

Prepare devices for use: Charge, check, and clear

Follow these steps a just few days before providing devices to participants, whenever devices have not been used for a few weeks.

Do this before assigning the devices to the current participants.

You can also [print this much cuter set of instructions](#) to store with your devices!

1. Charge fully.

Connect device to power (using LENA Multi Dock or LENA wall charger) until screen says **Charged**.

- While connected to power, the recorder's screen will say **Charging** until the battery is full, at which point the status will change to **Charged**.
- It may take 3-4 hours to fully charge a completely dead device.
- **Always fully charge the device before the first LENA Day.**

2. Check device.

Disconnect device from charger and check its status message.

The most common status messages and the appropriate actions are in the table below.

Device message	What it means	What to do
Paused	Device is empty	Power off, assign, and use!
Paused xx:xx:xx (elapsed time)	Device contains some data	Connect to LENA Hub to erase , or, if you are certain whose data it contains you may transfer the data to that participant.
Memory Full	Device is full of data	Connect to LENA Hub to erase , or, if you are certain whose data it contains you may transfer the data to that participant.
Error 09 Set Clock	Internal clock is out of sync	Connect to LENA Hub to reset internal clock. More info here .

Additional step for old-style devices, serial numbers <20000

Any device with serial numbers under 20000 should be connected to LENA Hub prior to use to ensure that the onboard clock is accurate. Connecting to Hub syncs the device clock with the Hub computer clock.

When syncing an empty device, the LENA Hub screen will show **Error!**. This is expected. If desired, click on the error to see details and clear it.

3. Clear any data or error.

If a device contains data or displays Error 09, follow the steps in the table.

If a device contains a different error, says Charging/Charged when it is not plugged in, or will not power off, see the troubleshooting guide [here](#).

Next steps: Assign and use

Now the device is ready to be used.

Place a removable sticker on the back of the device and write the participant's name on the sticker.

Use LENA Online to [assign the device](#) to that participant.

Provide the device and LENA clothing to the participant.