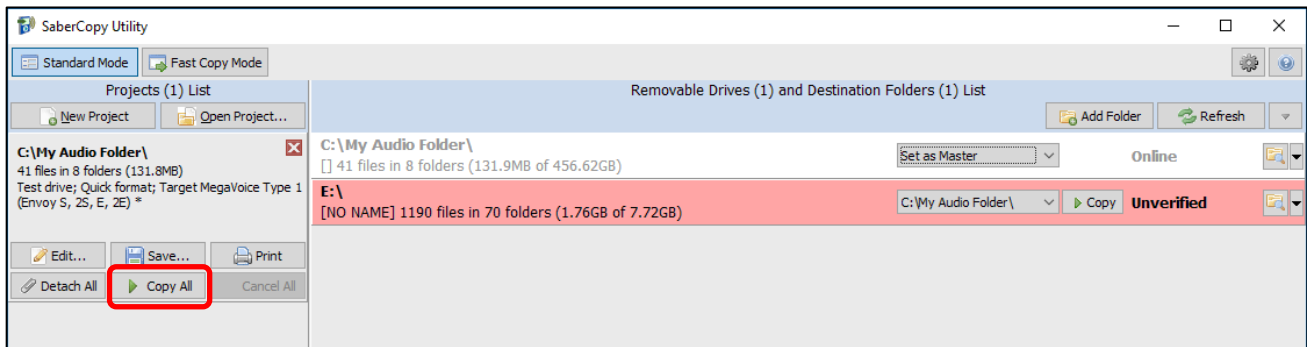
7. Click on the “Copy and Check” tab and make sure it is set exactly as in the image below. Optionally, you can name your player(s) by entering text in the “Write Drive Volume” field. Then click “OK”.



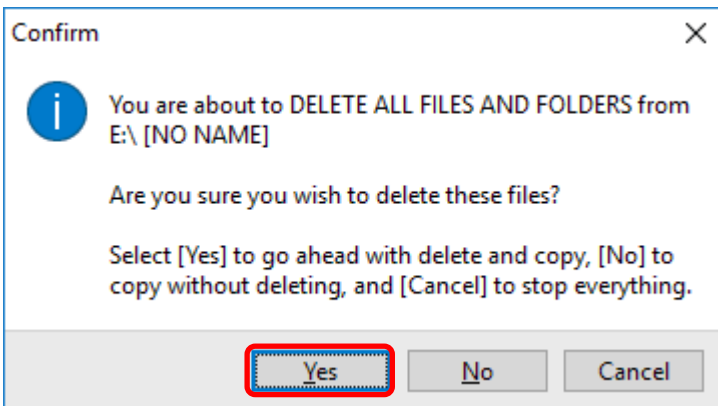
8. Take a moment and make sure *your audio* will fit on the target player. Then click “Attach All” in the project window.



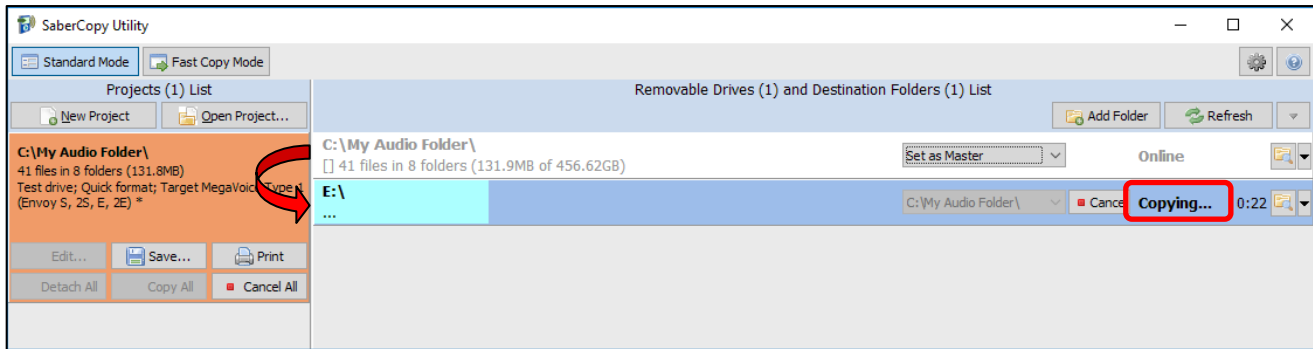
9. Now click “Copy All” in the project window.



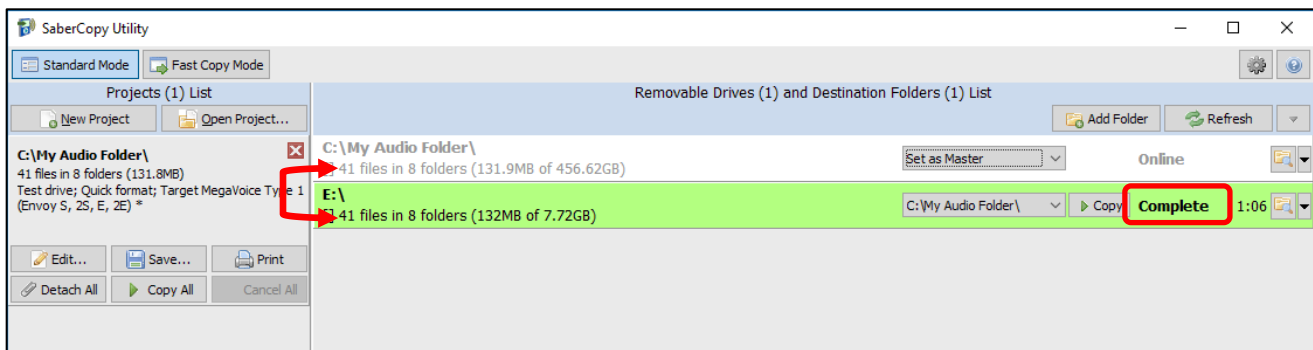
10. Reply “Yes” to the delete warning.



11. SaberCopy will begin the process...



12. Success!

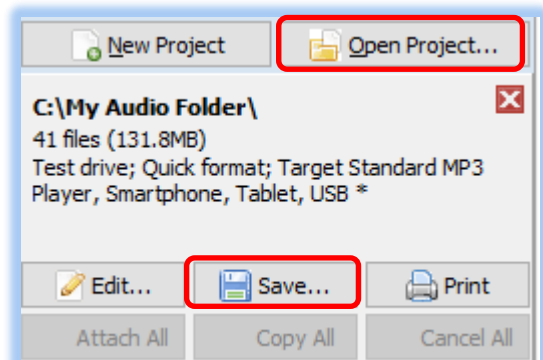


13. In the vast majority of cases, the process described above is always successful. If for some reason the load was not successful (the player line turns red) try the following:


- Review all the settings on all the relevant screens and make sure they are correct per the preceding screen images. If something was missed please make the change and try again.
- If the completion message was “Unmatched”, review section “9: File verification” in the [SaberCopy User Guide](#).
- If you are still not sure what the problem is, [click here to contact MegaVoice for assistance](#).

14. If the load was successful, but the player beeps and turns off or does not work or navigate correctly, [please click here and review the structuring rules for for the Companion](#).

15. **Before you close SaberCopy!!!** If you need to repeat the above steps at a later date to load other players, please save the project for easy re-use. SaberCopy will “remember” all the settings in the project file. Simply click on the “Save” button in the project window. Give the file a recognizable name (but leave the file type as “.saber”) and click “Save”. To open the project later, click on the “Open Project” button.

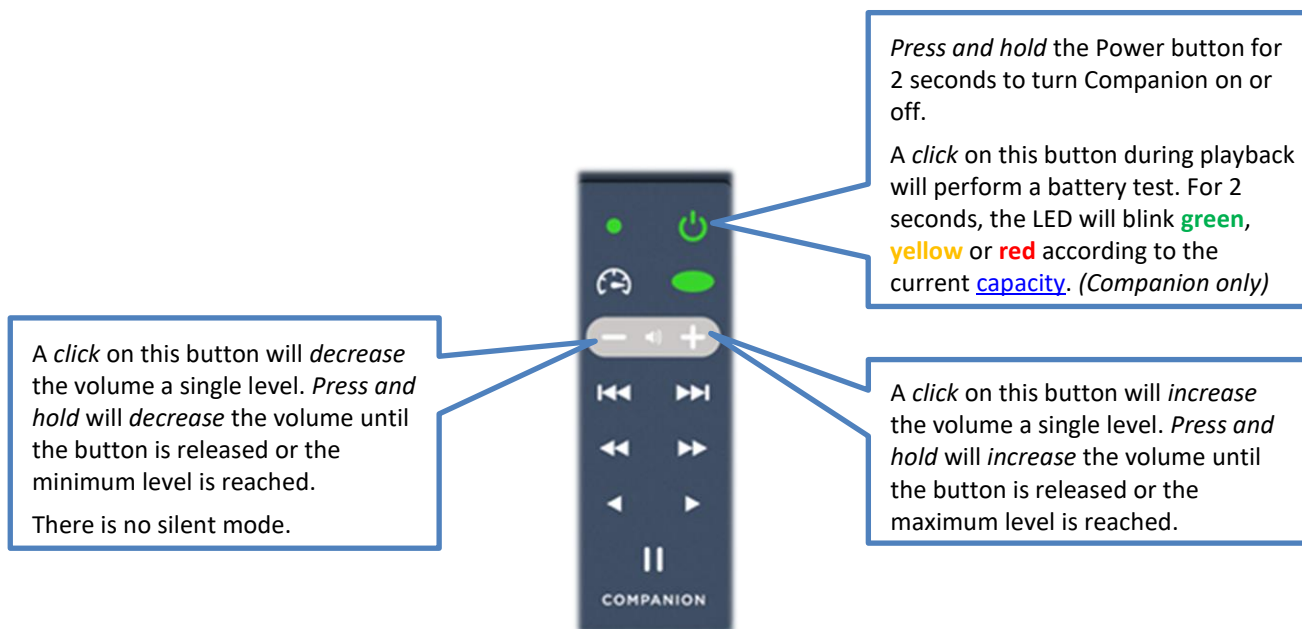


## Listen to the message


After disconnecting each player, you can listen to the message by holding down the power button  on the front of the player for about 2 seconds until the LED lights up. The player will beep, the LED will change to **green** (**red** if the Shield) and audio playback will begin from the beginning of the message.

If it does not, see the Section on [Troubleshooting](#) at the end of this document.

Figure 10: Power and Volume buttons



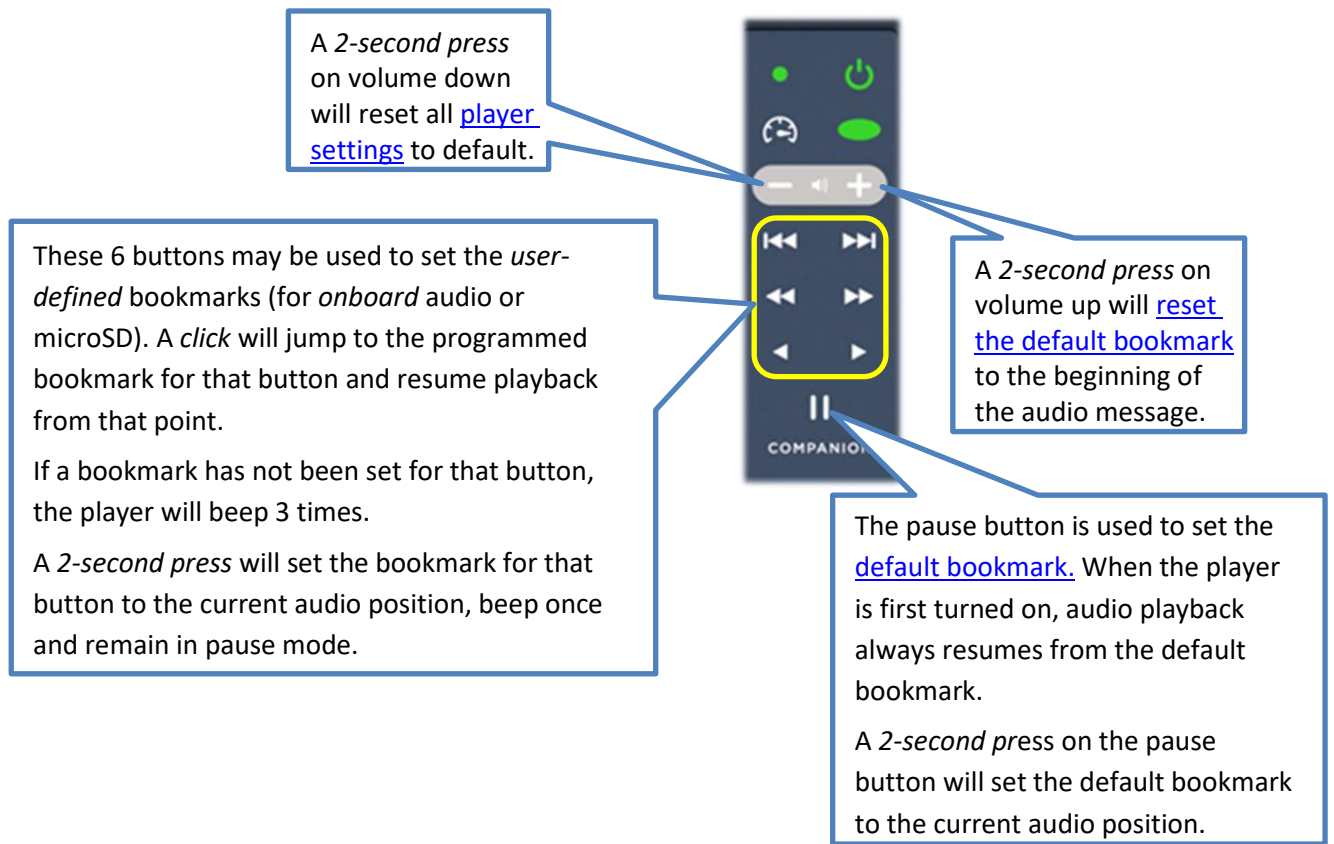
## Pause mode

*Pause mode* is the state of the Companion when the pause button  is pressed briefly to suspend audio playback. Functionality like the setting of bookmarks is only possible from pause mode.

The LED will blink intermittently to remind you that the player is in pause mode.

The illustration below shows button functionality while the Companion is in pause mode.

Figure 11: Button functionality while in Pause mode



## Automatic Pause

When Companion is in audio playback, and the earphones or speakers connected via the audio jack are removed, the player will automatically enter pause mode.


Once earphones are reconnected to Companion, the user must click on the pause button to resume playback from the position in the audio when pause mode was invoked.

## Automatic Shutoff

If the player is left in pause mode for more than 15 minutes, it will automatically turn itself off to preserve battery life.

## Speed Control for audio playback

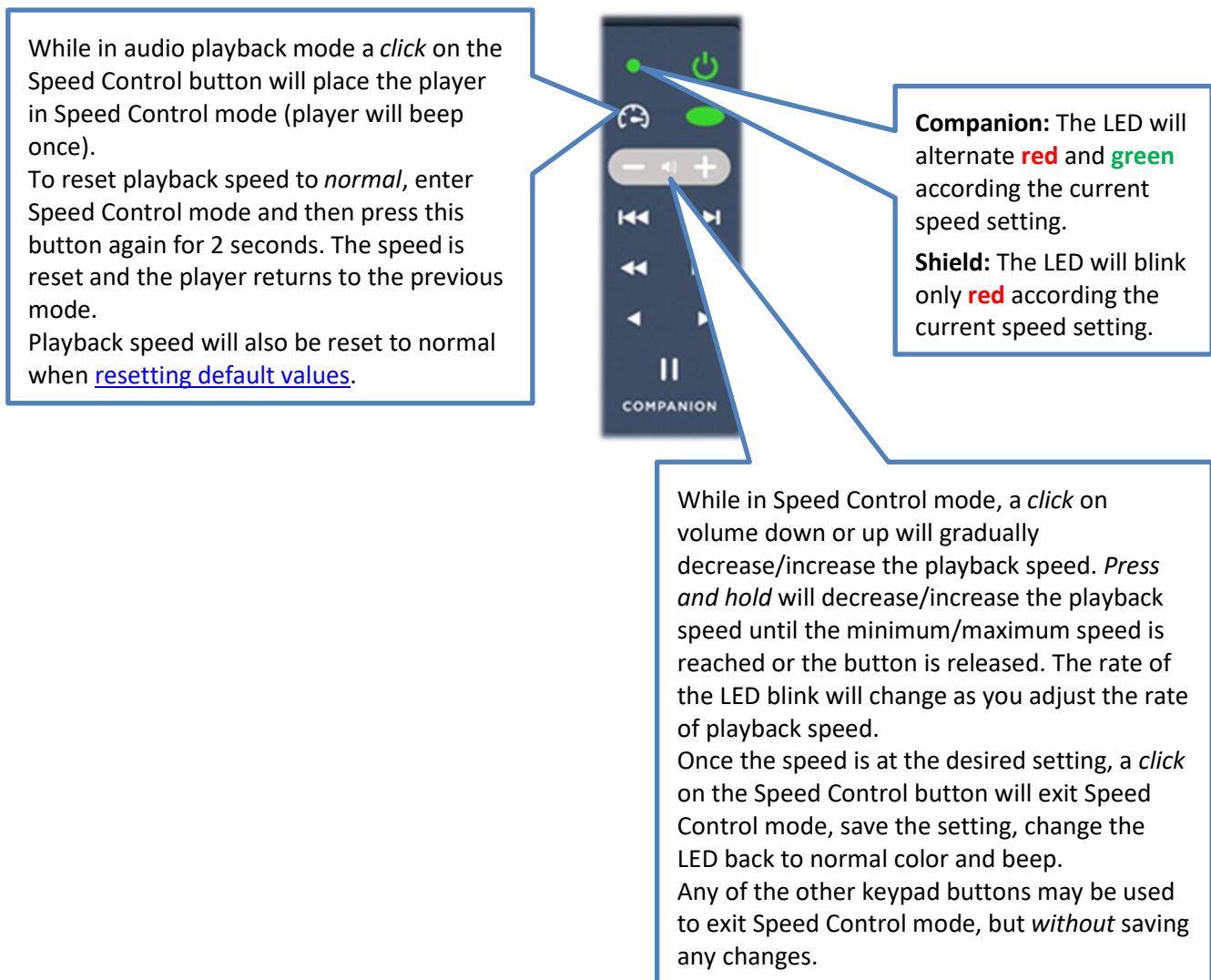
Companion comes with the ability to adjust the speed of audio playback. Speed control allows you to slow down or speed up the playback of audio from the onboard memory or microSD cards.

Speed Control mode is activated by a click on the  button. While in Speed Control mode, audio playback continues to the end of the current audio file and then to the next file so that you can hear the altered speed *as you are adjusting it*.

Companion will also play a slight beep every 10 seconds to remind you that it is in this mode.

Once set, the speed setting will persist even after the player is turned off.

Figure 12: Button functionality while in Speed Control



## The *microSD* card reader

The Companion (and Shield) can also play content from a properly formatted *microSD* card. You may load up to 8 Channel folders to a single *microSD* card, effectively increasing the capacity from 2 Channels (onboard memory) to 10 Channels total. MegaVoice has successfully tested cards up to 128GB in size ([microSDXC](#)).

Figure 13: Inserting a *microSD* card



With the player facing you, and the cover open, insert a card into the reader with the brass contacts showing until it locks in place.

While in audio playback mode, place the player in pause mode. Once the *microSD* card is loaded, press the **Green** Channel button for 2 seconds until the player beeps. Playback will begin from the card and the LED will change to **red**.

To remove the *microSD* card, gently push it in. The reader will unlock and push the card out so you can remove it. 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 prepare a *microSD* card while loaded in the player's card reader when it is connected to a Computer\* using a USB to micro-USB cable. You may also do the same with the card loaded in a *microSD* adaptor (shown below) connected to a Computer.

Figure 14: SanDisk *microSD*-to-USB adaptor



Even if the player is turned off while playing from an SD card and turned on later with the card still loaded, the player always defaults to the onboard memory.

*\*Companion/Shield will only report the card reader as a drive if there is media present when the player is connected to the computer.*

## Preparing the microSD card

You may load your audio files to a *microSD* card in one of the following ways:

1. Using the SaberCopy program while the card is loaded in either the Companion's [card reader](#) or a [microSD card adapter](#) (recommended)
2. Using the File Explorer utility on your PC/Mac while the card is loaded in either the Companion's card reader or a [microSD card adapter](#)
3. Using a [microSD card duplicator](#)

Using any of the methods, you may load multiple cards simultaneously with [properly structured audio messages](#).



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/microSD cards you can simultaneously load by the number of available “Drive” or “Volume” letters on the PC. [Volumes](#) use the letters A through Z and several are already reserved by existing definitions on the PC by devices such as disk drive(s), DVD/CD drive(s), mapped drives, etc. A microSD card duplicator does not have this limitation but rather is limited only to the number of physical card slots it provides.



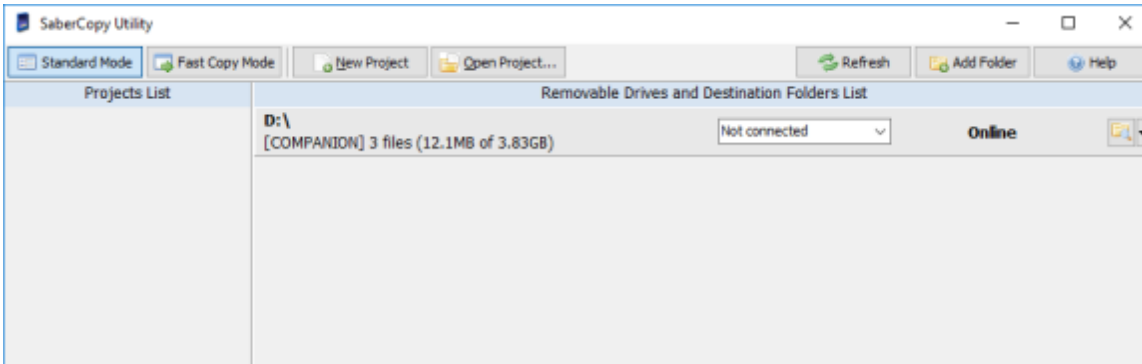
Since the MegaVoice micro-USB [SLS cable](#) will provide access to the onboard memory of the Companion, in this instance it would be better to use a [standard \(data-only\)](#) micro-USB data cable if you have one available. The player's onboard memory will be hidden and all the operating system will show is the microSD card present in the card reader.



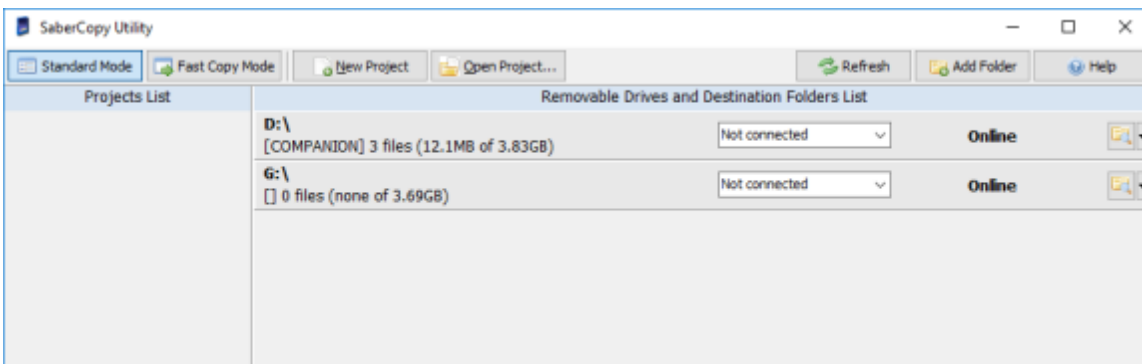
## Using SaberCopy

Companion's firmware will *not* report the microSD card reader to the [OS](#) if there is no media present. In the example below, the Companion has been given a volume name making it easy to identify. If there is no volume name and a microSD card is loaded also with no volume name it becomes a challenge to differentiate.

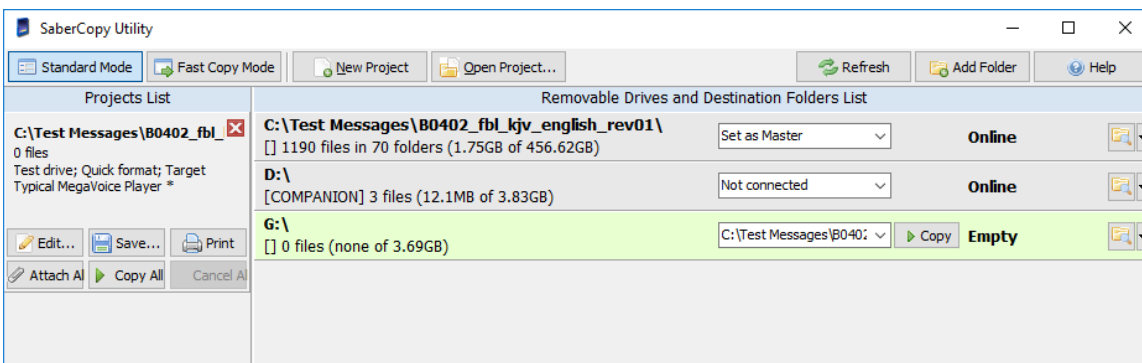
The best way to distinguish the player from the *microSD* card is to connect the player first *without* a *microSD* card loaded and note the contents and size. In the example below, a Companion is connected with an SLS cable - *without* a card loaded so only the onboard memory shows.



If you insert a microSD card into the reader, the player must be disconnected and then reconnected for the firmware to report the drive to the [OS](#). See below:



Once you identify the correct "drive" you would choose the audio project folder desired, set it as "Master", edit the project settings, assign it to the correct drive and begin the copy procedure as outlined in [Loading the Audio using SaberCopy](#).

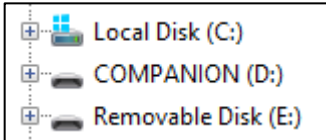


## Using the File Explorer

If you connect a player using the [SLS USB cable](#) with an SD card loaded, both the on-board memory and SD card appear and show as “[Volumes](#)”. In the Windows example below, the player is clearly identified as “COMPANION” and the SD card (with no volume name) is identified as “Removable Disk”.

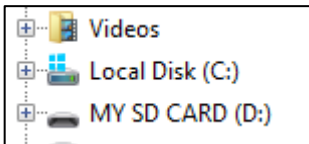


Please note that the way the volumes are displayed depends on the operating system being used.



If you use a microSD USB adapter ([see SanDisk microSD-to-USB adaptor](#)) and connect it to your PC/Mac, the SD card will display with the Volume name (if set when it was last formatted) or may simply show as “Removable Disk” if no Volume name was specified. Again, this can vary depending on the operating system.

In the Windows example below, a microSD card loaded in a [microSD USB adaptor](#) and connected to the computer shows as volume “MY SD CARD”.



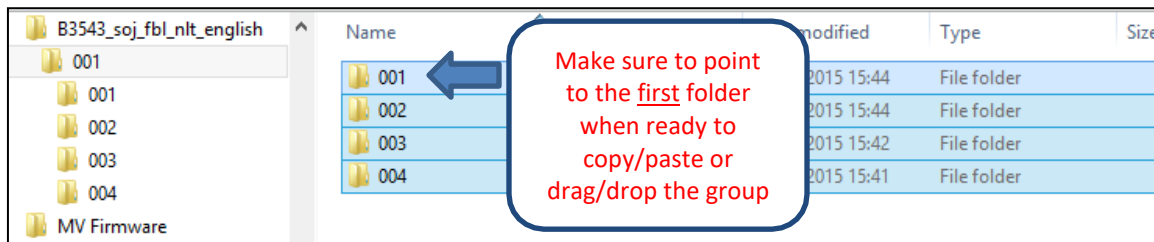
Once the microSD card(s) are connected to the PC/Mac, you simply copy the contents of your audio folder to the microSD card volume(s). This can be done using “copy and paste” or “drag and drop”.



For the player to properly navigate among the audio files on a microSD card, it is critical that the folders (and their content) are copied in proper sequence. Windows and Mac don’t necessarily copy in sequence as the order doesn’t usually matter, but in this case it definitely does. Keep reading - you can force the copy order...

In the Windows example below, there are 4 Section folders, each containing multiple Book folders with each of those containing individual audio (Chapter) files. The folders need to be copied in order beginning with 001, then 002 and so on. If the folders (and their content) are not copied in that order, the Companion may not play back the audio in proper order.

Figure 15: Copying files in proper sequence



The best way to ensure your data is copied in the correct sequence is to first highlight the folders in question. In Windows this can be done a number of ways such as using the “Ctrl+A” shortcut key, choosing “Select All” from the menu presented from a right-click or using the “Select All” icon in the ribbon area of File Explorer.

Once the folders are highlighted, you must point to the **first** folder (or file) of the group with your mouse (in the example above it is folder “001”) and then drag the group to the SD card volume and drop them. Or you can right-click on the first item, choose “Copy”, go to the SD card volume, right-click and choose “Paste”.



Please note that as long as the files sort in the order they should be played, [SaberCopy](#) will guarantee copy order to be correct which is why it is the recommended method to use.

## Listen to the message on the card

Once the SD card is programmed, you should listen to it to make sure it plays and that navigation among the various audio files is what you intended.

Load the card (see Figure 13: Inserting a microSD card) and then press the **Green** Channel button for 2 seconds until the Companion beeps. Playback will begin from the microSD card and LED will change to **red**. (For Shield, the LED is always **red**.)

If the player immediately beeps 3 times and goes to [pause mode](#), more than likely the folder structure copied to the SD card is incorrect. Please review the section on [Structuring Rules](#).



If navigation among the different levels on the card is not in the order you expected, and you used the File Explorer method, please review that [section](#) again for details on how to copy/move folders and files or try again using [SaberCopy](#).

## Battery Options

### Lithium Ion battery

#### 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 it using one of the methods below:



For fastest charge, connect any standard “USB” charger (regulated +5VDC, minimum 300mA) to the micro-USB port on the player for about 2 hours\* or until the LED stops blinking. While Companion charges, the LED will blink according to the charge level colors described [below](#). While Shield is charging, the LED will blink only **red**.



Plug the player into any standard computer USB port using a “USB to micro-USB” cable for about 2 ½ hours\* or until the LED stops blinking. Any MegaVoice SLS, regular or charge-only cable is sufficient.

*\*Actual charge time will vary according to current battery capacity and method of charging.*

#### Battery Care

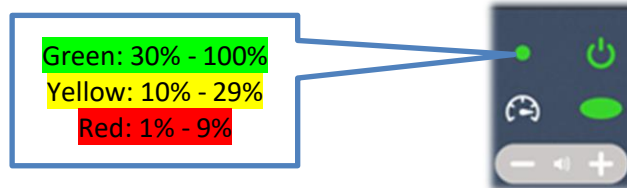
- Avoid completely depleting the battery as this will shorten its overall lifetime and takes much longer to fully charge afterwards.
- When not in use and whenever possible, keep the player in a cool place, which will also help to preserve battery life.
- Before stowing the player for prolonged periods, 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 cable connected to a computer or an electric charger.

## Battery level indicator (Companion only)

Companion and Shield both come with an improved capacity, rechargeable Lithium Ion battery.

In addition, Companion includes a built-in battery level indicator (*not included in The Shield*). The player must be on in order to test the battery. A *click* on the power button in the top right of the keypad executes the test. The LED next to the power button will blink rapidly for 2 seconds indicating the remaining capacity in the battery. The color of the LED displayed during the test shows the remaining charge as presented below:

Figure 16: Battery charge indicator



*\*The battery level indicator also works with the AAA battery options.*

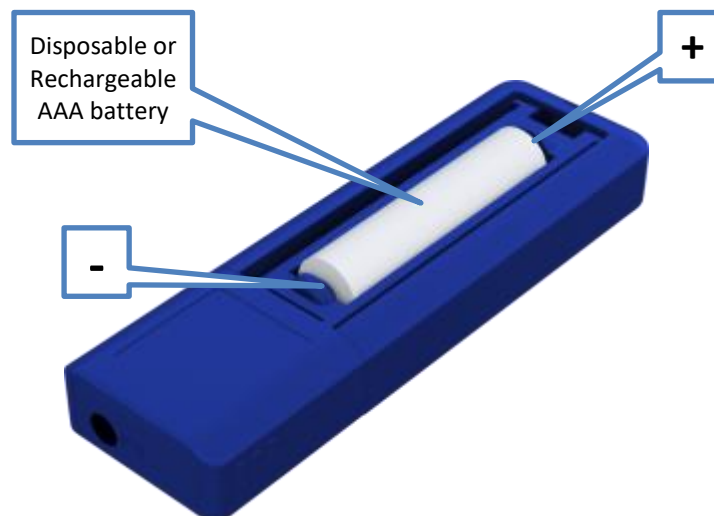
## Disposable AAA battery

Optionally, the Companion (or Shield) can be powered by a disposable AAA (dry) battery in place of the Lithium Ion battery.

## Rechargeable AAA battery



You may also use a *rechargeable* AAA battery to power the Companion (or Shield) but the player is unable to charge this type of battery. For charging, you will have to use (purchase separately) a special charger designed for the type of battery purchased.

Figure 17: Inserting an AAA battery



## Resetting player default values

Your Companion stores and remembers as default values a number of settings (listed in the chart below). They are used as default settings 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 enter pause mode
3. Press and hold the volume down button  on the keypad for 2 seconds
4. The player will beep and remain in pause mode
5. The settings have been reset, you may resume from pause mode or turn the player off

Setting	Initial value
Default Playback bookmark	Beginning of the audio message
Playback speed	Normal
Volume	Medium

*\* Only the default bookmark is affected by this procedure. [The other 6 user-defined bookmarks](#) will be unaffected and will persist until the player is formatted and reloaded with new audio.*

## Audio playback bookmarks

The Companion supports 7 user-set bookmarks. There is one bookmark for each of the 6 basic navigation buttons plus the pause button.

These bookmarks allow for quick navigation to favorite areas of the audio and may be set for onboard audio or any microSD card.

In addition to the 7 user-set bookmarks, there is also a temporary (*implicit*) one which is managed internally by the player. For example, the temporary bookmark is always set when entering pause mode and used to resume playback from the exact position where the player was paused.



## Setting the bookmarks

Please see the section on [pause mode](#) for details on setting (and using) the 7 user-defined bookmarks, including the default bookmark.

## Resetting the default bookmark

When the player is turned on, the [default bookmark](#) will always be used as the point from which to resume playback.

To reset the [default](#) bookmark to the *beginning* of the onboard audio message, follow these steps:

1. While in audio playback, press the pause button  to enter [pause mode](#).
2. Once the player is paused, press and hold the volume up button  in the top area of the keypad for 2 seconds. The player will beep once to confirm the reset and remain in pause mode.
3. The default bookmark is now reset to the *beginning* of the audio message.
4. You may resume playback or turn the player off.

## Charging and communication modes

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

\* 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 micro-USB SLS cable (for Onboard / microSD programming) or Standard micro-USB Data cable (for microSD programming only). The player will automatically enter *computer communication mode*\*.

\* While in *computer communications mode*, the player will be charging as well.

### Connecting a player to a computer for charging\* purposes:

Connect the player to a computer using a micro-USB SLS cable, a Standard micro-USB Data cable or a Charge Only micro-USB cable.

- If connected via SLS/Data cable, and you want to disconnect from computer communication mode and continue charging your player, press briefly on the Power button on the keypad or eject the player's volume via the operating system. If the player was on prior to connecting it to the computer, the player will return to the mode it was last in.
  - For the computer to recognize the player again, the player 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 battery charging process.

\* Only if equipped with Lithium Ion battery.



## 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 MegaVoice could void your authority to operate this device.

## MegaVoice limited warranty

MegaVoice Ltd. ("MEGAVOICE") 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 MEGAVOICE 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. It is YOUR responsibility to return the defective MEGAVOICE 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), MEGAVOICE 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.
  - a) The WARRANTY for the PRODUCT extends for **one (1) year** 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) MEGAVOICE will pay for the labor charges incurred by MEGAVOICE in repairing or replacing the defective parts during the WARRANTY PERIOD.
  - c) YOU will not have to pay for any such replacement parts.
  - d) MEGAVOICE 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. MEGAVOICE does not warrant uninterrupted or error-free operation of the PRODUCT. MEGAVOICE 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 MEGAVOICE PROOF OF PURCHASE of the PRODUCT.
  - b) YOU will bear the cost of shipping the PRODUCT to your PROVIDER (or to MEGAVOICE, per the instructions of the PROVIDER). MEGAVOICE 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). MEGAVOICE 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, 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 MegaVoice, 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 MEGAVOICE PRODUCT or to any foreign device or media caused by connecting the MEGAVOICE PRODUCT to any foreign device or media not specifically approved and recommended by MEGAVOICE 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 MEGAVOICE was not advised in writing of an alleged defect or malfunction within seven (7) days after the expiration of the WARRANTY PERIOD.

**8.** MEGAVOICE'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). MEGAVOICE 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 eighteen (18) 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, MEGAVOICE 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.** MEGAVOICE 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 MEGAVOICE 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 MEGAVOICE 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.

## Technical

### Specifications

Battery – standard option	Lithium Ion, 3.7V, 280 MAh, 1.036Wh
Battery – alternate option 1	AAA Disposable
Battery – alternate option 2	AAA Rechargeable (requires external charger – not included)
Input	DC 5.0V, 500mA
Weight (with Li-Ion battery and belt clip)	1.023 ounces (29 grams)
Dimensions (without belt clip)	3.75" x 1.25" x 0.8125" (9.5cm x 3.2cm x 2.1 cm)
Internal memory	4GB standard, 8GB if special order
microSD memory	Up to 128GB
Player format	FAT32, Default allocation unit size 8K

### Contact for Support

The MegaVoice contact page:

<https://megavoice.com/audio-tools/request-support-for-loading-audio-content-on-audio-bibles/>

MegaVoice-recommended (free) utilities:

<http://megavoice.com/audio-tools/tools-and-utilities-for-loading-audio-content-on-audio-bibles/>

## Troubleshooting

Symptom	Cause/Solution
Player will not turn on	<p><i>Low Battery</i></p> <ul style="list-style-type: none"> <li>If using the Li-Ion battery, make sure the battery is charged per the <a href="#">instructions</a></li> <li>If using a disposable AAA battery, replace it</li> <li>If using a rechargeable AAA battery, charge it or replace it</li> </ul> <p><i>Player needs to be reset</i></p> <ul style="list-style-type: none"> <li>See <a href="#">Resetting the player</a></li> </ul>
Player turns on but there is no sound	<p><i>Volume is set to minimum</i></p> <ul style="list-style-type: none"> <li>Turn the <a href="#">volume</a> up</li> </ul> <p><i>No earphone connected</i></p> <p><i>Earphone is not properly connected and/or defective</i></p> <ul style="list-style-type: none"> <li>Playback pauses when no device is connected to the audio jack on the bottom of the player</li> <li>Try a different earphone that is known to work</li> </ul>
Unit LED does not light up when connected to the computer	<p><i>USB port has not been initialized.</i></p> <ul style="list-style-type: none"> <li>Test connection with a different “working” USB device</li> <li>Try a different <a href="#">USB port</a></li> </ul> <p><i>USB Hub is not working</i></p> <ul style="list-style-type: none"> <li>Make sure the <a href="#">Hub</a> has power and is turned on</li> <li>Make sure all USB cables are properly connected</li> </ul> <p><i>SLS USB cable might be faulty</i></p> <ul style="list-style-type: none"> <li>Replace with a working <a href="#">SLS USB cable</a></li> <li>Try connecting a different player</li> <li>Replace the SLS cable with a regular <a href="#">USB charging cable</a>. If the player LED lights up, the SLS cable is faulty.</li> </ul> <p><i>Battery may be dead or faulty</i></p> <ul style="list-style-type: none"> <li>Remove the battery and connect the player. If there is a connection, see <a href="#">Battery care and charging</a>.</li> </ul> <p><i>Player is faulty</i></p> <ul style="list-style-type: none"> <li><a href="#">Contact MegaVoice for instructions</a></li> </ul>
Unit LED blinks quickly when first connected to the computer with a USB cable	<p><i>Low Battery</i></p> <ul style="list-style-type: none"> <li>See <a href="#">Battery care and charging</a></li> </ul>
Unit does not respond or register when connected to the computer with the SLS cable	<p><i>Player may be frozen</i></p> <ul style="list-style-type: none"> <li>See <a href="#">Resetting the player</a></li> </ul> <p><i>USB port has not been initialized</i></p> <ul style="list-style-type: none"> <li>Switch to a different <a href="#">USB port</a></li> <li>Reboot the computer</li> </ul> <p><i>SLS cable might be faulty</i></p> <ul style="list-style-type: none"> <li>Replace with a working SLS USB cable</li> </ul>

**Continued on next page ➔**

## Troubleshooting continued...

Symptom	Cause/Solution
Player turns on, beeps and then enters pause mode	<p><i>Onboard memory is blank and no microSD card present in reader</i>  <i>Onboard memory is blank and microSD card not properly prepared</i></p> <ul style="list-style-type: none"> <li>The Companion can be configured to only use microSD cards by leaving the internal memory completely blank. For this option to work a <a href="#">properly prepared microSD</a> card must be present in the card reader when the player is turned on</li> </ul>
Player switches to microSD card but does not play content and/or beeps and enters pause mode	<p><i>microSD card is not properly prepared</i></p> <ul style="list-style-type: none"> <li><a href="#">Verify that the microSD is properly prepared</a></li> </ul> <p><i>microSD card is faulty (even if it could be loaded via computer)</i></p> <ul style="list-style-type: none"> <li>Format the card, reload with audio and try again.</li> </ul> <p><i>microSD card not properly seated</i></p> <ul style="list-style-type: none"> <li><a href="#">Eject the card, re-insert and try again.</a></li> <li>If none of the above solves the problem, try a different card.</li> </ul>
Unit “locks up” during navigation and/or plays 3 beeps and enters “pause” mode	<p><i>Invalid folder layout</i>  <i>No valid audio files found</i>  <i>Onboard memory is blank</i></p> <ul style="list-style-type: none"> <li>See <a href="#">structuring rules</a> to make sure the audio message loaded to the player adheres to those rules.</li> <li>If the folder layout was faulty, reload the player with the corrected folder layout.</li> <li>Reset the player if needed (see <a href="#">Resetting the player</a>).</li> </ul>
Slow “write” speed when programming with <a href="#">SaberCopy software</a>	<p><i>Weak CPU capacity on your computer</i>  <i>Too many units connected through a single <a href="#">USB Hub</a></i>  <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"> <li>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.</li> <li>We also recommend using <a href="#">powered Hubs</a>, with each Hub directly connected to the computer (not daisy-chained together) with up to 7 players connected per Hub.</li> </ul> <p><i>Allocation unit size is too small</i></p> <ul style="list-style-type: none"> <li><a href="#">Saber Copy</a> allows you to specify the allocation unit size when formatting a device. The larger the size, the faster data can be copied. The default (recommended) setting is 8 KB.</li> <li>See <a href="#">here</a> for details.</li> </ul>
Resetting the player	<ul style="list-style-type: none"> <li>Hold down the power button for 10 seconds until the player restarts.</li> <li>If unsuccessful, reconnect to the computer with a USB cable and hold down the power button for another 10 seconds.</li> <li>If still unsuccessful, open the battery cover, disconnect and reconnect the battery.</li> <li>If all fails, <a href="#">contact MegaVoice for instructions.</a></li> </ul>