

Audio Bug

User Manual

Version 0.27

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1. What Audio Bug does

Audio Bug records sound in a place you care about and lets you listen to it from a web page, wherever you are.

It has two parts.

The device is a small unit with a built-in microphone and a memory card. You plug it in, it joins your WiFi network, and it listens. When it hears something louder than the room's normal background, it records until the sound stops. Every recording is saved to its memory card. The device can also recognise certain sounds — a dog barking, glass breaking, a baby crying, an alarm — and send you a notification when it hears one.

The console is the web page you use to control the device. From it you can listen live, play back recordings, download them, change settings and set up notifications.

Recordings live on the device's memory card, not on the website. They stay there until you delete them or the card fills up.

If you only want the device working and are happy to read the rest later, the *Audio Bug Quick Start Guide* is one printed sheet that takes you from the box to listening in about ten minutes. This manual covers everything it leaves out.

What you need before you start

- The device, with its memory card fitted. The card that came with the device is ready to use. If you are fitting your own, see Choose a memory card.
- A USB power supply and cable. The device is meant to stay plugged in.
- Your home WiFi, and its name and password.
- Any computer or phone with a web browser.
- Your device's MAC address — a serial number in the form `AA:BB:CC:DD:EE:FF` that identifies your device. It is supplied with the device, and the device also shows it to you during setup, so you do not need to find it beforehand (see Find your device's MAC address).
- The web address of your console. Unless you have been told otherwise this is `https://console.audiobug.net`.

> **Note:** Every date and time you see is in **UTC**. In summer, British time is one hour ahead of it.

> **About the pictures:** the screens in this manual are real, captured from the software this manual describes. The device and site in them are made up, so the names, addresses and recordings you see will differ from your own. Every instruction can be followed from the words alone if a picture does not load.

2. Setting up your device

A new device does not know your WiFi network, and it has no buttons or screen to tell you anything. Instead, it makes a WiFi network of its own that you connect a phone or laptop to, and gives you a setup page to fill in. You need nothing but the device and a phone.

You do not need to take the memory card out, and you do not need a card reader. Setting up a brand-new device — giving it your WiFi and finding the MAC address you register it with — is done entirely from the setup page. Leave the card in the device.

What's in the box

- **The device**, with a micro SD memory card already fitted. It is empty and ready to use — you do not need to touch it to set the device up.
- **A USB-A to USB-C power cable**, for plugging the device into a USB power supply.
- **A micro SD card reader** (USB-A), for reading the memory card directly on a computer.

Some editions of the device also include a small built-in battery and a power switch on the side, so the device can run for a while without being plugged in. Not every device has this — look for a small switch on the side of your device. If there is none, your device runs from USB-C power only and the battery notes below do not apply to it.

The memory card. You do not need to take it out, and you do not need the card reader, to set the device up or to use it day to day — recordings are fetched through the console instead. Take the card out only if you want to reformat it completely (see Erase the memory card), or to copy a large number of recordings off it faster than downloading them one at a time through the console. The card reader is for exactly that: put the card in it, plug it into a computer's USB-A port, and it appears like any other removable drive.

The power cable. Plug the USB-C end into the device and the USB-A end into a USB power supply — the same kind used to charge a phone. The device is meant to stay plugged in permanently.

> **Note:** Some USB-C to USB-C cables will not power the device properly. Cables and chargers built only for the newer USB-C power delivery standards do not always supply the older style of power the device expects, and the device may fail to turn on or may restart repeatedly. If you see this, use the USB-A to USB-C cable supplied with the device, plugged into a standard USB-A power supply.

> **Note:** On editions with a battery, the switch on the side only connects or disconnects the battery — it does not turn the device on or off while it is plugged into USB-C power. Slide it toward the grille to turn the battery on, and away from the grille to turn it off. Leave it on so the battery stays charged and ready; only turn it off when you want the device fully powered down while it is unplugged, such as for storage or transport. With the battery off, the device still works normally on USB-C power, but the battery does not charge.

The same cable can also be used to update the device's software directly from a computer. **Only do this if the people who support your device tell you to and guide you through it** — it is not something to attempt on your own, and it is not needed for the ordinary software updates described in Update the software on a device, which happen over WiFi instead.

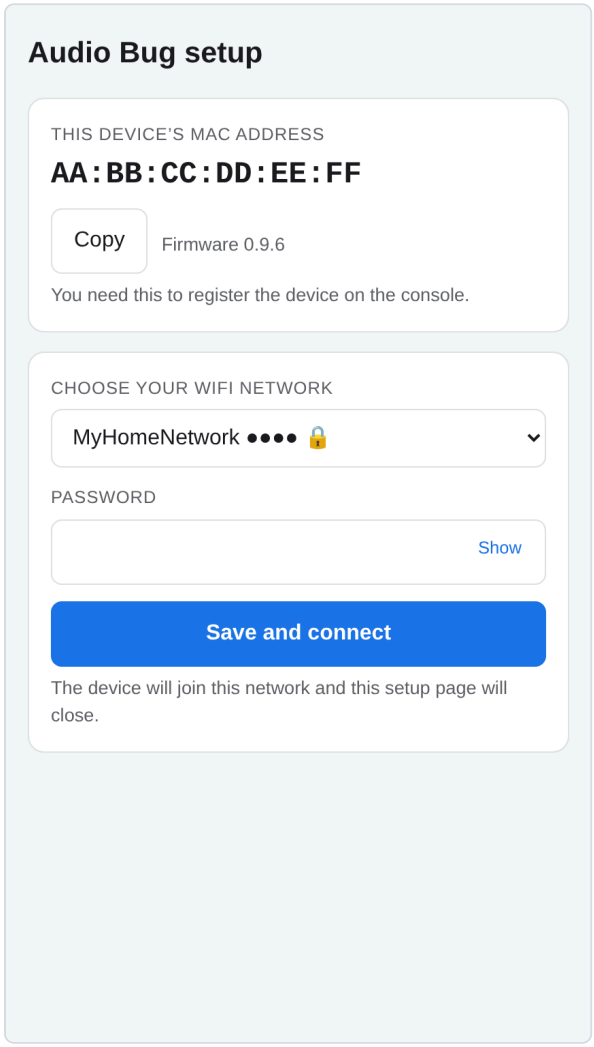
Give the device your WiFi details

Before you start: you need the device with its memory card fitted, a USB power supply, a phone or laptop, and your WiFi network name and password.

1. Plug the device into power and wait about a minute.

   When it has no WiFi network to join, it creates one of its own, named `AudioBug-` and four characters, for example `AudioBug-1CA0`.
2. On your phone or laptop, open the list of WiFi networks and connect to the `AudioBug-` network. It needs no password.
3. Wait a few seconds. A page headed **Audio Bug setup** opens by itself.

   If it does not, open a browser and go to `http://192.168.4.1`.

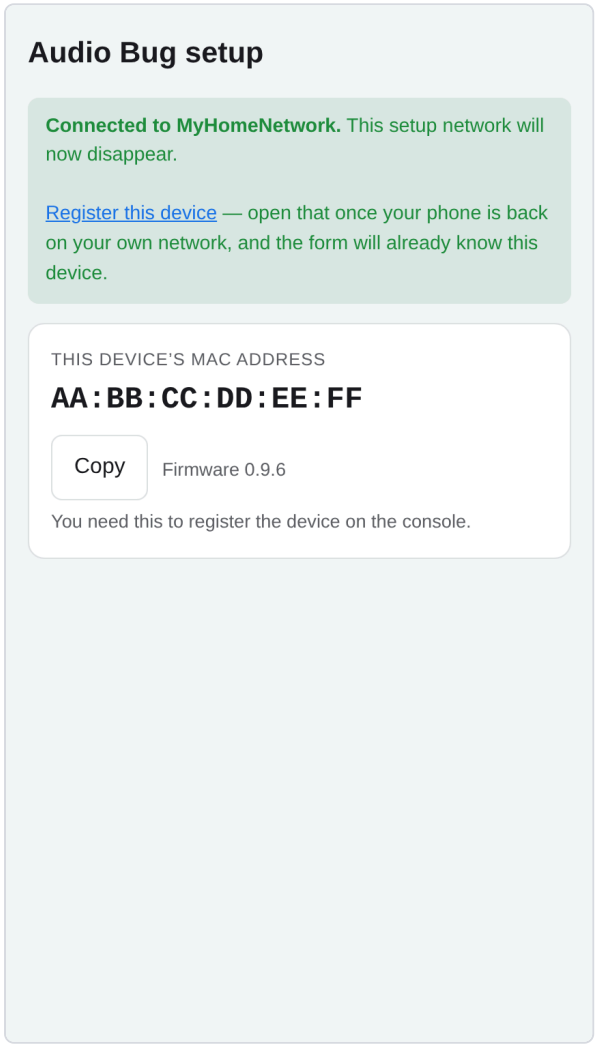


4. Write down the MAC address shown near the top of the page, or choose **Copy**. You need it to register the device in section 3.
5. Choose your network from the **Choose your WiFi network** list.

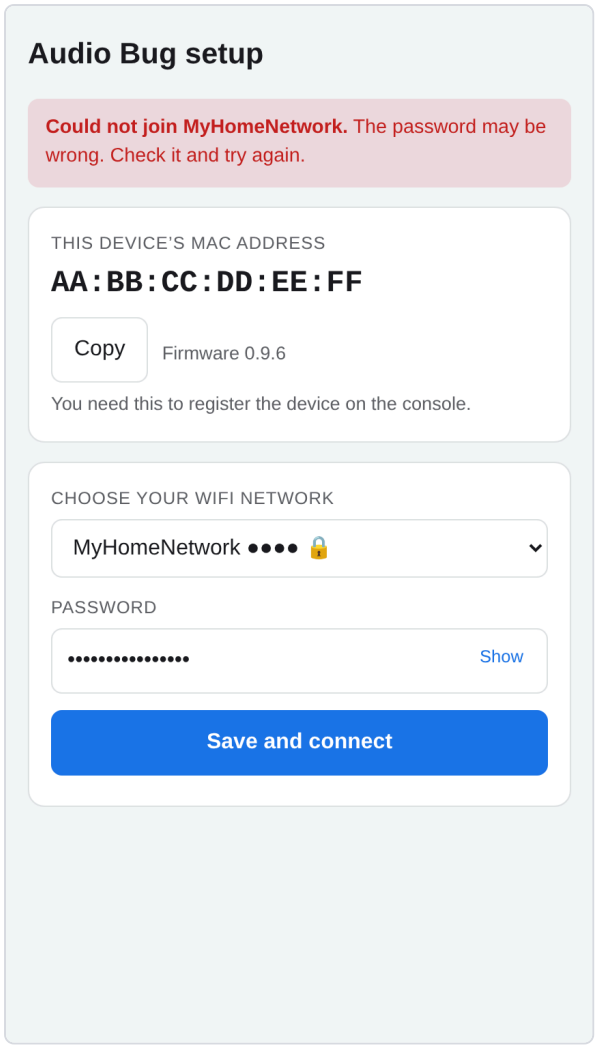
Networks are listed strongest first. If yours is not there — some routers hide their name — choose **Other (type the name)…** at the bottom of the list and type it in, exactly, including capital letters.

6. Type your WiFi password in the **Password** box. Choose **Show** if you want to check what you typed.
7. Choose **Save and connect**.

   The page says *Connecting…* and can take up to a minute. It may go blank for a few seconds while the device tries your network — this is normal, and the page comes back by itself. Stay on it.
8. Read the result.
   - **Connected to** *your network* means the device is on your WiFi and the setup network is about to disappear. Setup is finished. The message also offers a **Register this device** link: reconnect your phone to your own WiFi, then follow it to arrive at a registration form that already knows this device's MAC address.



   - **Could not join** *your network* almost always means the password was wrong. Type it again and choose **Save and connect** again.



9. Once the device has connected, reconnect your phone or laptop to your own home WiFi network. Many phones do this by themselves as soon as the `AudioBug-` network disappears; if yours stays connected to it (some do, since it never had internet access), switch networks by hand before going on to section 3.

Your password is stored inside the device and never appears on the setup page again.

> **Note:** The setup network is open, so anyone nearby could connect to it while it is up. It disappears as soon as the device joins your WiFi, and it only comes back if the device loses your network for ten minutes. Set the device up promptly rather than leaving it unconfigured for days.

If the setup network never appears, see My new device never comes online.

Find your device's MAC address

You need the MAC address to register the device in section 3. It is supplied with the device, and there are two other ways to read it.

From the setup page. Connect to the device's `AudioBug-` network as above. The address is shown near the top of the page, with a **Copy** button. This works before the device has ever

been on a network, and it is the quickest way.

From the memory card. Once the device has been switched on at least once, it writes a file called `MAC` on its card containing its address and nothing else:

1. Unplug the device from power.
2. Take the memory card out and put it in your computer's card reader.
3. Open the file called `MAC` in the top level of the card. Any text editor will do — on Windows, Notepad.

   It contains one line, like this:

   ```
   AA:BB:CC:DD:EE:FF
   ```

4. Eject the card safely, put it back in the device, and plug the device in again.

Leave the file alone. The device does not read it back, so changing it will not change the device's address, and deleting it only means the device writes it again next time it starts.

Set up a device that has moved, or a network that has changed

If a device that used to work stops connecting — you have changed your router, your WiFi password, or moved the device to another building — it puts its `AudioBug-` setup network back up by itself after about ten minutes of failing to connect.

1. Wait ten minutes after the device has lost the network, with the device plugged in.
2. Connect your phone to the `AudioBug-` network and follow steps 3 to 8 of Give the device your WiFi details.

You do not need to register the device again. It stays on your site with its recordings and settings.

> **Note:** While the setup network is up, the device checks every five minutes whether its old network has come back, and rejoins it if it has. A router that simply rebooted needs nothing from you.

If you can reach the console and the device is still online, you can change its network from there instead, without waiting — see Change the WiFi network a device uses.

If the device has moved and you do not want to wait the ten minutes, give it the new network on its memory card instead — see Setting up a device from its memory card. A new or freshly formatted card on its own does not make the device forget its old network: the device keeps its WiFi details inside itself, not on the card.

Where to put the device

- Somewhere it can stay plugged into power.

- Somewhere with decent WiFi. If recordings are slow to download, move it closer to the router.
- Away from constant noise such as a fan, an extractor or a road-facing window. Steady noise never starts a recording by itself, but it does make the device less sensitive to the sounds you want.

3. Creating your account and registering your device

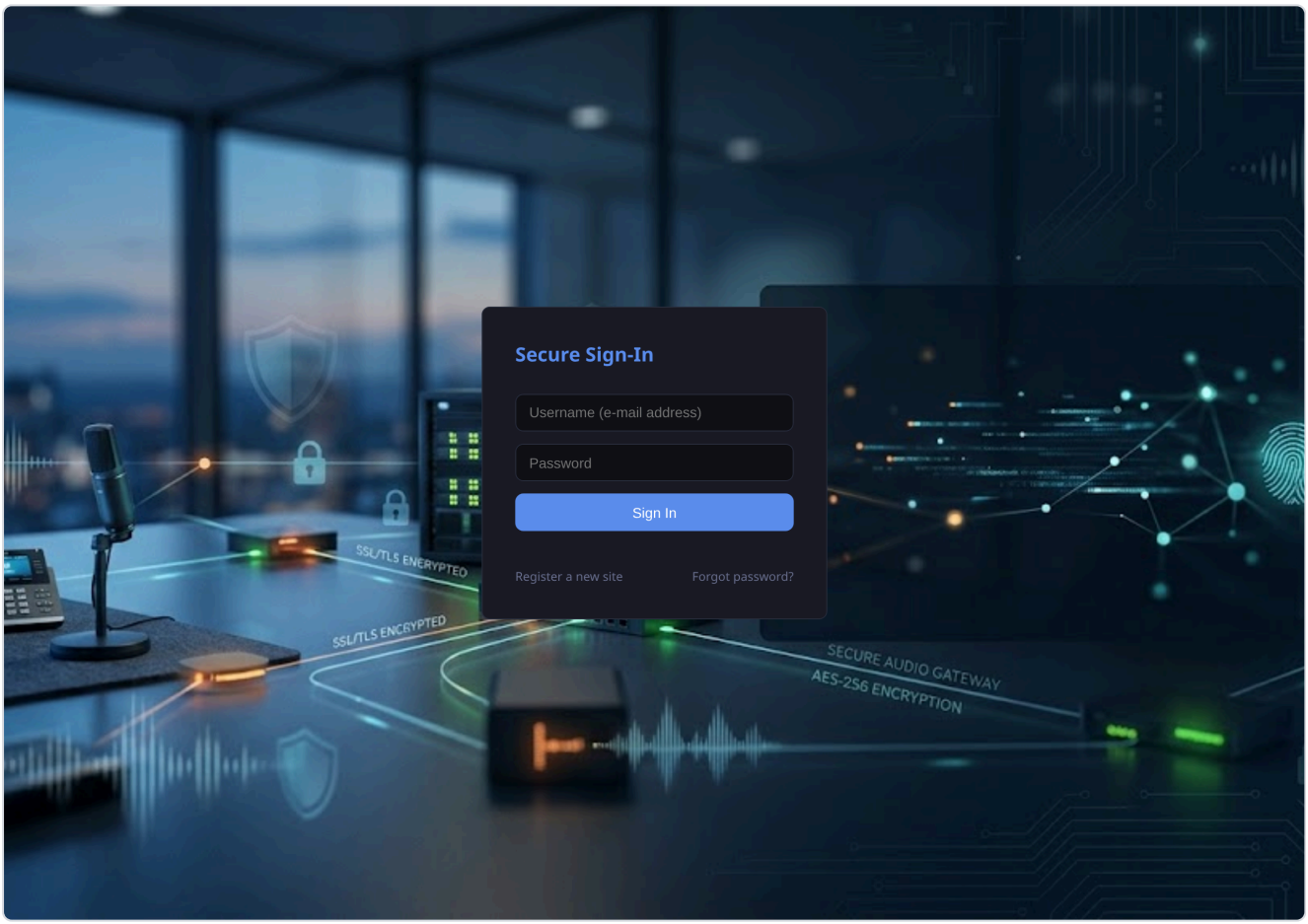
Your **site** is your account. It owns your devices, and it is the only account that can see them or hear anything they record. Other people's sites are invisible to you, and yours to them.

You sign in with your e-mail address. Password reset links go to the same address, so use one you can read.

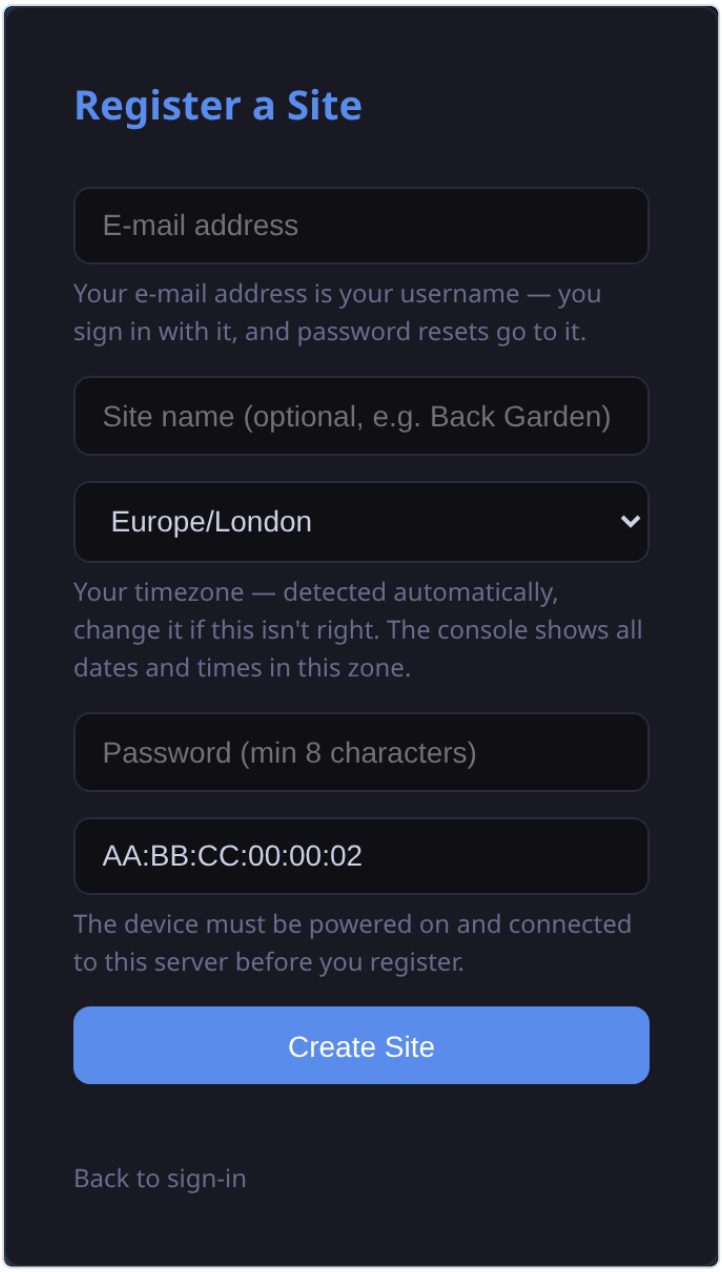
Register your site

Before you start: your device must be powered on and connected — finish section 2 first. Registration will not work while the device is offline, because the system pairs the device to your site during this step.

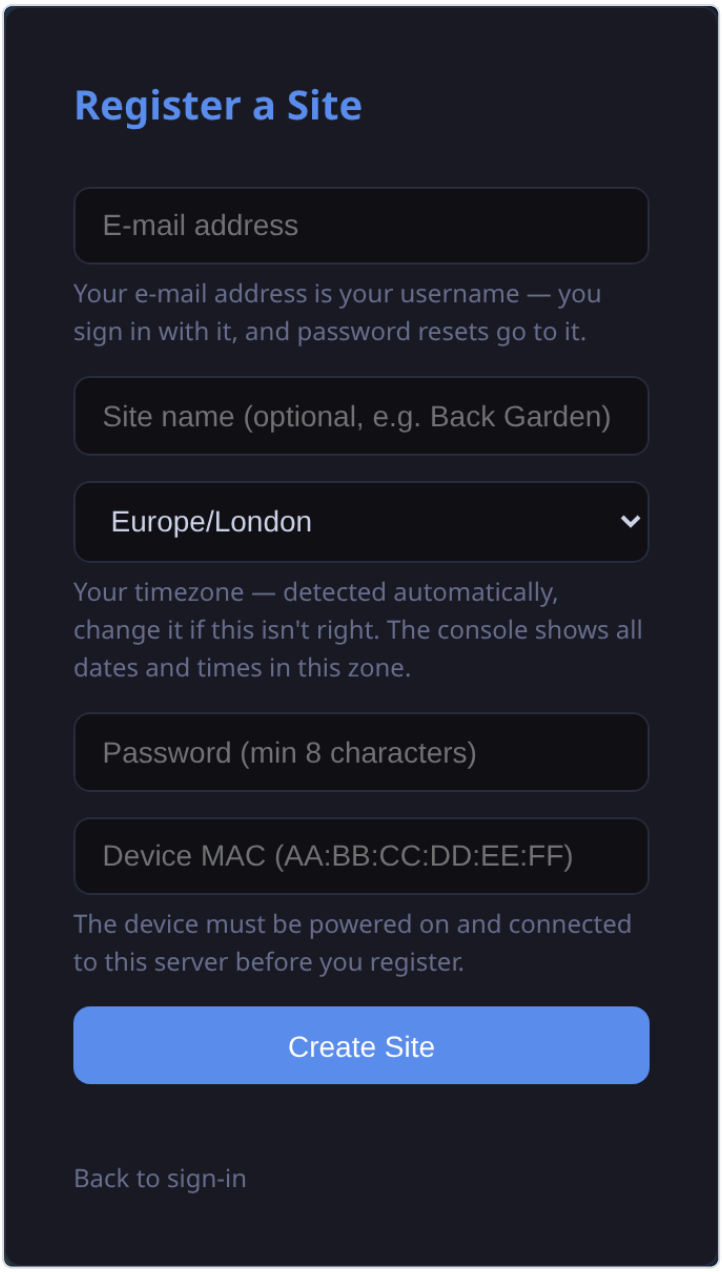
1. Open your console address in a browser. The **Secure Sign-In** page appears.



If you follow the **Register this device** link from the device's setup page instead, the registration form opens straight away with the **Device MAC** box already filled in. Skip to step 3.



2. Choose **Register a new site**. The **Register a Site** form appears.



3. Type your e-mail address in the **E-mail address** box. This becomes the username you sign in with.
4. Optionally type a name for the site, such as `Back Garden`, in the **Site name** box. This is only a label shown at the top of the page. You never sign in with it, and it does not have to be unique.
5. Type a password of at least 8 characters.
6. Type your device's MAC address in the **Device MAC** box, in the form `AA:BB:CC:DD:EE:FF` — unless it is already filled in, in which case leave it. If you do not have it to hand, see Find your device's MAC address.
7. Choose **Create Site**. The button reads **Creating…** for a moment while the system pairs the device. The console then opens and shows *Site created and device registered*.

If you see *Registration failed* or a message about the device, check the MAC address for typing mistakes and check the device is powered on and online. A device that is already registered to another site cannot be registered again until that site removes it.

Sign in

1. Open your console address.
2. Type your e-mail address and password.
3. Choose **Sign In**. The console opens with your device selected.

Your session stays signed in on that browser until you choose **Sign out**.

4. Using the console

The console has two parts.

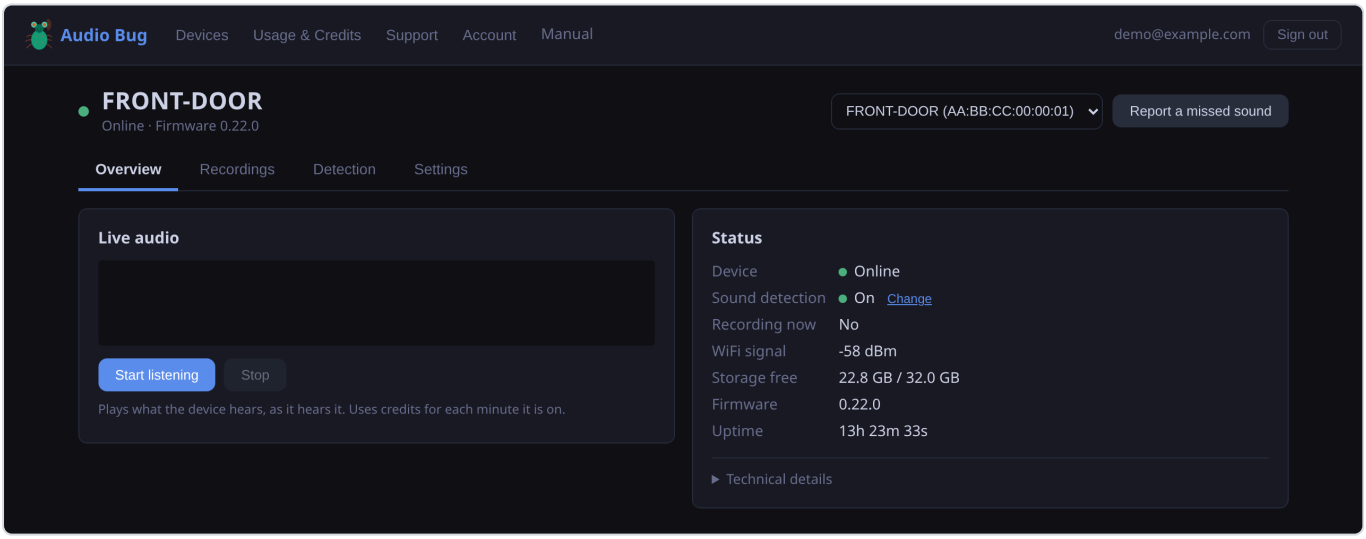
Along the top are the places that belong to your whole site, whichever device you are looking at: **Devices**, **Usage & Credits**, **Support**, **Account** and **Manual**. Your e-mail address and **Sign out** are at the far right.



Manual opens this manual in a new tab, so the copy you are reading is always the one that matches your console.

Below that is one device at a time. Its name is shown large, with a dot and a word saying whether it is online. Under the name are four tabs:

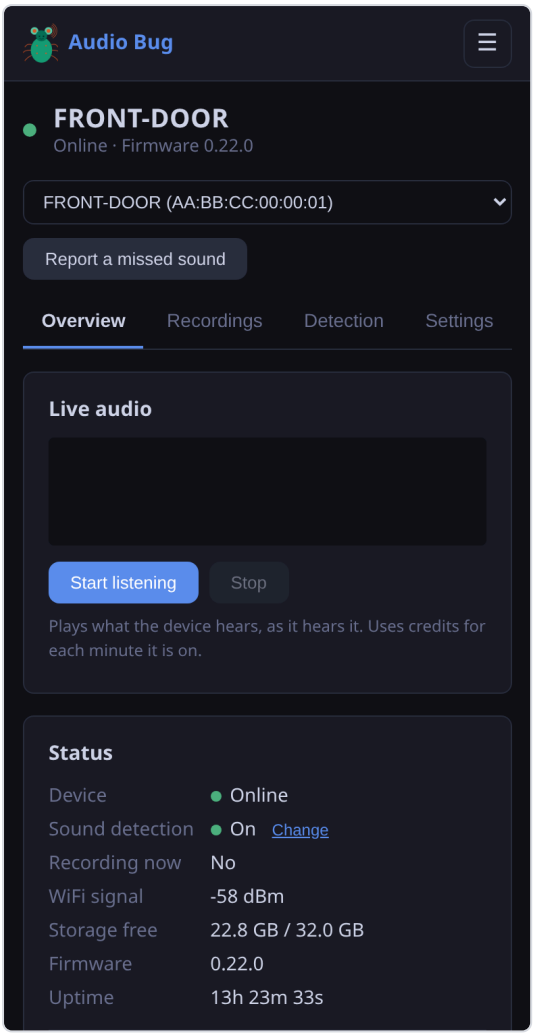
Tab	What it is for
Overview	Listening live, and checking the device is working. This is the tab you see first.
Recordings	Finding, playing, downloading and deleting recordings.
Detection	Which sounds the device listens for, and where alerts go.
Settings	The device's name, microphone, WiFi and software, and restarting or erasing it.



The console remembers which tab you were on, so reloading the page brings you back to it.

Using the console on a phone

On a phone, the places along the top are behind the ☰ button at the top right. Tap it to open them, and tap one to go there. The device's name, its tabs and **Report a missed sound** stay on the screen all the time.



Choosing a device

If your site has more than one device, a list next to the device's name shows **every** device registered to your site. Devices that are switched off or not connected to WiFi are shown with — *offline* after their name and cannot be chosen. Choose any online device to work with it. The tab you are on stays open.

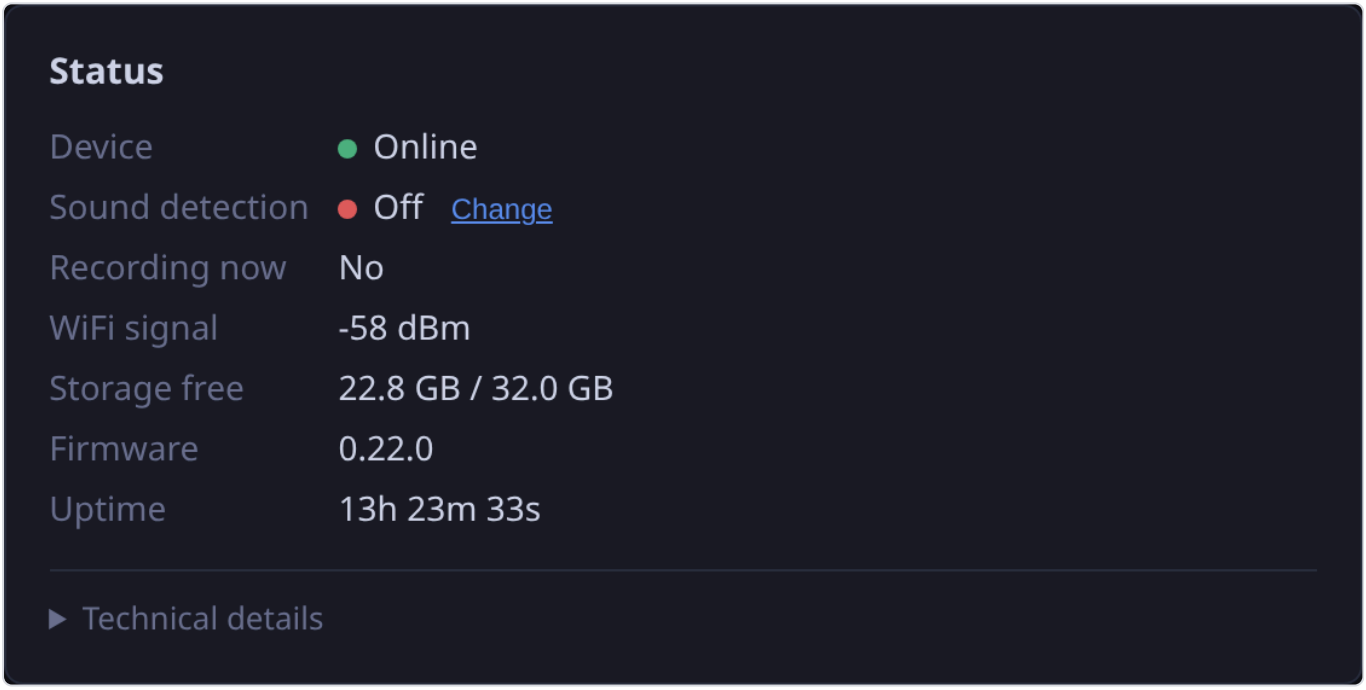
If you have only one device, there is no list: the device is chosen for you.

If the console says *No device online*, none of your devices is connected right now. See My device shows as offline.

Check that a device is working

The **Status** card on the **Overview** tab answers this. The lines that matter most:

Line	What it tells you
Device	**Online** with a green dot means the device is working right now.
Sound detection	**On** or **Off**. Choose **Change** beside it to open the **Detection** tab.
Recording now	**Yes** means it is recording right now.
WiFi signal	How strong the WiFi is where the device stands. The closer to zero, the better.
Storage free	Space left on the memory card, and its total size. It reads **No memory card**, or adds **card failing**, when the card needs attention — see The console warns about the memory card.
Firmware	The version of software on the device.
Uptime	How long since the device last restarted.

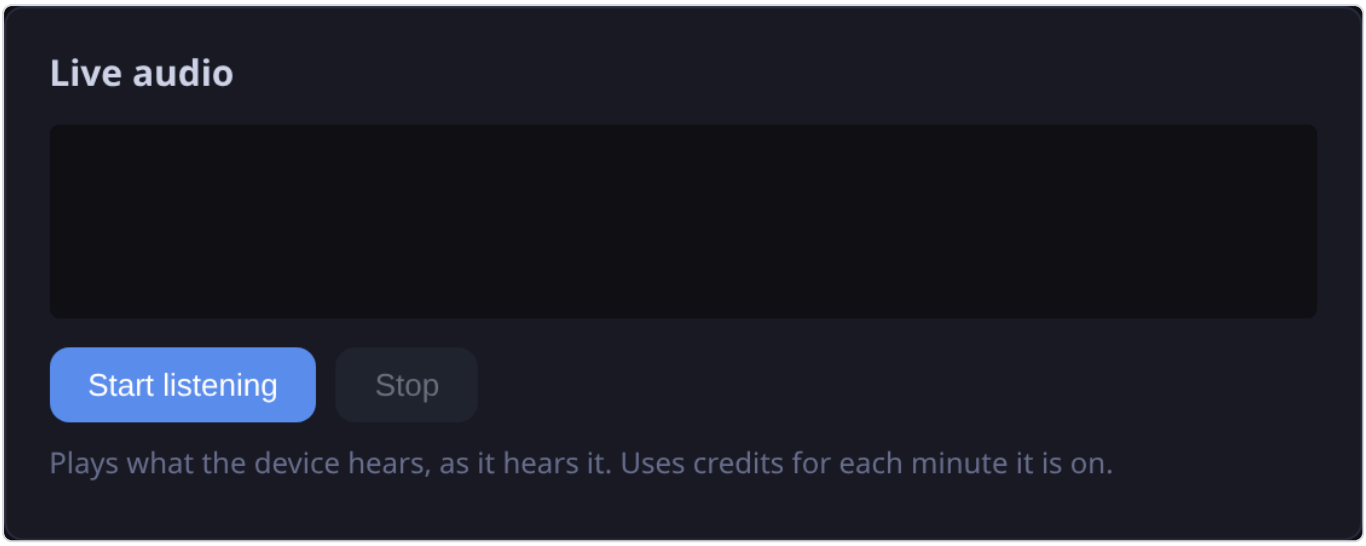


Technical details, at the bottom of the card, shows a few more lines that you only need if whoever supplied your device asks for them. The card keeps itself up to date while the device is online.

Listen to live audio

Before you start: the device must show **Online**.

1. Choose the **Overview** tab.
2. In the **Live audio** card, choose **Start listening**. The line in the black box starts moving and live audio plays through your computer.
3. To stop, choose **Stop**.



Reading the line. The line shows the shape of the sound, sized to fit the box: talking, a door or a dog all fill most of its height, so you can see something is happening even when it is quiet to the ear. In a quiet room the line stays almost flat. After a loud sound, quieter sounds look small for about a second while the line adjusts. The height shows what is loud compared with a moment ago, not how loud the room is. It does not change what you hear.

If you see the line moving but hear nothing, check your computer's volume and that the browser tab is not muted.

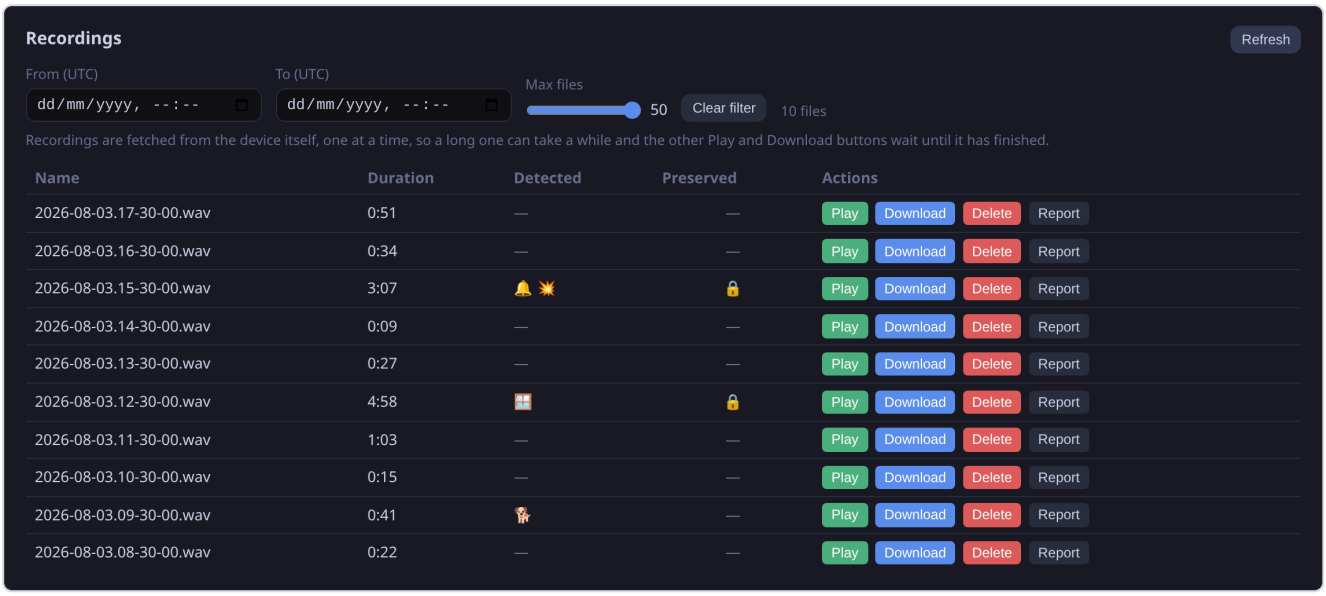
> **Note:** Listening live does not create a recording, and it does not stop the device recording sounds in the normal way.

Find and play a recording

Recordings are named for the date and time they started, in UTC — for example `2026-08-03.14-30-00.wav` began at 14:30:00 UTC on 3 August 2026.

Before you start: the device must show **Online**. Recordings are fetched from the device itself, so an offline device cannot show you any.

1. Choose the **Recordings** tab.
2. Choose **Refresh**. The 50 most recent recordings are listed, newest first.



3. To narrow the list to a particular period, type a date and time in **From (UTC)** and **To (UTC)**. The list reloads as soon as you set each one.
4. Choose **Play** on the recording you want. A player appears below the list. Use it to pause, or drag to move within the recording.
5. To close the player, choose **×** beside its name.

The **Max files** slider sets how many to list, up to 50. **Clear filter** puts the dates and the slider back to the start.

> **Note:** The device sends one recording at a time, whether played or downloaded. While one is under way, **Play** and **Download** are disabled on every other row — they show `...` and re-enable themselves once it finishes. A long recording can take a little while to fetch; wait for it rather than reloading the page.

Only 50 recordings can be listed at once. If the count beside the filters says *cap reached — refine with filters*, there are older ones you have not been shown. Set a **From** and **To** range to reach them.

The **Detected** column shows a symbol for each sound the device recognised in that recording — 🐕 for a dog barking, 🪟 for glass breaking, and so on. Hover over a symbol to see its name. A 🔒 in the **Preserved** column means the recording is protected from being deleted automatically (see Protect recordings you want to keep).

On a phone, each recording is shown as a small card instead of a table row: its name, then its length and symbols, then its buttons.

Download a recording

1. Find the recording as above.
2. Choose **Download** on its row. The button shows `...` for a few seconds, then your browser saves the file.

Recordings are ordinary WAV audio files and play in any media player.

Delete recordings

Deleting is permanent. There is no recycle bin on the device.

To delete one recording:

1. Find it in the list on the **Recordings** tab.
2. Choose **Delete** on its row, then confirm. The list refreshes without it.

To delete all recordings on a device:

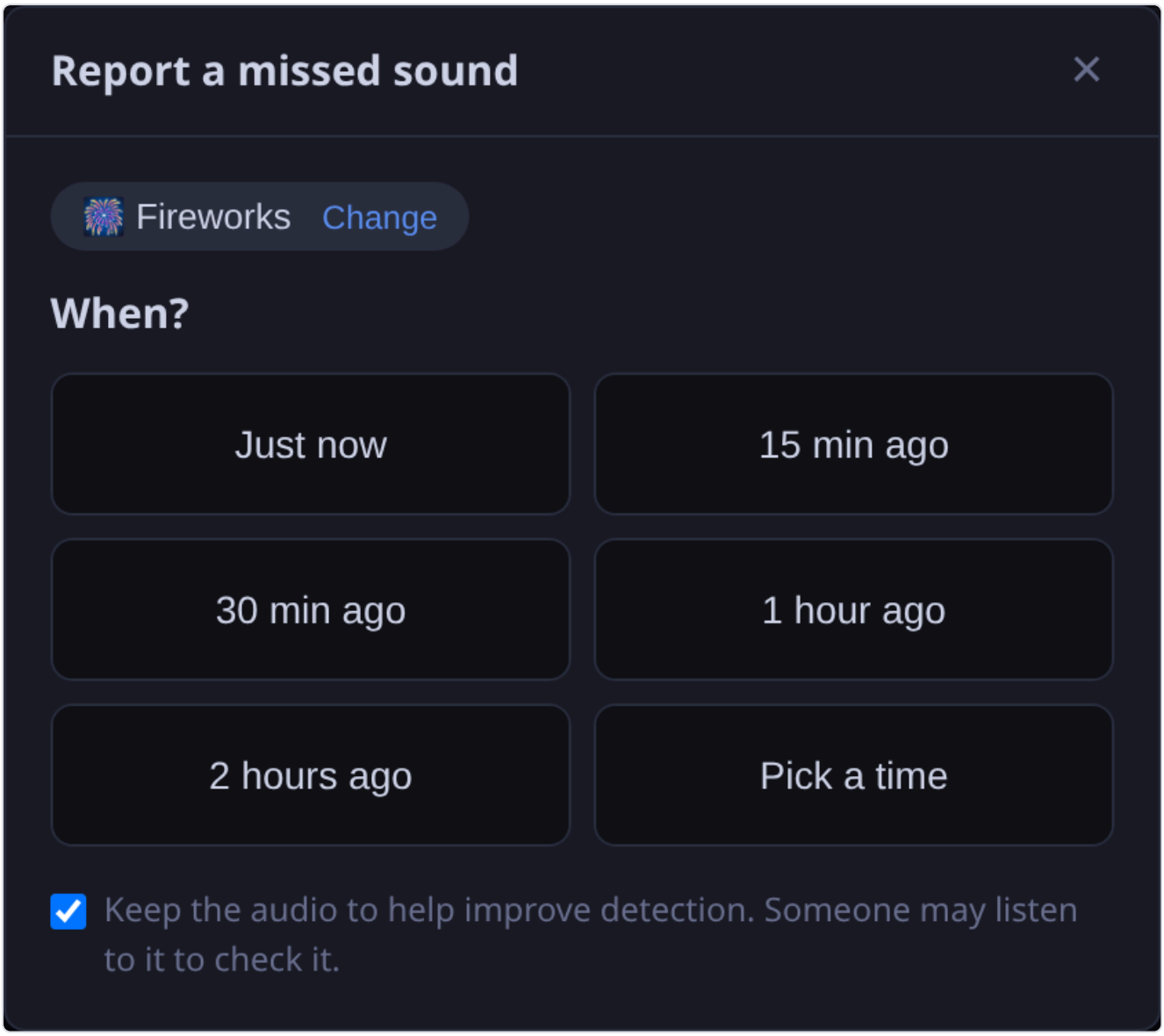
1. Choose the **Recordings** tab and scroll to **Delete recordings** at the bottom.
2. Decide whether to include preserved recordings. Tick **Also delete preserved (🔒) recordings** only if you want those gone too.
3. Choose **Delete recordings** and confirm. The console shows *Deleting recordings… (this can take a while)*. On a full card this takes a minute or two.

Your WiFi details, device name and settings are kept either way.

Report a missed sound

If you heard something the device should have flagged and didn't (fireworks, a dog barking, breaking glass), tell it in two taps. You don't need to find the recording: the console looks for the recordings around the time you give and checks them.

1. Choose **Report a missed sound**, next to the device's name. It is there on every tab.
2. Under **What did you hear?**, tap the sound.
3. Under **When?**, tap the nearest time: **Just now**, **15 min ago**, **30 min ago**, **1 hour ago** or **2 hours ago**. For anything else, tap **Pick a time**, set the date and time, and choose **Report**.



The report is sent as soon as you tap a time. To change the sound before that, tap it at the top of the window.

Keep the audio to help improve detection is ticked unless you untick it. Kept audio may be listened to by the person who maintains detection, so they can check what it is before using it to improve the sound detection. Audio that isn't used is deleted after 30 days. Untick it if you'd rather the audio was only checked automatically and then deleted within minutes.

The window lists your recent reports and what happened to each:

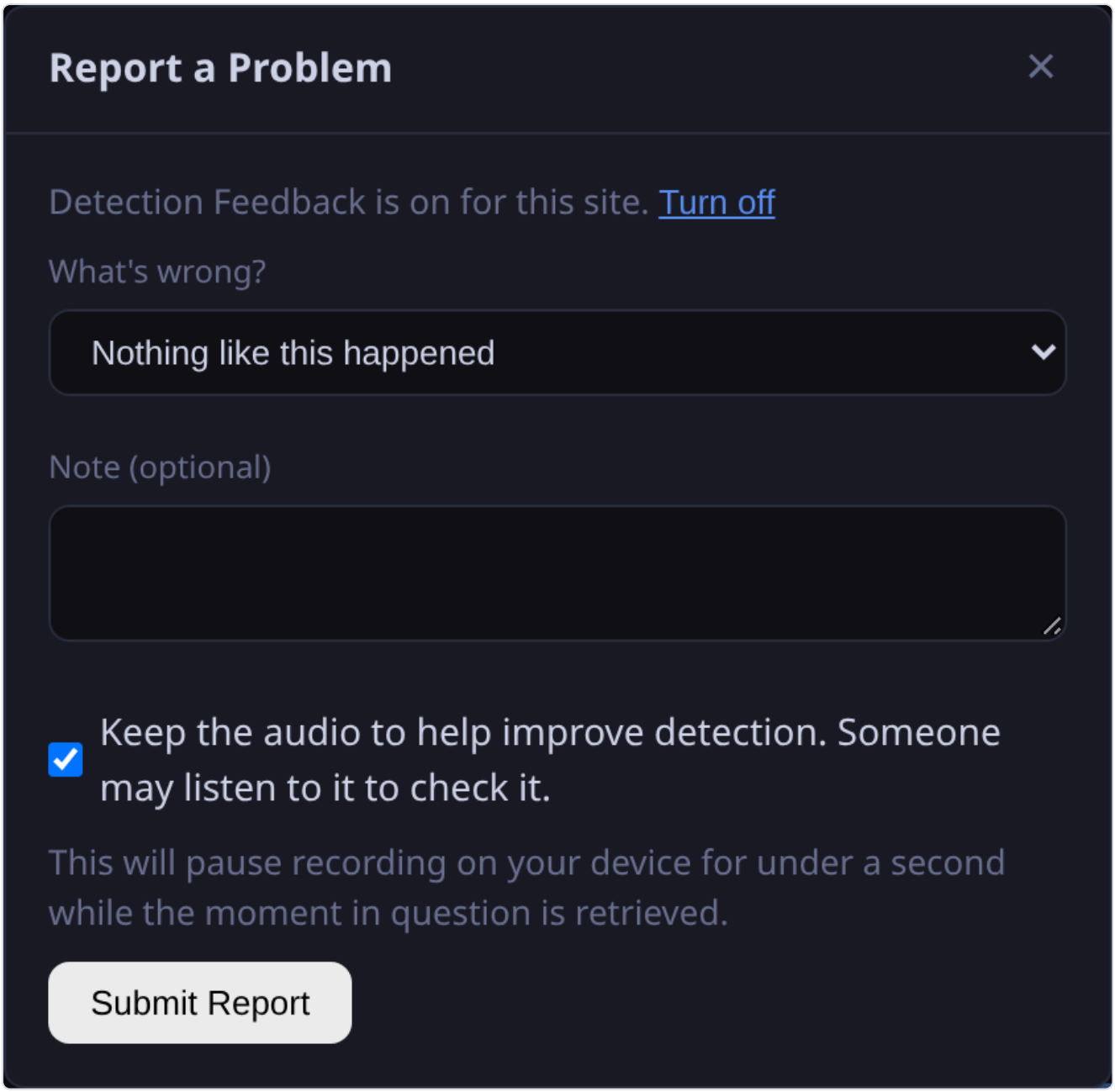
- **Recording found — being checked**: there was a recording near that time, and it's being looked at.
- **No recording near that time**: the device didn't record anything then, so it didn't hear the sound as loud enough to record. That is useful to know too.
- **Device could not be reached**: the device was offline. Try again when it's back.

If reporting is turned off for your site, the window offers **Turn on detection feedback** first.

Report a problem with a recording

If a recording was wrongly flagged, flagged as the wrong sound, or should have been flagged and wasn't, you can tell us. Reporting is on by default for new sites; if yours predates this, or you've turned it off, the first time you use it you turn it on.

1. Find the recording in the list on the **Recordings** tab.
2. Choose **Report** on its row.
3. If reporting isn't already on for your site, you'll see an explanation of what it does and an **Enable Detection Feedback** button first. In short: a few seconds of that recording, around the moment you're asking about, is sent for an automatic check. Unless you keep it (step 7), it's deleted within minutes. Choose **Enable Detection Feedback** to continue.
4. If the recording has more than one flagged sound, choose which one you're reporting under **Which detection is this about?**
5. Under **What's wrong?**, choose the one that fits:
   - **Nothing like this happened** — the device flagged a sound that wasn't there.
   - **Something happened, but it's not what got reported** — the device flagged the wrong sound. Choose the real one under **What was it actually?**, or leave it as **Not sure**.
   - **This recording has a sound that wasn't detected at all** — nothing was flagged, but should have been. Choose the sound under **What was it actually?** and, if you can, roughly when it happened under **Roughly when did it happen?** (for example "around 0:45").



6. Add a note if you want to say more.
7. **Keep the audio to help improve detection** is ticked unless you untick it. Kept audio may be listened to by the person who maintains detection, and used to improve it; if it isn't used, it's deleted after 30 days. Untick it if you'd rather it was deleted straight after the automatic check.
8. Check the line above **Submit Report** — it tells you roughly how long this will pause recording on the device while the recording is fetched. A single flagged moment is under a second; an untrimmed long recording can take longer.
9. Choose **Submit Report**. The window closes and the console confirms your report was sent.

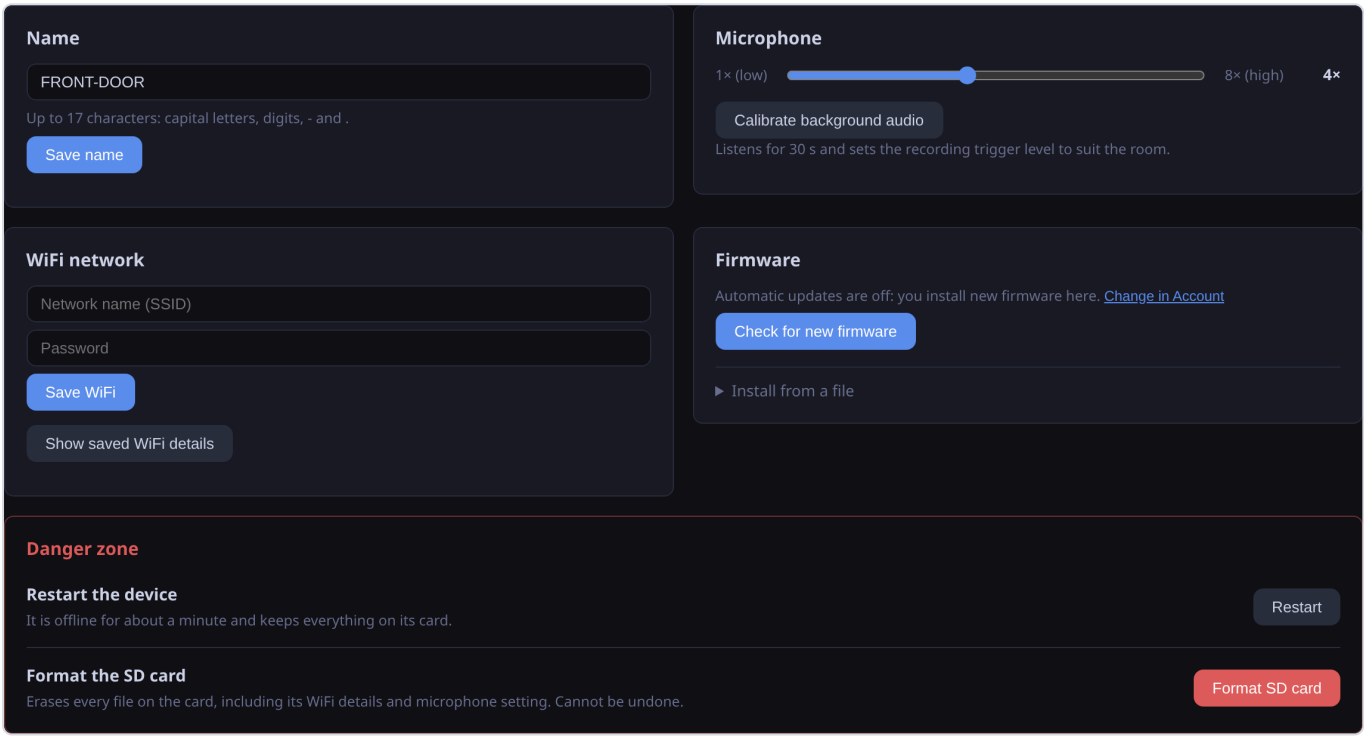
Once turned on, every **Report** window shows **Detection Feedback is on for this site** with a **Turn off** link — choose it to stop new reports from being accepted. Turning it off doesn't affect reports you've already sent.

Reports don't cost anything and aren't limited beyond a handful per hour, enough for normal use.

Name a device

A name is easier to recognise than a MAC address, and it appears on every notification the device sends.

The **Settings** tab is where the rest of this section happens: naming, the microphone, WiFi and software updates, with restarting and erasing set apart at the bottom under **Danger zone**.



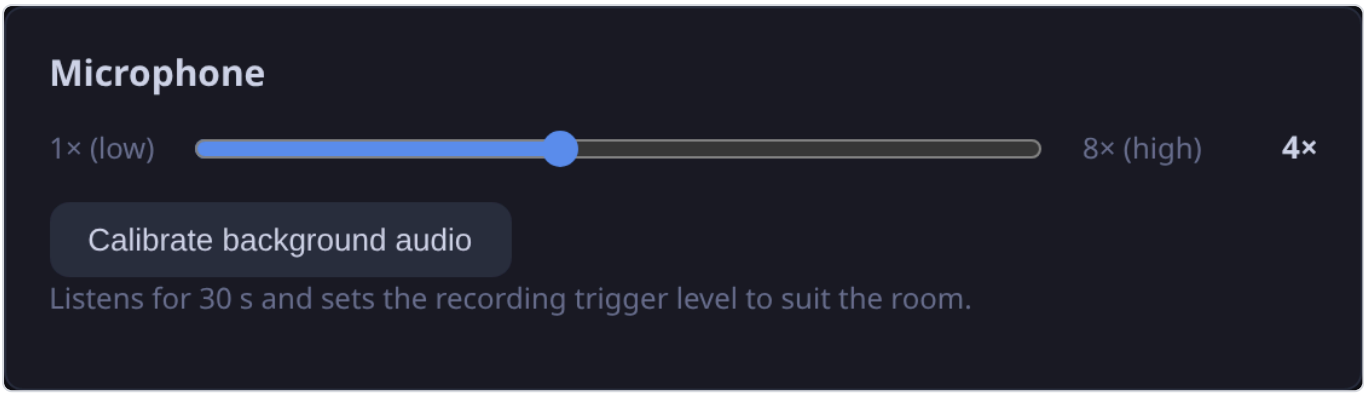
1. Choose the **Settings** tab.
2. In the **Name** card, type a name — up to 17 characters, using capital letters, digits, `-` and `.` only. For example `FRONT-DOOR`.
3. Choose **Save name**. The console shows *Device name set*, and the new name appears at the top of the page and in the device list.

Adjust the microphone

The slider in the **Microphone** card, on the **Settings** tab, sets the recording volume. Move it and the device changes straight away and remembers the setting.

Raise it if live audio and recordings are too quiet to make out. Lower it if they sound distorted.

It does not make the device notice quieter sounds. Turning it up makes what you hear louder, not what the device reacts to.

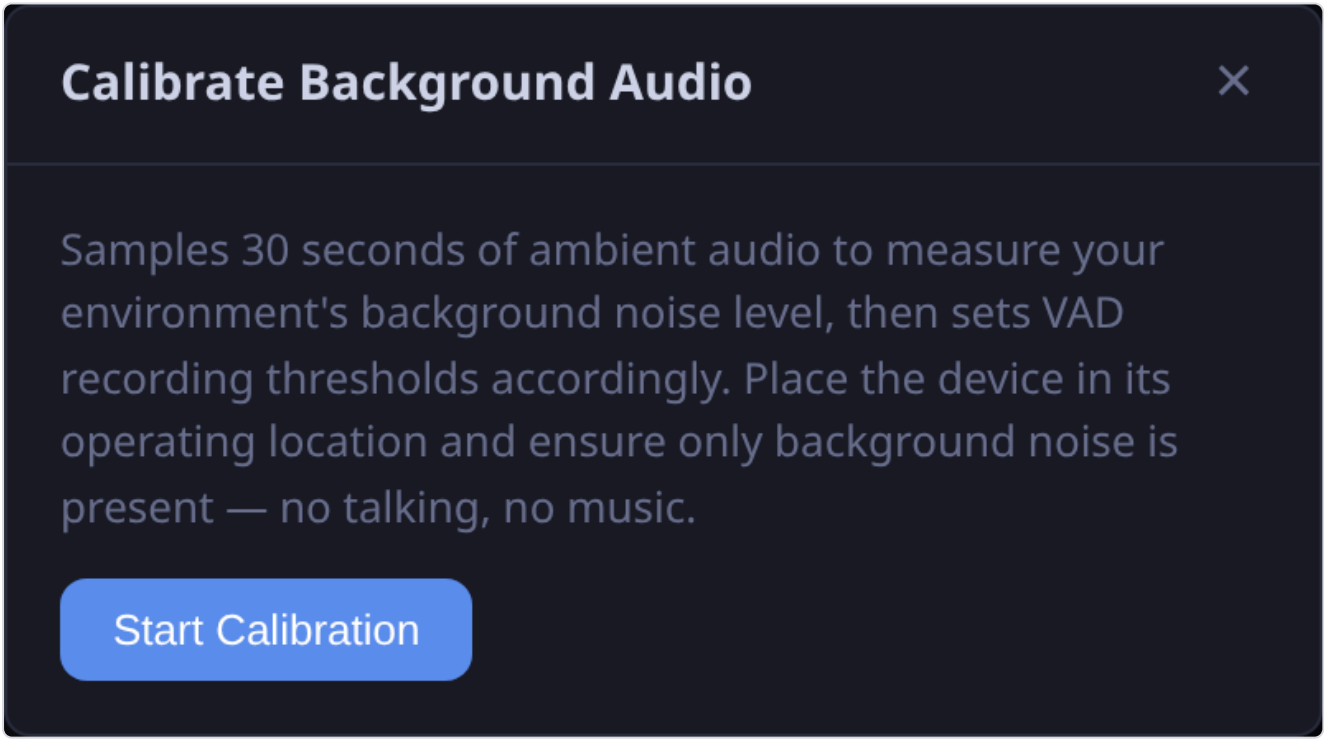


Match the device to a noisy room

The device learns what "quiet" sounds like where it is standing, and learns it again by itself if you move it somewhere noisier. Use this only if it is recording constantly, or missing sounds you expect.

Before you start: the room must be at its normal background noise — nobody talking, no music. The device cannot record while it is listening.

1. On the **Settings** tab, in the **Microphone** card, choose **Calibrate background audio**.



2. Read the note, then choose **Start Calibration**. A countdown runs while the device listens. It takes 30 seconds.
3. When it finishes, the window shows *Calibration complete — new thresholds applied and saved*.
4. Choose **Dismiss**.

The device remembers this, including after a restart. In an already-quiet room nothing changes, which is normal — the device is as sensitive as it goes.

Change the WiFi network a device uses

Use this when your network name or password changes, and do it **before** the change takes effect if you can. It only works while the device is still online.

1. On the **Settings** tab, in the **WiFi network** card, type the network name in **Network name (SSID)** and the password in **Password**.
2. Choose **Save WiFi**. The console shows *WiFi credentials sent*.

The device stores the new details and uses them next time it connects.

To check what a device currently has stored, choose **Show saved WiFi details**. The network name and password appear below the button.

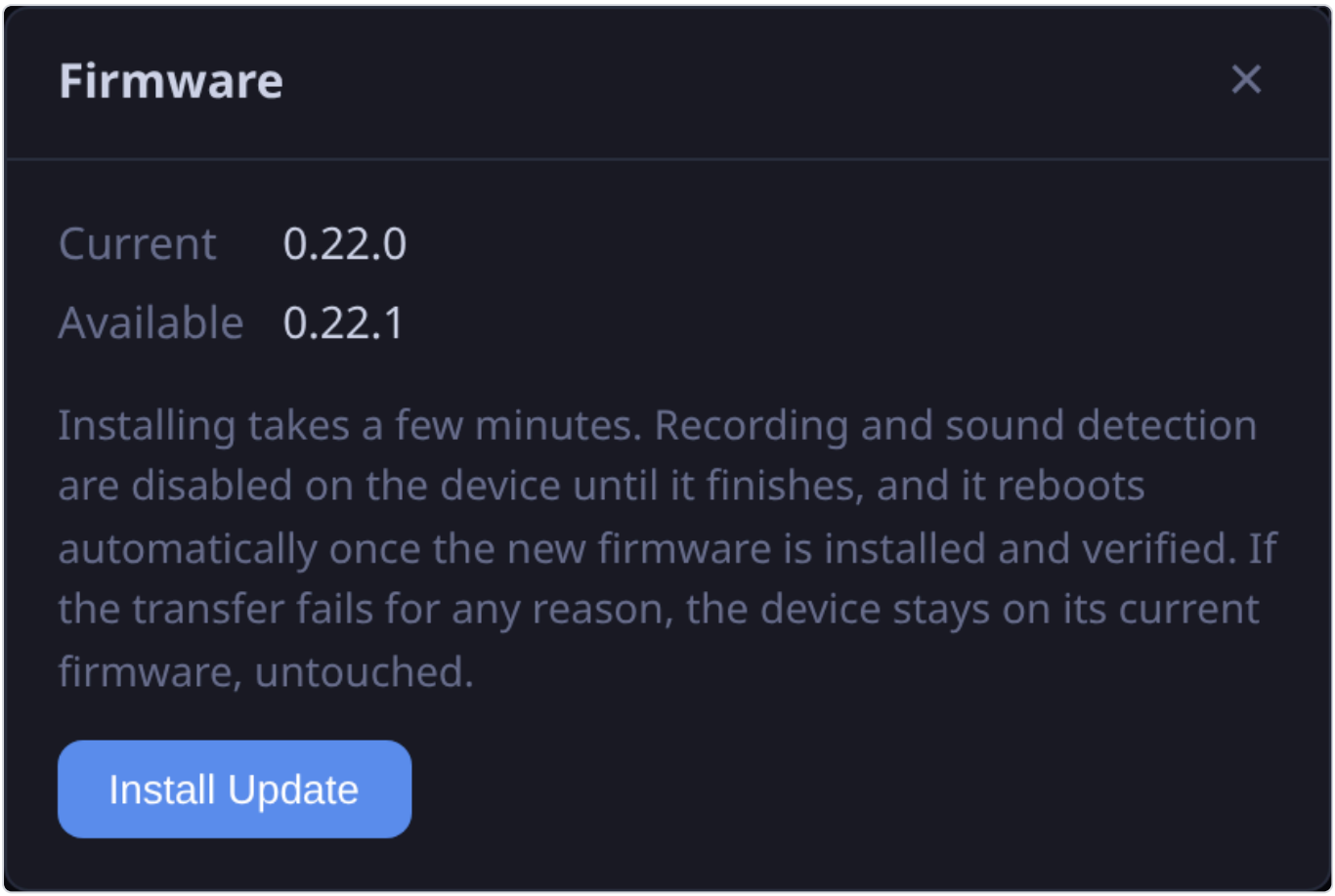
> **Warning:** If the device is already offline this will not reach it. Wait about ten minutes and set it up over its own setup network instead — see Set up a device that has moved, or a network that has changed.

Update the software on a device

You can have your devices update themselves — see Let devices update themselves below. The **Firmware** card on the **Settings** tab says which way your site is set. To update one device yourself:

1. On the **Settings** tab, in the **Firmware** card, choose **Check for new firmware**.
2. Wait while the window checks. It then shows one of three things: that you are already running the latest software, that nothing has been published to check against, or the version currently on your device next to the version available.
3. If a new version is available, read the note above the button first: installing takes a few minutes, recording and sound detection stop on the device until it finishes, and it restarts itself automatically once the new software is in place.
4. Choose **Install Update**. A **Firmware update** banner appears across the top of the page and stays there for the whole update: it shows a progress bar while the software is sent, then says it is installing and that the device is restarting. Keep the device powered on, and leave the page open or come back to it — the banner reappears.
5. Wait for the banner to turn green and say *Done — the device is now running* the new version. The device restarts and comes back online within a minute or two, showing the new version on the **Overview** tab. If something goes wrong the banner turns red and says what happened; the device then keeps (or returns to) the software it had.

If the update fails partway, the device keeps the software it already had and carries on working — nothing is left half-installed. Try again; if it fails again, restart the device first.



> **Note:** Do not leave the page while an update is running.

Whoever supplied your device may occasionally give you a software file to install yourself, named `firmware.bin`, instead of asking you to use **Check for new firmware**. Only do this with a file given to you for the purpose.

1. On the **Settings** tab, in the **Firmware** card, choose **Install from a file**.
2. Choose the file.
3. Choose **Upload firmware**. A progress bar fills as the file transfers.
4. Wait for *OTA complete — device rebooting*. The device restarts and comes back online within a minute or so, showing the new version on the **Overview** tab.

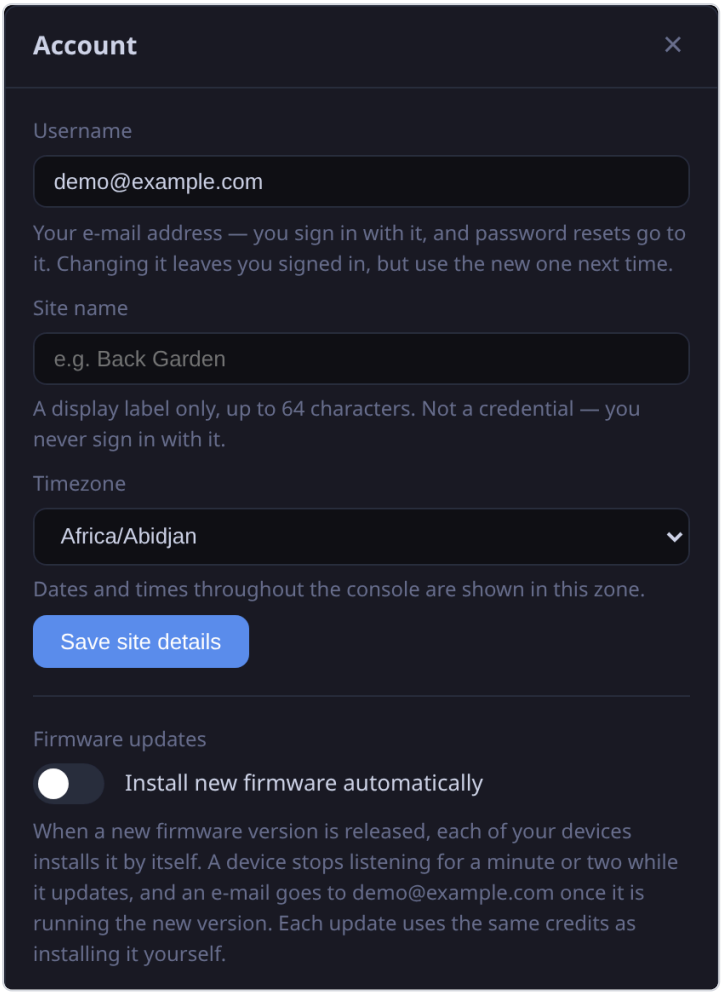
The same applies here: if it reports a failure, the device keeps the software it already had and carries on working.

Let devices update themselves

Instead of checking each device yourself, you can have every device on your site install new software as soon as it is released.

1. Choose **Account** at the top of the console.
2. Under **Firmware updates**, turn on **Install new firmware automatically**. The console shows *Automatic firmware updates on*. There is nothing to save — the switch takes effect as

soon as you turn it on.



From then on:

- When new software is released, each of your devices installs it by itself, usually within about ten minutes. A device that is being listened to live waits until you stop.
- While a device updates it stops listening for a minute or two, and the **Firmware update** banner appears if you have the console open.
- Once the device is back online on the new version, an e-mail goes to your sign-in address saying which device was updated, from which version to which, and when.
- If an update does not take, the device carries on with the software it had, and no e-mail is sent. It tries once more later.
- Each update uses the same credits as installing it yourself. If your site has run out of credits, the update waits until you top up.

To stop, turn the switch off again. The console shows *Automatic firmware updates off*. You can still update any device yourself from its **Settings** tab.

Restart a device

1. On the **Settings** tab, under **Danger zone**, choose **Restart** and confirm. The console shows *Reboot command sent*. The device goes offline and comes back within about a minute.

Recordings and settings are not affected.

Erase the memory card

> **Warning: Format SD card** erases every recording on the card, including preserved ones. It cannot be undone. To clear recordings only, use **Delete recordings** on the **Recordings** tab instead.

1. On the **Settings** tab, under **Danger zone**, choose **Format SD card**.
2. Read the warning and confirm.

The device stays on your network and keeps its name, WiFi details and microphone setting: these are kept inside the device, not only on the card.

Choose a memory card

The device writes to its memory card all day, and an ordinary card wears out under that sooner than you might expect. When you buy a card for it:

- Choose a **high-endurance** card — the kind sold for dashcams and security cameras. They are made for constant recording and cope better with a power cut.
- **32 GB or smaller** is plenty, and avoids the formatting problem below.
- It must be formatted **FAT32**. Cards of 32 GB and smaller usually are when new. A larger card bought new is usually formatted **exFAT**, which the device cannot read.

To fit a new card:

1. Unplug the device.
2. Take the old card out and push the new one in until it clicks.
3. Plug the device back in.

You do not need to set anything up again. The device keeps its WiFi details, settings and registration inside itself, and copies them onto the new card by itself. Recordings that were on the old card stay on the old card.

Check your usage and credits

Some sites keep track of how much certain features are used — listening live, downloading recordings, updating device software, and sending alerts — so whoever runs your server can keep an eye on shared costs, such as the e-mail service used for notifications. What tracking means for you depends on how your site is set up: on some sites it's purely informational and nothing changes whatever the balance shows; on others, running out of credits pauses the features that use them until you top up. Either way, your console, your recordings, and sound detection itself keep working — only the charged features (live listening, downloads, firmware updates, and alert e-mail/push) are ever affected.

Credits don't expire and don't renew on a schedule. Your site started with 10,000 credits, and each extra device you add beyond your first gives it another 10,000 automatically — there's nothing you need to do to receive it.

1. Choose **Usage & Credits** at the top of the console. If this button is not there, your site does not track usage — there is nothing further to do.
2. The window shows your current balance and a bar giving a rough sense of it against a reference figure whoever runs your server has set.
3. If you're using credits faster than they're coming in, a line under the bar estimates how many days of credit you have left at your current rate. You'll also get an e-mail to your account address giving advance warning before you run out — once with around two weeks left, and again with around two days left.
4. If your site pauses features when credits run out and you reach zero, a banner appears here and elsewhere in the console explaining which features are paused. Recording, live detection, and the console itself are never affected.
5. **Recent Usage (last 30 days)** breaks down what has used credits recently: live listening, recordings downloaded, firmware updates, and alerts sent.
6. **History** lists each charge and each credit added — including the 10,000 for a new device — most recent first, with the balance left afterwards. Each entry's credit figure is shown with a minus sign for a charge and a plus sign for a credit, so it's clear at a glance which is which. A live listening session appears as one entry covering its whole length, however long you listened for, not a separate line for every minute.

Buy more credits

If whoever runs your server has turned on card payments, a **Buy Credits** section offers two packs you can buy immediately, with a card, without waiting on anyone:

- **Small — 15,000 credits** (£5)
- **Large — 35,000 credits** (£10)

Choosing a pack takes you to Stripe's secure payment page to complete a real payment with a real card — check the amount before you confirm. Afterwards you're returned to the console, and your credits appear within a few seconds. If you change your mind on Stripe's page, cancel there and you will not be charged.

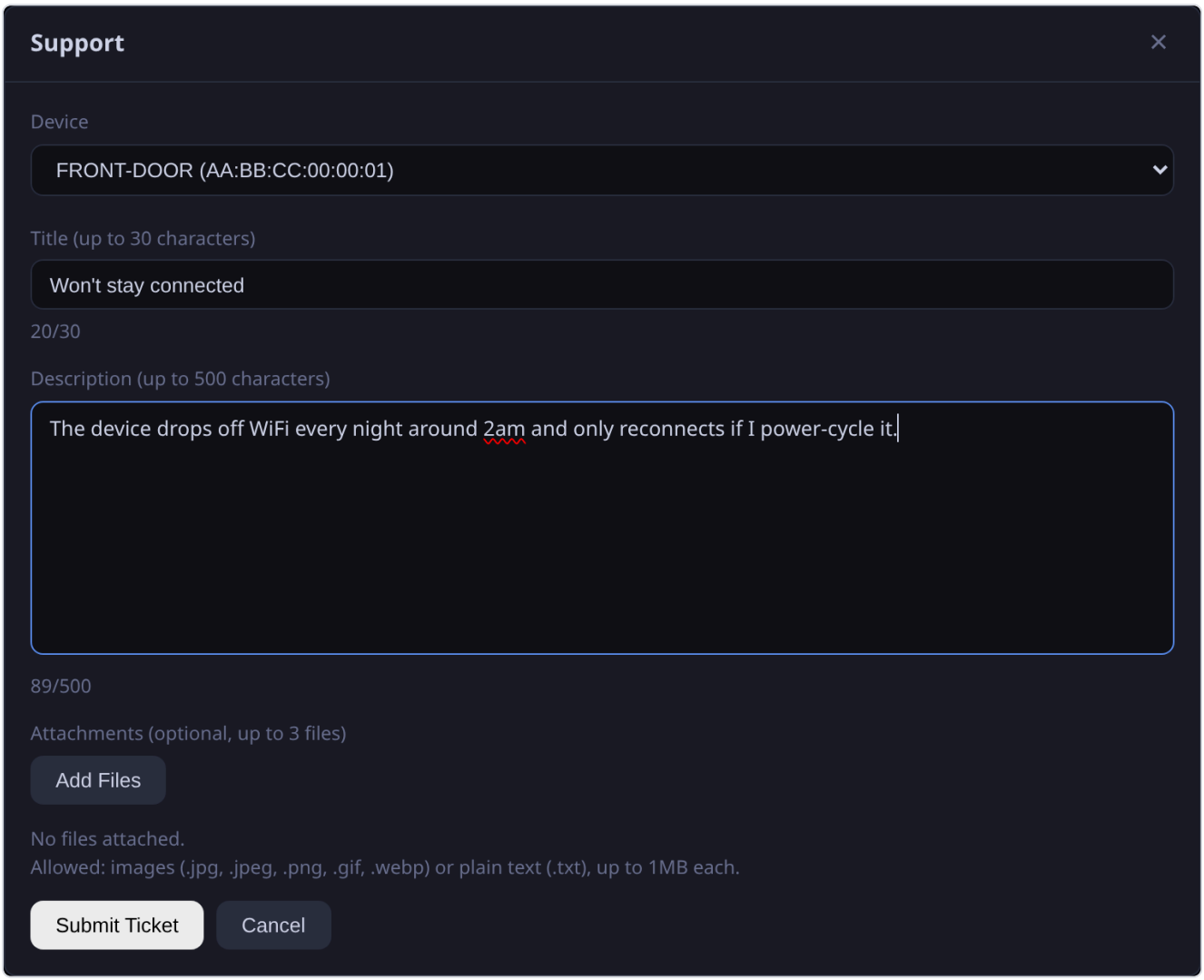
If there is no **Buy Credits** section, your server does not accept card payments — contact whoever runs your server if you would like more credits.

Get help from support

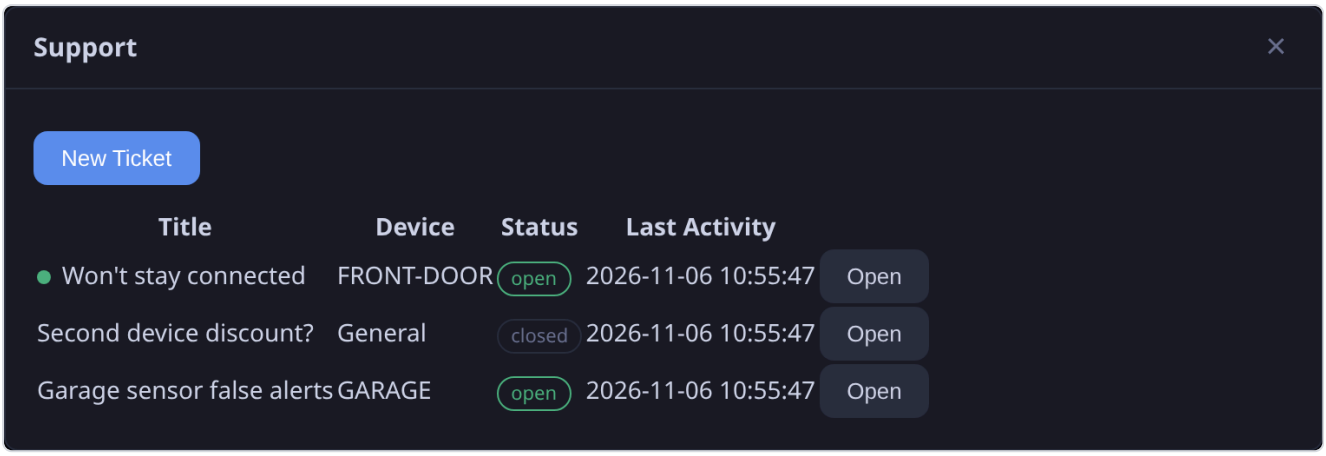
1. Choose **Support** at the top of the console.
2. To ask a new question or report a problem, choose **New Ticket**.
    - Choose which device it's about under **Device**, or leave it set to **General** if it isn't about any one device — a billing question or a general "how do I…", for example.

- Give it a short title (up to 30 characters) and describe what's happening (up to 500 characters).
- You can attach up to three files if they help explain the problem — photos of the device or a screenshot, for example. Choose **Add Files** to pick one or more; each one you add appears in a list below the button, with its own ✕ to remove it if you attached the wrong one. Only image files (.jpg, .jpeg, .png, .gif, .webp) and plain text files (.txt) are accepted, and each file must be under 1MB.
- Choose **Submit Ticket**. You'll get an e-mail confirming it was received.

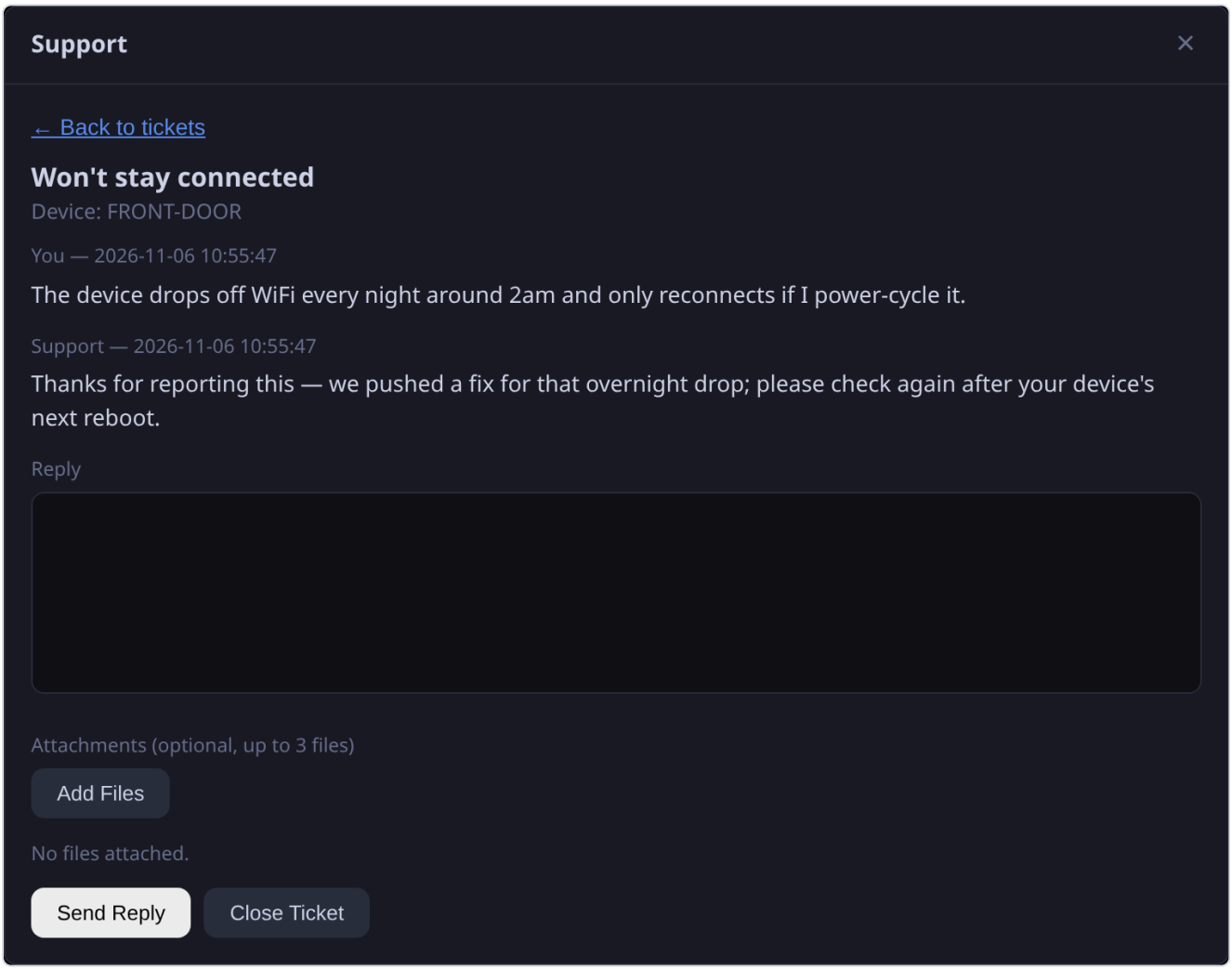
If you close the window with something typed in, you're asked to confirm before it's discarded.



3. The window lists every ticket you've raised, with the device it's about, its current status — open or closed — and a dot next to any ticket with a reply you haven't seen yet.



Choose **Open** on a ticket to see the full conversation, including any files support has sent you, which you can choose to download.



4. Whenever support replies, you'll get an e-mail letting you know — that e-mail is for notification only, so don't reply to it directly. Sign in and open the ticket in the Support window to see the reply and continue the conversation.
5. Once your issue is resolved, choose **Close Ticket** from within the conversation. A closed ticket can't be added to from your side — if support needs to follow up on it after that, their reply reopens it automatically, and you'll be able to see and respond to it again. Otherwise, if the same problem comes back later, open a new ticket for it.

6. If support closes a ticket for you, you'll get an e-mail letting you know.

5. Sound detection and alerts

As well as recording sound, the device can recognise particular sounds and tell you about them.

What it can recognise

Sound	Recognises	Does not recognise
🐕 Dog Bark	A dog barking	Howling, growling, whining, panting
🪟 Glass Breaking	A window or pane being smashed	Clinking glasses, bottles, glass being handled
😢 Baby Crying	An infant crying	An adult crying, sobbing, screaming or shouting
🔔 Intruder Alarm	A security alarm or siren	Phones, ringtones, car horns, doorbells, alarm clocks
💥 Loud Bang	A gunshot, explosion or door slam	—
⛈️ Thunderclap	Thunder	—
🎆 Fireworks	Fireworks	—

How accurate it is

It is good, not perfect. It would rather stay quiet than cry wolf, so it misses some real events. Two are weaker than the rest:

- **Dog Bark** is cautious. A dog barking on and on is usually caught, a single bark often is not.
- **Thunderclap** catches a storm overhead. Distant rumbles are usually missed, because thunder sounds much like fireworks.

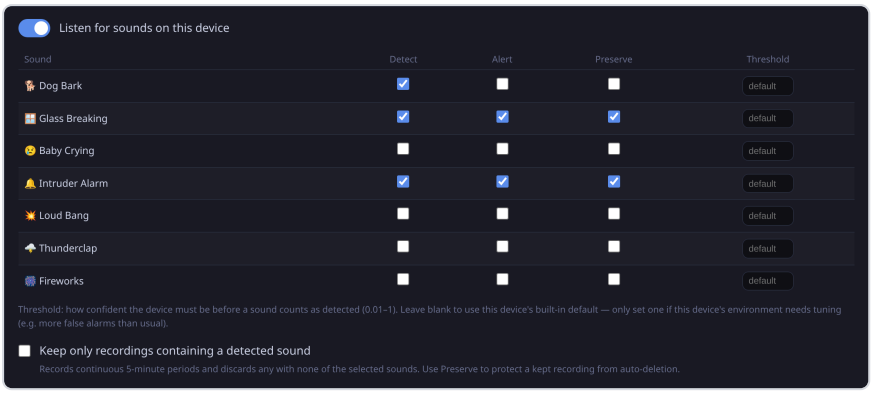
Treat it as a helpful extra, not as something to rely on. You can make any sound easier or harder to trigger with its **Threshold** — see Tune how readily a sound is detected. If a sound gives you notifications you do not want, you can also untick its **Alert** box.

If detection missed a sound you heard, you can tell us in two taps — see Report a missed sound. If it got something wrong on a specific recording, see Report a problem with a recording.

Turn sound detection on

Before you start: choose the device you want at the top of the page. These settings are per device.

1. Choose the **Detection** tab.
2. Turn on **Listen for sounds on this device**. The setting saves as soon as you change it.



3. For each sound you care about, tick the boxes you want:
   - **Detect** — note this sound in the recording's details, so it shows in the **Detected** column.
   - **Alert** — send you a notification when this sound is heard.
   - **Preserve** — protect any recording containing this sound from being deleted automatically.

   Each tick saves as soon as you make it. There is no **Save** button for this table.

Ticking **Alert** without **Detect** does nothing: a sound has to be detected before it can be alerted on.

Tune how readily a sound is detected

The **Threshold** box on each sound's row is that sound's sensitivity control. It works the opposite way round from what the word suggests, so it is worth a minute.

For every sound it hears, the device works out how sure it is that this is the sound in question, as a number between 0 and 1. A sound only counts as detected — noted, alerted on or preserved — when the device is at least as sure as the **Threshold** you have set for that sound.

If you…	The device…	So you get…
Raise the threshold (towards 1)	must be more certain before it counts a sound	fewer false alarms, but more real events missed — *less* sensitive
Lower the threshold	accepts a sound it is less sure about	more real events caught, but more false alarms — *more* sensitive

Before you start: choose the device you want at the top of the page. Thresholds are per device and per sound.

1. Choose the **Detection** tab.
2. Click the **Threshold** box on the sound's row. It shows **default** until you set one. That means the device uses the setting it was built with, which is different for each sound.
3. Type a number from 0.01 to 1 — for example `0.9` — and press Enter or click elsewhere. The setting saves as soon as you change it, like the others.
4. To go back to the built-in setting, empty the box. A number outside 0.01 to 1 also puts it back to **default**.

Tips:

- Leave it on **default** unless you have a reason. Change it only when this device, in this room, gets more false alarms than you want (raise it) or misses sounds you care about (lower it).
- Move in small steps — 0.05 at a time — and give each change a day or two before you judge it. Raising it all the way towards 1 can stop a sound being detected at all.
- A threshold changes how often a sound is detected, not whether the device is right. If one sound keeps raising false alarms whatever you do, you can untick its **Alert** box instead, or report the recording.

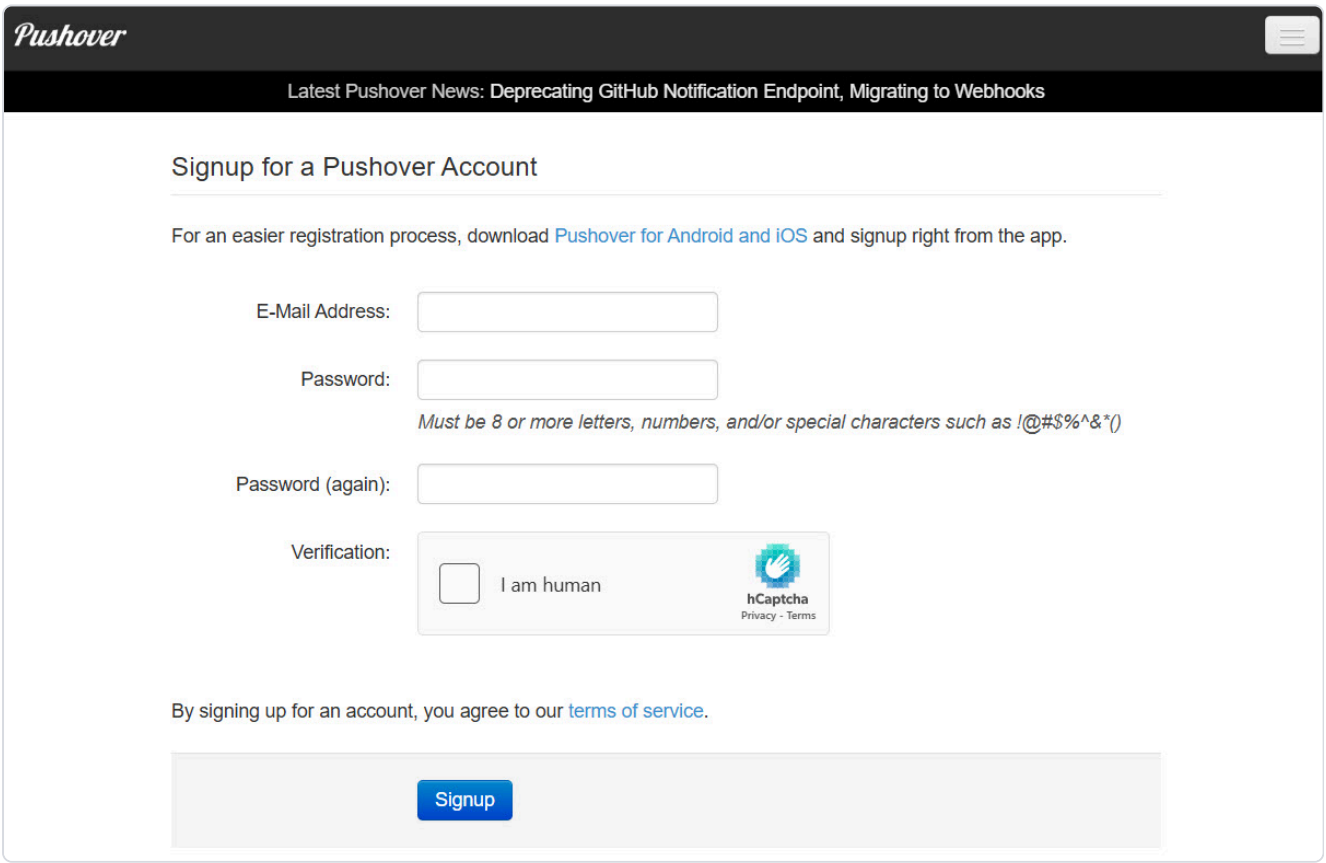
Set up notifications

Notifications can go to your phone through the Pushover app, to an e-mail address, or both. These settings are on the **Detection** tab, below the line *The settings below apply to every device on your site*: they cover all your devices, not just the one selected.

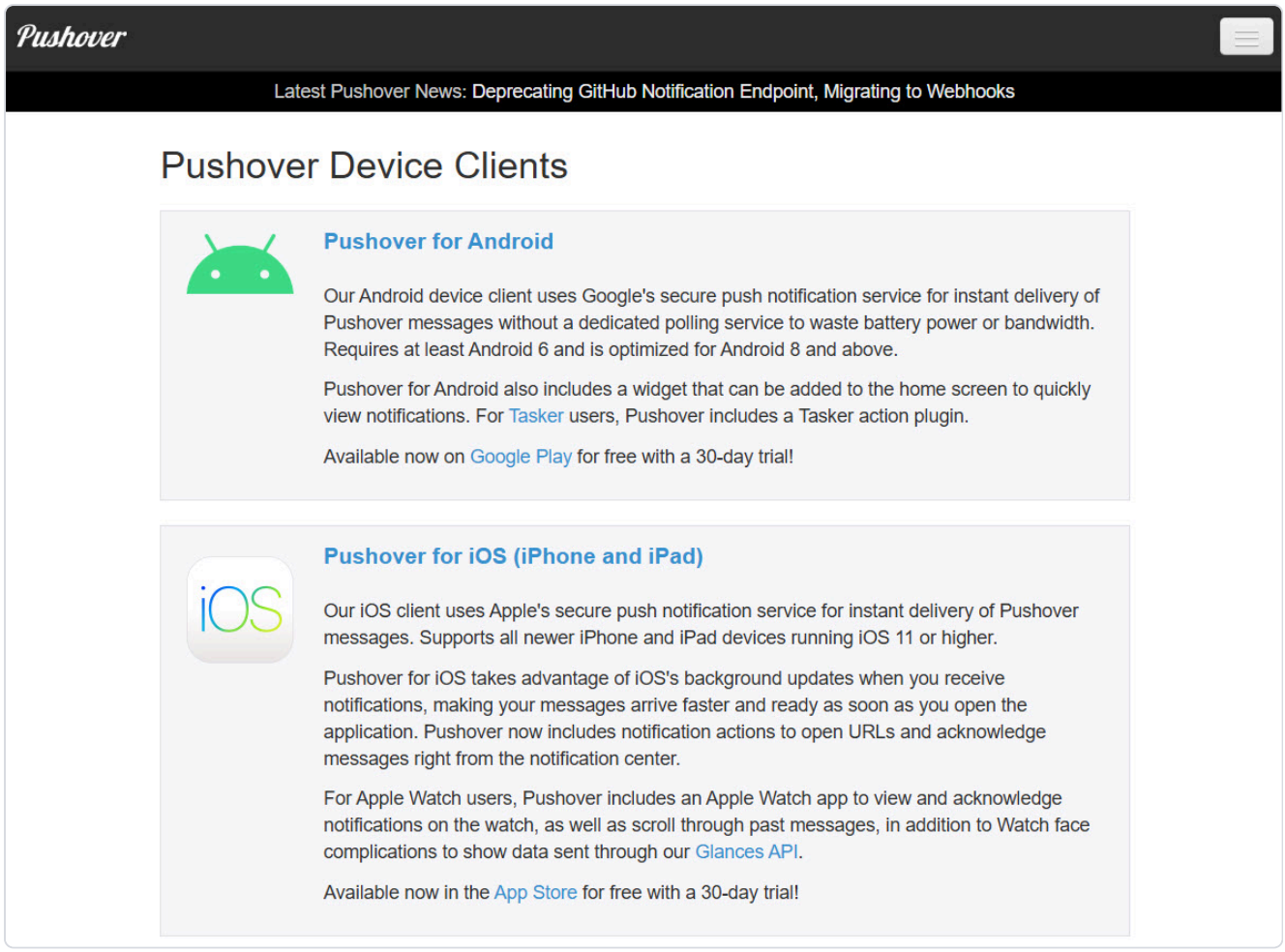
Get push notifications on your phone

Push notifications go through Pushover, a separate app and service. Set this up once, on the Pushover website and on your phone, before you turn on push notifications in Audio Bug.

1. On the Pushover website, sign up for an account: enter your e-mail address and a password (at least 8 characters), tick **I am human**, then choose **Signup**.

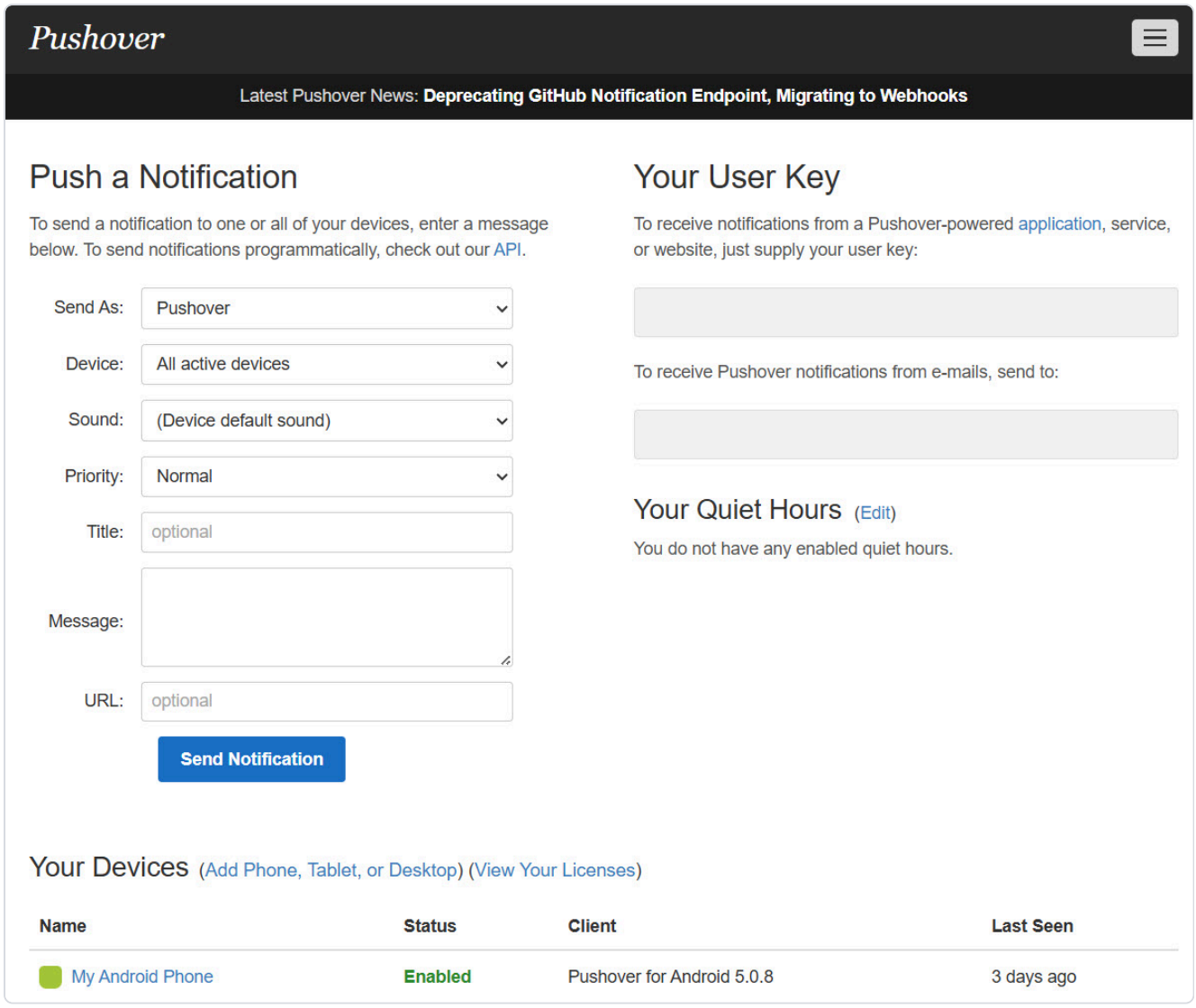


2. Install **Pushover** on your phone — from Google Play on an Android phone, or the App Store on an iPhone — and sign in with the account you just created. The app is free to try for 30 days, then a one-off purchase to keep using it — check the current price in the app or on the Pushover website.



Once you sign in on your phone, it appears under **Your Devices** on the Pushover website.

3. On the Pushover website, find **Your User Key** — a box on your account page holding a long code.



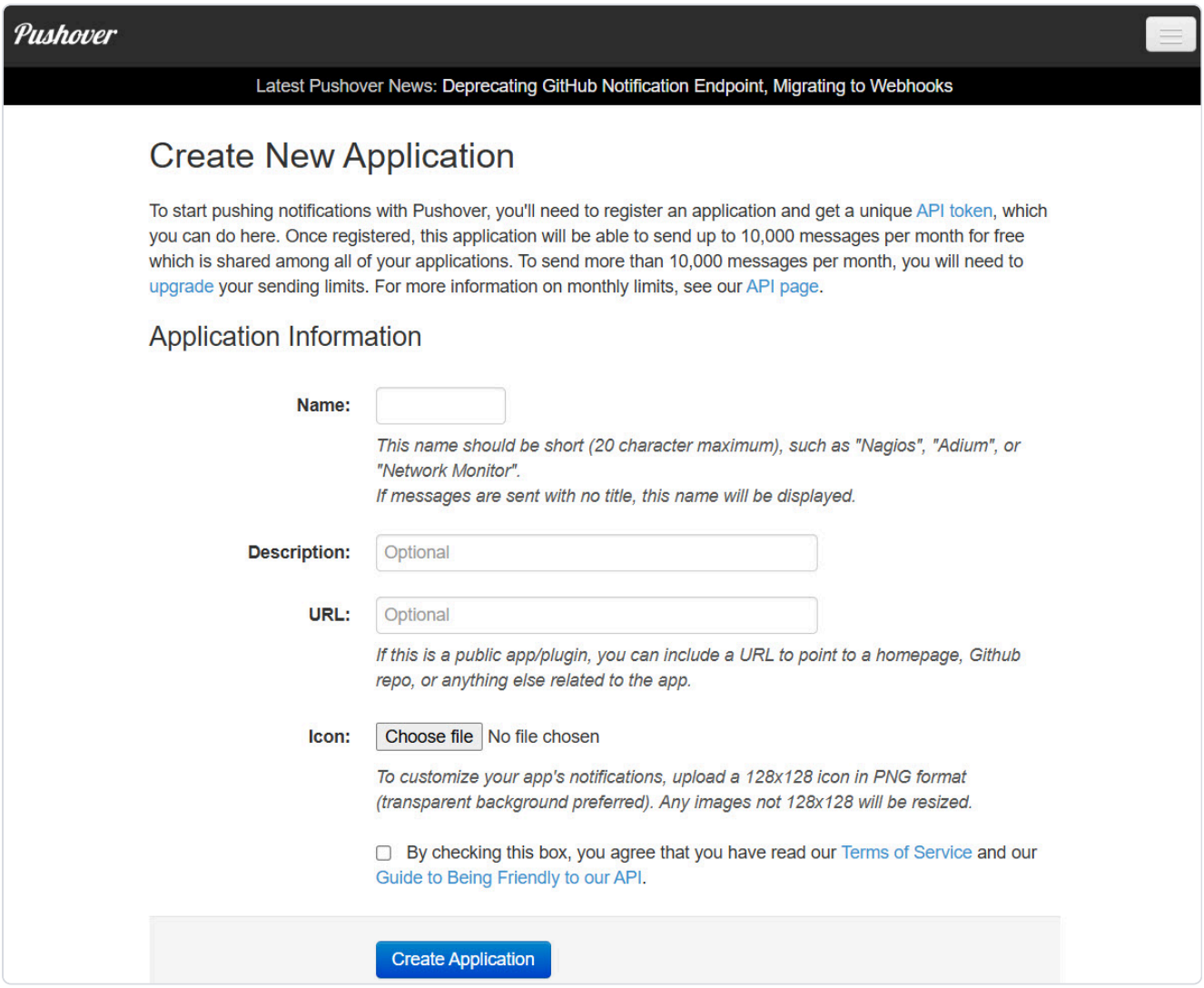
Write the key down, or keep the page open — you enter it into Audio Bug in the next section.

4. Still on the Pushover website, create an application to get an **Application Token**. Further down the same page, under **Your Applications**, choose to create a new application.

   Fill in:

   - **Name** — required, up to 20 characters, for example "Audio Bug".
   - **Description**, **URL** and **Icon** — optional. Leave these blank.

   Tick the box agreeing to Pushover's terms, then choose **Create Application**.



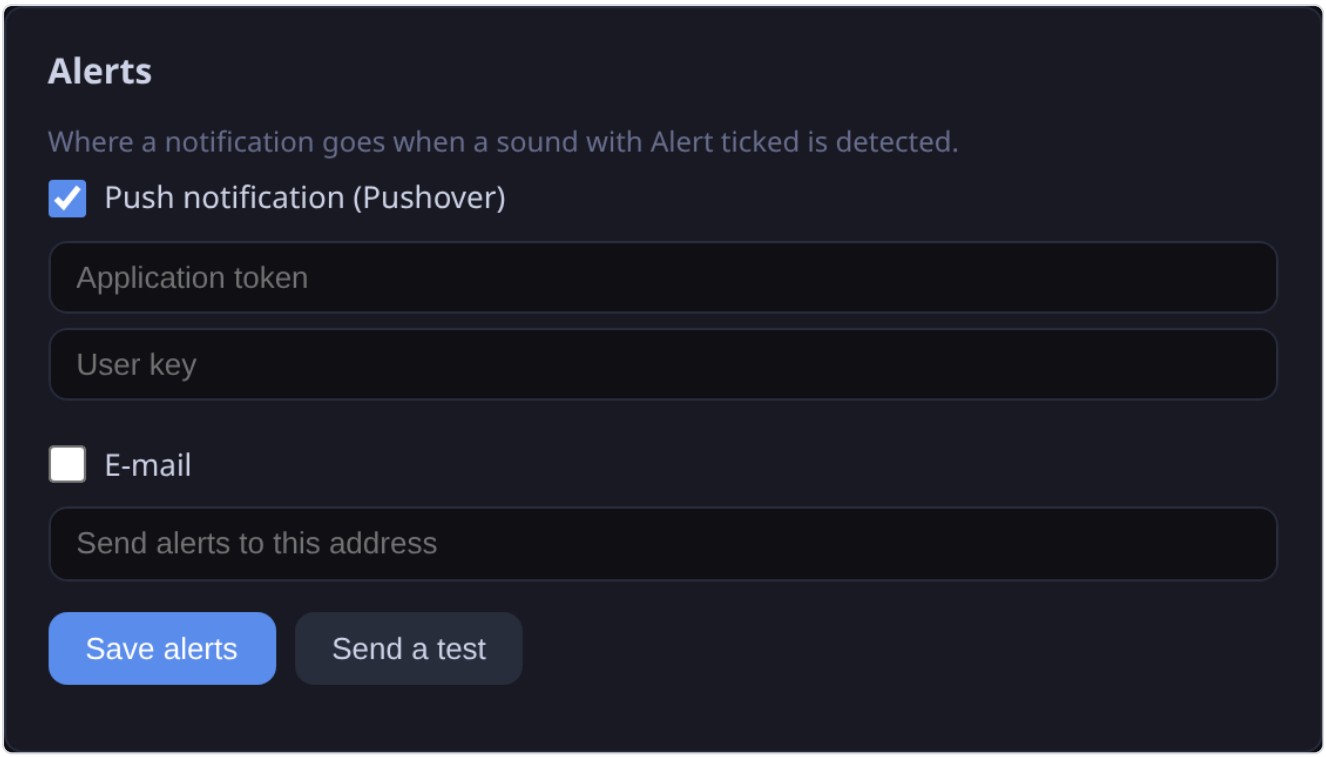
Pushover then shows the application's **API Token/Key** — this is the **Application Token** Audio Bug asks for. Write it down, or keep the page open.

> **Note:** Creating the application is a one-time step on the Pushover website. Audio Bug cannot do this for you — it only needs the token once you have it.

Turn on notifications in Audio Bug

Before you start: for push notifications, have your Pushover **Application Token** and **User Key** ready from the steps above.

1. Choose the **Detection** tab and scroll to the **Alerts** card.
2. For push notifications, tick **Push notification (Pushover)** and enter your Pushover **Application token** and **User key** in the two boxes below it.
3. For e-mail, tick **E-mail** and type the address in **Send alerts to this address**.



4. Choose **Save alerts**. The console shows *Alert settings saved*.
5. Choose **Send a test** and check it arrives. The console shows *Test notification sent*.

A notification is titled with the device's name and says which sound was heard and when — for example *Dog Bark detected at 2026-08-03 14:30:12*.

> **Note:** You will not be flooded. A sound that goes on and on sends you a few notifications, not hundreds.

Your token and key are never shown back to you. Leave those boxes empty when saving and the ones already stored are kept.

Connect to Home Assistant

If you use Home Assistant, Audio Bug can send it each device's online status, uptime, signal strength, software version and detected sounds, so you can build your own automations around them — for example, turning on a light when Glass Breaking is heard, or a notification when a device's software version changes. This sends information to Home Assistant only; Home Assistant cannot control your device.

Set up an MQTT broker in Home Assistant

Audio Bug and Home Assistant both connect to a **broker** — a small relay service — to pass messages between them. If Home Assistant already has one, use it; if not:

1. In Home Assistant, install the **Mosquitto broker** add-on (labelled **Apps** in some versions of Home Assistant, instead of **Add-ons**) — or use another MQTT broker if you already run one. If Home Assistant has no add-on/app store at all, it is not running the version that supports one;

you will need to run an MQTT broker separately and point Home Assistant's own MQTT integration at it — see Home Assistant's documentation.
2. Note the broker's address and port — usually the same computer Home Assistant runs on, on port 1883.
3. If the broker asks for a username and password, create one for Audio Bug to use.

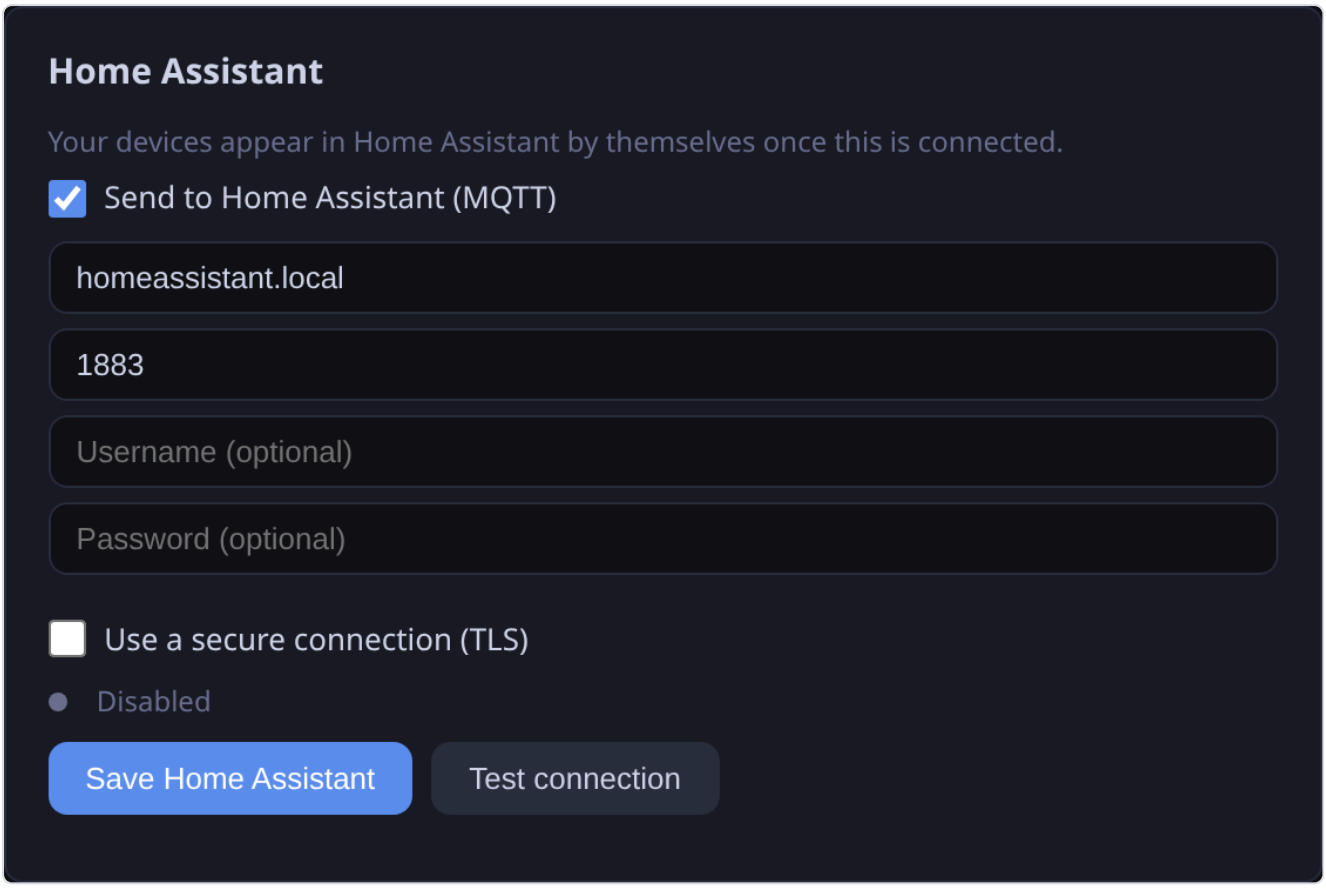
> **Important:** This username and password belong to the **broker**, not to Home Assistant itself — they are not the login you use to open Home Assistant. Most brokers (including the Mosquitto add-on) refuse connections with no credentials at all, so if you don't already have a broker account for Audio Bug to use, create one now: in the Mosquitto add-on this is a **Configuration → logins** entry, added before you leave Home Assistant.

> **Note:** Setting up Home Assistant and its broker happens entirely in Home Assistant, not in Audio Bug. See Home Assistant's own documentation for details — Audio Bug only needs the finished address, port, and (if used) username and password.

Turn on the integration in Audio Bug

Before you start: have the broker's address and port ready from the step above.

1. Choose the **Detection** tab and scroll to the **Home Assistant** card.
2. Tick **Send to Home Assistant (MQTT)**.
3. Enter the broker's address in **Broker host** and, if it is not 1883, its port.
4. If the broker needs a username and password, enter them.
5. If the broker requires a secure connection, tick **Use a secure connection (TLS)**. Only tick this if the broker was specifically set up for it — most Mosquitto add-on installs are not, and turning it on for a broker that isn't expecting it causes a connection error, not a slower or safer one.



6. Choose **Save Home Assistant**. The console shows *Home Assistant settings saved*.
7. Choose **Test connection** to check Audio Bug can reach the broker. The console shows *Connected to the broker* if it succeeds.

> **Note: Test connection** only checks that the broker accepts these details — it does not turn the integration on by itself. Always **Save** first (step 6); Test is just a way to check your entries before or after saving.

8. Check the status dot below the fields turns green and reads **Connected**.

Your devices then appear in Home Assistant the next time they connect — already-online devices need a power cycle (or a normal reconnect, if their WiFi happens to drop) to show up, since that's when Audio Bug tells Home Assistant about them. There is nothing to add in Home Assistant by hand. Your broker password stays filled in once saved, so you don't need to retype it just to change another setting here.

Each device is listed in Home Assistant under whatever name you've given it in Audio Bug (see Name a device), or its MAC address if you haven't named it yet — worth doing before connecting Home Assistant if you have more than one device, so they're easy to tell apart there.

Trigger an automation from one type of sound

Each device sends its detections to a Home Assistant entity named **Sound Detected**. This is different from **Last Sound Detected**, which only shows the most recent detection as text and

can't be limited to one type of sound — for an automation that reacts to, say, glass breaking specifically, build the trigger on **Sound Detected**:

1. In Home Assistant, go to **Settings → Automations & Scenes** and create or open an automation.
2. Add a trigger, choose **Entity**, then **State**.
3. For **Entity**, choose your device's **Sound Detected** entity — not **Last Sound Detected**.
4. For **Attribute**, choose **Event type**.

> **Note:** Some versions of Home Assistant offer a ready-made list of sound types to pick from at this point instead. If yours does, use it and skip the next step. If it doesn't, continue below — the result is the same either way.

5. For **To**, type the sound you want, exactly as shown here (lower case, with an underscore in place of the space):

Sound	Type into To
🐕 Dog Bark	`dog_bark`
🪟 Glass Breaking	`glass_breaking`
☹ Baby Crying	`baby_crying`
🔔 Intruder Alarm	`intruder_alarm`
💥 Loud Bang	`loud_bang`
⛈️ Thunderclap	`thunderclap`
🎆 Fireworks	`fireworks`

6. Save the automation, then add whatever action you want it to trigger — turning on a light, sending a notification, and so on.

> **Note:** You can match on the sound's on-screen name instead, if you prefer: choose **Label** for **Attribute** rather than **Event type**, then type the name under **To** exactly as it appears in Audio Bug — capital letters and a space, e.g. **Glass Breaking** rather than `glass_breaking`. Either approach works; just don't mix them; **To** must be typed the same way as whichever **Attribute** you chose.

Protect recordings you want to keep

The device deletes its oldest recordings when the card gets full. Ticking **Preserve** for a sound type means any recording containing that sound is skipped when that happens, and skipped by **Delete recordings**. Preserved recordings show 🔒 in the list.

There is no way to select an individual recording in the list and preserve it directly. Preservation is decided automatically, and only at the moment a recording ends, by whichever

sound types were ticked **Preserve** on the **Detection** tab at that instant — never by choosing a recording afterwards. If you want to make sure a recording of a particular kind of event is always kept, tick **Preserve** for that sound type before it happens, not after.

You can still delete a preserved recording yourself with **Delete** on its row, and **Format SD card** removes it along with everything else.

Ticking **Preserve** does not protect recordings you already have — only ones made from that point on.

Keep only recordings that contain a recognised sound

Normally the device keeps every recording it makes. This option throws away the ones that turn out to contain nothing you asked for.

1. Choose the **Detection** tab.
2. Tick **Keep only recordings containing a detected sound**.

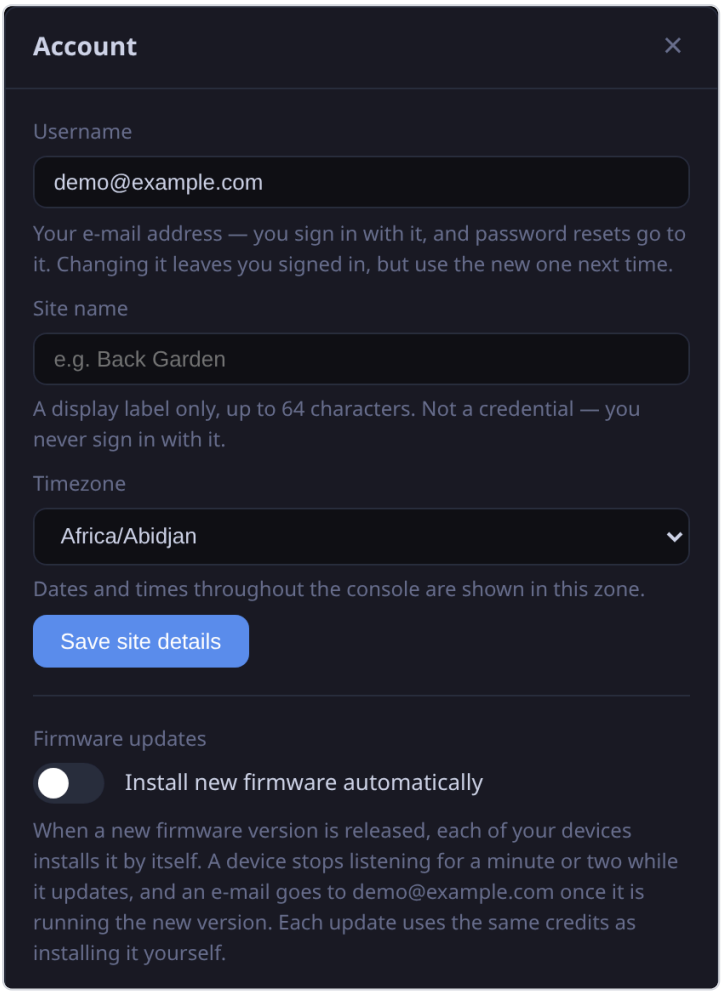
Two things change. The device starts recording more readily, so non-human sounds like glass and alarms set it off as well as voices. And when each recording ends, it is kept only if one of your ticked sounds was recognised in it. Everything else is deleted straight away.

Use this when you are watching for one specific event and do not want the card filling with everything else.

6. Managing your site

Change your e-mail address, site name or password

1. Choose **Account** at the top of the console.

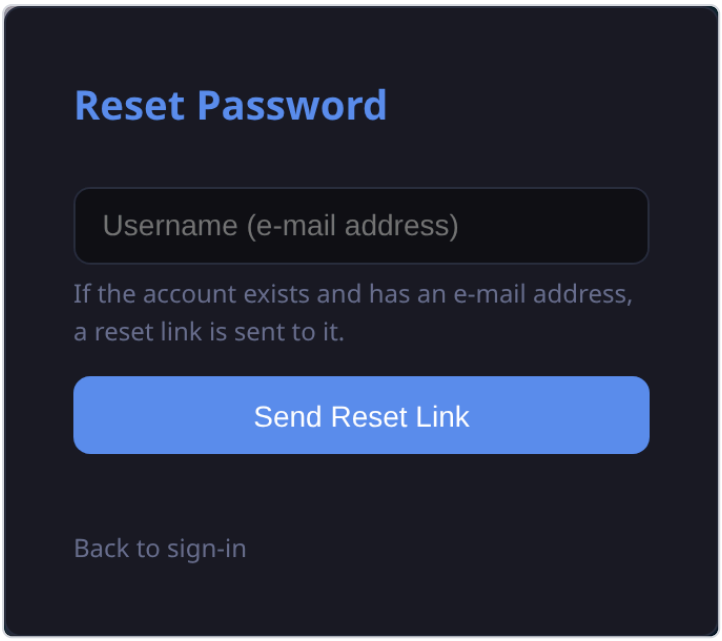


2. To change what you sign in with, type a new address in **Username**. To change the label shown at the top of the page, type it in **Site name**. To have dates and times shown in your own time, choose it under **Timezone**.
3. Choose **Save site details**. The console confirms the change. You stay signed in — use the new address next time.
4. To change your password, type your current one and a new one of at least 8 characters, then choose **Change password**. The window closes and the console shows *Password changed*.

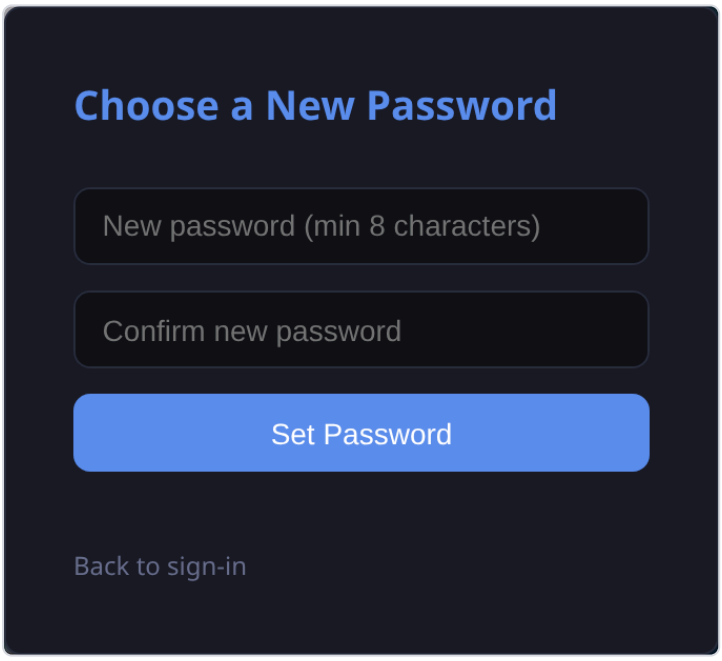
The same window holds **Install new firmware automatically** — see Let devices update themselves.

Reset a forgotten password

1. On the sign-in page, choose **Forgot password?**.



2. Type your e-mail address and choose **Send Reset Link**. The page says *If that account exists, a reset link is on its way.* It says this whether or not the address is registered.
3. Open the e-mail and follow the link. The **Choose a New Password** page opens.



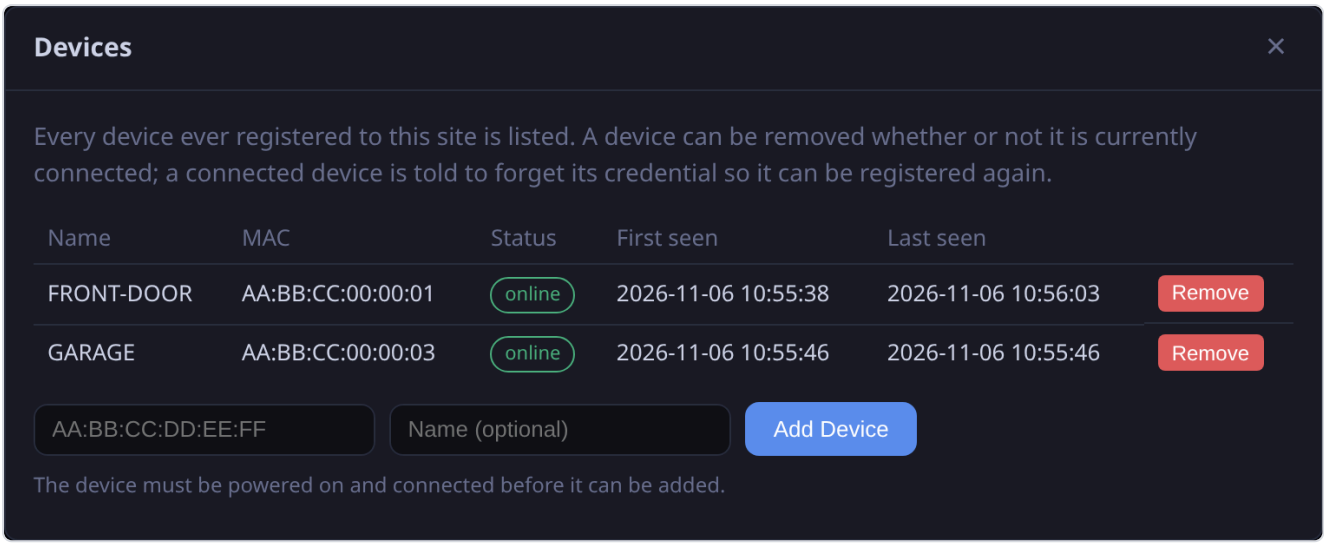
4. Type a new password twice and choose **Set Password**. You are returned to the sign-in page.

The link works for one hour and once only. If it expires, request another.

Add another device to your site

Before you start: set the new device up with your WiFi first (section 2), and make sure it is powered on and online. You cannot add a device that has never connected.

1. Choose **Devices**.



2. Type the new device's MAC address in the **AA:BB:CC:DD:EE:FF** box. Read it off the device's setup page, or off its memory card — see Find your device's MAC address.
3. Optionally type a name.
4. Choose **Add Device**. The console shows *Device added* and the device appears in the list and in the selector at the top of the page.

Remove a device

Removing a device unpairs it from your site. It can be registered again afterwards, by you or by somebody else. Recordings on its card are not deleted.

1. Choose **Devices**.
2. Choose **Remove** on the device's row, then confirm. The console shows *Removed* with the MAC address.

This works whether the device is online or not. A device that is online at the time is told to forget its pairing straight away; one that is offline is refused the next time it connects, and then needs registering again.

7. Security and privacy

Audio Bug listens in a room you care about, so it is built on one rule: **your audio stays yours.** In short:

- Your recordings live **only on the memory card inside your device**. They are not uploaded to a website and the service keeps no copy (one optional exception is described below).
- **Only you can reach them** — no other customer, and nobody who runs the service.
- Everything that travels — live audio, playback, downloads, every page you open — is **encrypted**. The device also checks it is talking to the genuine service and refuses an impostor.
- Your password is **never stored in a form anyone can read**, and every sign-in attempt is guarded against guessing.
- Sounds are recognised **on the device itself**, not by sending your audio away to be analysed — apart from a report you choose to send.

The rest of this section explains each point and what you should do to keep it true.

Where your recordings are kept

Recordings stay on the memory card inside your device. They are not uploaded to a website and no copy is kept anywhere else, apart from the one case described below. The console fetches a recording from your device only when you ask — to play it or download it — and passes it straight to your browser without keeping it.

The device works out which sounds it has heard by itself. It does not send audio to anyone to be listened to or analysed, unless you send a report (see below).

Who can hear them

Only people signed in to your site. Each site sees only its own devices, and this is checked on every request, not just when you sign in:

- Another customer cannot list, play, download or delete your recordings, or listen to your device live — even if they know your device's serial number.
- Nor can the people who run the service. Their accounts are blocked from every part of the console that handles recordings and live audio.
- A device proves who it is with a secret that belongs to that device alone. A device cannot pose as yours, or join your site, without it.

The people who run the service can still help with an account problem — for example setting a new password for someone who can no longer receive e-mail — and every change like that is recorded in a log. Choose a password only you know, and change it if you have ever shared it.

Everything is encrypted on the way

Live audio, playback, downloads and everything else you do in the console travel encrypted: between your device and the service, and between the service and your browser (the padlock next to the address). Someone on your WiFi or your internet connection cannot listen in or read what is sent.

From software version 0.20, the device also checks the service's certificate — its proof of identity — and **refuses to connect to anything that cannot show it.** That closes off an impostor on your own network pretending to be the service. Devices on older software still encrypt everything, but cannot tell a genuine service from a convincing fake, which is one more reason to keep the software up to date.

Protecting your account

- **Your password is never kept in a readable form.** The service stores only a scrambled version that cannot be turned back into your password, so nobody — not even the people who run it — can read it out.
- **Guessing is slowed and stopped.** Repeated wrong sign-ins are throttled, both per visitor and per account, so an attacker cannot simply try again and again.
- **Reset links work once and expire after an hour**, and are sent only to the address on your site.
- **Card details never reach Audio Bug.** If you buy credits, the payment happens on the payment provider's own page; the service does not see or store your card number.
- Use a password of your own, at least 8 characters, that you use nowhere else. On a shared computer, choose **Sign out** when you finish; you otherwise stay signed in for a day. If you think someone else knows your password, change it straight away — see Change your e-mail address, site name or password.

The one time audio leaves your device on purpose

Only if you report something — see Report a missed sound and Report a problem with a recording. The part of the recording around the time you give is sent for an automatic check. If you untick **Keep the audio to help improve detection**, it's then deleted, usually within minutes. If you leave it ticked (the default), the person who maintains the sound detection may listen to it and use it to improve detection; audio that isn't used is deleted after 30 days. You can turn reporting off at any time.

Notifications to your phone or e-mail say which sound was heard and when. They never contain audio. Home Assistant is sent only a device's status and the sounds it detected.

Looking after the device

- **The memory card is not locked.** Anyone holding the card can read the recordings on it, and it also holds your WiFi details. Keep the device somewhere safe. Before you pass the card

on, erase it — and if the recordings are sensitive, destroy the card instead, because specialist tools can sometimes recover erased files.

- **Keep the software up to date.** Updates include security improvements. Choose **Check for New Firmware** now and then — see Update the software on a device.

8. Troubleshooting

My new device never comes online

What you see: you gave the device your WiFi details on its setup page, but it never appears in the console, or registration says the device is not connected.

Most likely: the WiFi password was wrong, or the WiFi network is one the device cannot join.

Try this:

1. Check the setup page's own answer first. **Could not join** means the device reached your network and was refused — that is a wrong password almost every time. Type it again, watching for capital letters, and choose **Save and connect**.
2. Check the password by connecting a phone to the same network with it.
3. If your router offers two separate networks, one of them ending in `5G` or `5GHz`, use the other one. The device cannot join the 5 GHz kind.
4. If your WiFi network is not in the list at all, choose **Other (type the name)…** and type the name exactly, including capital letters.
5. Move the device closer to the router and try again. A network the device can barely hear may appear in the list and still fail to join.

The setup page never appears

What you see: there is no `AudioBug-` network to connect to, or you connect to it and no page opens.

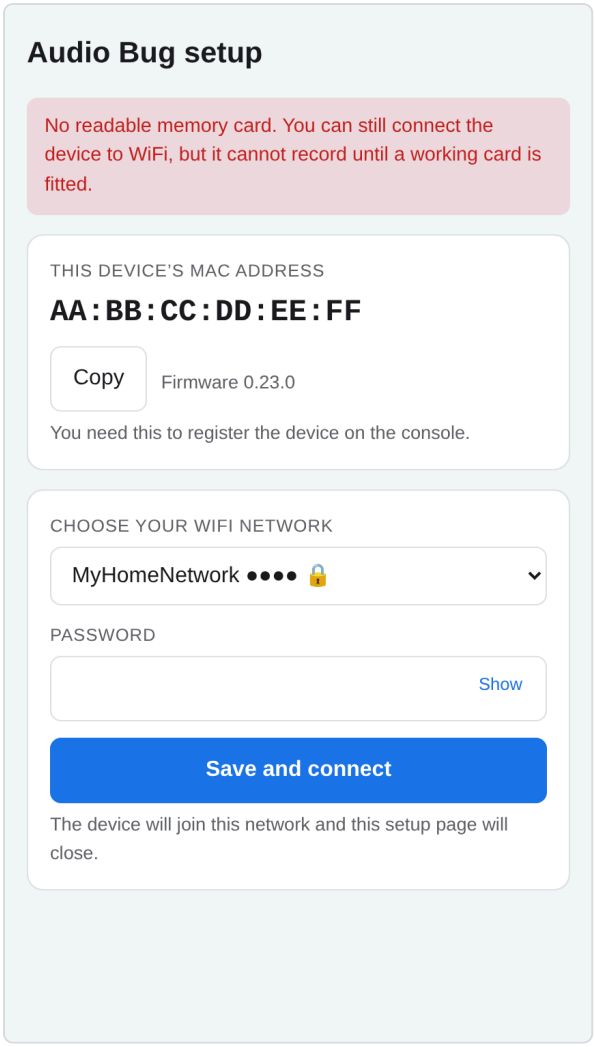
Try this:

1. Give it a minute after plugging in, then look at the WiFi list again. The name ends in four characters from the device's own address, for example `AudioBug-1CA0`.
2. If you connected but no page opened, open a browser and go to `http://192.168.4.1` — typed exactly, without `https`.
3. Turn off mobile data on your phone while you do this. Some phones quietly send the page to the mobile network instead, and it never loads.
4. If the device already had a working WiFi network, the setup page only comes back after about ten minutes of failing to reach it. Wait, and look again.
5. If there is still no setup network, use the memory-card method below.

The setup page says there is no readable memory card

What you see: the setup page opens with a red message saying there is no readable memory card.

Most likely: the card is missing, not seated properly, formatted in a way the device cannot read, or worn out.



You can still give the device your WiFi details on this page, and it will come online and show in the console. It cannot record until it has a working card.

Try this:

1. Unplug the device, take the card out, push it back in until it clicks, and plug the device in again. Wait a minute and reopen the setup page.
2. If it still says the same thing, put the card in a computer and check how it is formatted. The device reads **FAT32** only. A card of 64 GB or more, bought new, is normally formatted **exFAT**, which will never mount.
3. Reformat the card as FAT32 and put it back. On Windows, cards over 32 GB are not offered FAT32 in the standard format window — use a free FAT32 formatting tool, or a smaller card.

   Formatting erases the card. On a card that has been in service, this deletes your recordings; on a brand-new card there is nothing to lose.
4. If a card that used to work has suddenly stopped, replace it — see Choose a memory card. Memory cards do wear out, and this device writes to its card continuously. A worn-out card often shows files with garbled names when you put it in a computer, or refuses to be formatted because it says it is write-protected. Neither can be repaired.

Setting up a device from its memory card

Use this when the setup page cannot be reached at all, or when a device has moved to a new network and you do not want to wait for its setup page. It does the same job with a text file instead of a web page, and it replaces whatever network the device knew before.

Before you start: you need the memory card from the device, a computer with a card reader, and your WiFi network name and password.

1. Unplug the device from power and take the memory card out.
2. Put the card in your computer's card reader.
3. Create a plain text file in the top level of the card — not inside any folder — named exactly:

   ```
   Wifi-Password.txt
   ```

   On Windows, turn on file name extensions in File Explorer's **View** menu so you can be sure it is not really `Wifi-Password.txt.txt`.
4. Type two lines in it — your WiFi network name first, your password second, and nothing else:

   ```
   MyHomeNetwork
   my-wifi-password
   ```

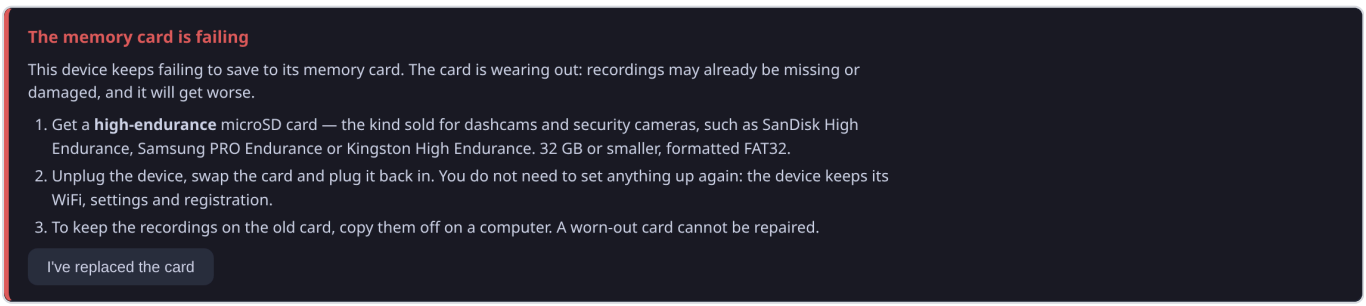
   Both are case-sensitive. Delete any blank lines or trailing spaces.
5. Save the file, eject the card safely, and put it back in the device.
6. Plug the device in and wait a minute.

   It reads the file, joins your network, and deletes the file so your password is not left on the card. If `Wifi-Password.txt` is still on the card afterwards, the device has not read it — check the name and the two lines again.

You will also see a file called `MAC` on the card. That one belongs there — the device writes it when it starts. Leave it alone.

The console warns about the memory card

What you see: a box with a red edge above the device's tabs, titled **The memory card is failing** or **No memory card — not recording**. You will usually have had an e-mail or push notification about it too.



The memory card is failing means the device has kept failing to save to its card over a period of time — not just once. The card is wearing out. Recordings may already be missing or damaged, and it will get worse until the card is replaced.

No memory card — not recording means the device is online but has had no working card for a while, so nothing is being recorded.

Try this:

1. For **No memory card**: unplug the device, push the card in until it clicks, and plug it back in. If the warning goes away, that was all it was.
2. Otherwise, replace the card. Get a **high-endurance** microSD card — the kind sold for dashcams and security cameras, such as SanDisk High Endurance, Samsung PRO Endurance or Kingston High Endurance — 32 GB or smaller, formatted FAT32. See Choose a memory card.
3. Unplug the device, swap the card, and plug it back in. You do not need to set anything up again.
4. If you want the recordings on the old card, copy them off on a computer. A worn-out card may show garbled file names, or refuse to be formatted because it says it is write-protected. It cannot be repaired; throw it away.
5. For **The memory card is failing**, choose **I've replaced the card** in the warning. **No memory card** goes away by itself once a working card is in.

If the new card has problems too, the warning comes back. The warning and its e-mail or notification do not use any credits, and they are sent even if you have not set up alerts — to your account's e-mail address in that case.

My device shows as offline

What you see: the device is listed with — *offline* and cannot be selected.

Most likely: it has lost power or lost the WiFi network.

Try this:

1. Check it is plugged in and the power supply is working.
2. Check your WiFi is working on another device in the same room.
3. Wait five minutes. The device keeps trying to reconnect on its own.
4. Unplug it for ten seconds and plug it back in.
5. If your WiFi password or router has changed since the device was working, it cannot be told the new details over the network. Leave it plugged in for ten minutes: it puts its own `AudioBug-` setup network back up, and you can give it the new details there — see Set up a device that has moved, or a network that has changed.

No recordings appear

What you see: the **Recordings** list stays empty, or says no recordings match.

Try this:

1. Choose **Refresh**. The list does not load by itself.
2. Choose **Clear filter**. A **From** or **To** date left over from an earlier search hides everything outside it. Remember the filters are in UTC.
3. On the **Overview** tab, open **Technical details** in the **Status** card and check **Clock (NTP)** says **Synced**. If it does not, the device does not have the right time and your date filters will not match anything.
4. Make a loud noise near the device and watch the **Recording now** line in the **Status** card. If it never says **Yes**, the device is not being triggered: run Match the device to a noisy room.
5. Check whether **Keep only recordings containing a detected sound** is ticked on the **Detection** tab. With it on, recordings without a recognised sound are thrown away deliberately.

No alerts arrive

What you see: the device is recording and the **Detected** column shows sounds, but no notification reaches you.

Try this:

1. Choose the **Detection** tab and check **Listen for sounds on this device** is on. The **Status** card on the **Overview** tab also says whether **Sound detection** is **On** or **Off**.
2. Check the sound type has both **Detect** and **Alert** ticked.
3. Scroll to the **Alerts** card and check the channel you want is ticked, and that the token, key or e-mail address is filled in.
4. Choose **Send a test**. If the test arrives but real ones do not, the settings are fine and the sound is not being recognised — see How accurate it is. Lowering that sound's **Threshold** makes it easier to trigger.
5. If the test does not arrive, check the Pushover token and key, check the e-mail address for typing mistakes, and look in your spam folder.
6. Check Usage & Credits — on a site that pauses features when credits run out, alerts stop going out (without failing the sounds being recognised) once the balance reaches zero. The History list there shows a skipped alert plainly if this is what happened.

Home Assistant does not show my devices

Try this:

1. On the **Detection** tab, scroll to the **Home Assistant** card, check **Send to Home Assistant (MQTT)** is ticked, then choose **Save Home Assistant** — a successful **Test connection** alone does not turn the integration on.
2. Choose **Test connection**. If it fails, check the broker address and port are correct, and that any username and password are right. **These credentials are for the broker (for**

example, the Mosquitto add-on), not your Home Assistant sign-in — using your Home Assistant username and password here will not work.
3. Check the status dot below the fields reads **Connected**, not **Connection failed**.
4. In Home Assistant, check its MQTT integration is set up and pointed at the same broker Audio Bug is using.
5. If the status dot reads **Connected** but a device still doesn't appear, power cycle it (or wait for its next reconnect) — Audio Bug only tells Home Assistant about a device when it connects, not the moment you save these settings.

My alerts say a sound happened when it did not

What you see: notifications for a dog, thunder or an alarm that was not there.

Most likely: an unrelated sound resembled one the device listens for.

Try this:

1. Open the recording named in the notification and listen to it.
2. If the sound type is causing repeated false alarms, raise its **Threshold** a little — see Tune how readily a sound is detected.
3. If that is not enough, untick its **Alert** box. Leave **Detect** ticked and the sound is still noted on recordings without notifying you.

I have forgotten my password

Try this: follow Reset a forgotten password. If the reset e-mail does not arrive, check your spam folder. If it still does not arrive, contact whoever supplied your device and ask them to send you a reset link.

The device keeps recording constantly

What you see: recordings appear back to back, each about 5 minutes long, and the card fills quickly.

Most likely: the device is somewhere much noisier than the level it last measured, so ordinary background noise is loud enough to count as an event.

Try this:

1. Run Match the device to a noisy room in the room's normal background noise.
2. Move the device away from any constant noise source — a fan, an extractor, a road- facing window.
3. On the **Detection** tab, check whether **Keep only recordings containing a detected sound** is ticked. It makes the device record more readily.

Give it a quarter of an hour before trying anything else. The device often sorts this out by itself.

Recordings I wanted have disappeared

Most likely: the card filled up and the oldest were deleted to make room.

Try this:

1. Check **Storage free** in the **Status** card on the **Overview** tab.
2. Download anything you want to keep — the device is not an archive.
3. Tick **Preserve** for the sound types that matter, so future recordings containing them are not deleted automatically.

A download fails part-way

Most likely: a weak WiFi signal between the device and your router. The console already stops you starting a second play or download while one is under way (see Find and play a recording), so that is no longer a cause.

Try this:

1. Move the device closer to the router, or improve WiFi coverage where it is.
2. Try again — a large recording can simply take a while over a slow connection.

9. Frequently asked questions

Where are my recordings stored? On the memory card in the device. They are fetched from it when you press **Play** or **Download**. Nothing is kept on the website.

How long do recordings last? Until you delete them or the card runs out of room, at which point the oldest are deleted to make space for new ones. Anything marked 🔒 is skipped.

How long can one recording be? Five minutes. A sound that goes on longer is continued in the next file, so nothing is lost.

Why did recording stop while the sound was still going? It does not. Recording carries on until the room has been quiet again for a while.

Can I listen live and record at the same time? Yes. Listening live has no effect on recording.

Where do I find this manual again? Choose **Manual** at the top of the console. It opens in a new tab, and it is always the edition that matches the console you are signed in to. The Quick Start Guide that came with your device has a code you can scan for it as well.

Can two people use the same site at once? Yes, if they both sign in with the same details. Only one of them should listen live to a device at a time.

Can somebody else see my recordings? No. Only your site sees your devices, and only someone signed in to your site can hear them. Whoever runs the server can manage your account — its name, e-mail address and password — but is blocked from your audio and from your devices' controls.

Why are all the times wrong by an hour? They are in UTC. In summer, British local time is one hour ahead.

What is the file called `MAC` on the memory card? The device's own MAC address, which it writes down the first time you switch it on so you can find it without the paperwork. Leave it there. Changing it does not change the device's address, and if you delete it the device simply writes it again.

What is the `AudioBug-` WiFi network I can see? A device that has no working WiFi network of its own makes one, so you can open its setup page and give it yours. It disappears as soon as the device joins your WiFi.

Why does the setup network have no password? Because a password would have to be printed on a label or read off the memory card, which is the fiddly step the setup page exists to remove. The network is only up while the device has nowhere to connect, and it goes away the moment setup succeeds.

Somebody else could connect to it, then. While it is up, yes — someone within WiFi range could open the page, read the device's MAC address and point it at a different WiFi network.

They cannot reach your recordings or your site: a device already registered to you stays registered to you. Set a new device up promptly rather than leaving it sitting unconfigured.

Do I need the memory card? To record, yes. Without a working card the device still connects to WiFi and shows in the console, but it cannot store recordings.

I replaced the memory card. Do I need to set the device up again? No. The device keeps its WiFi details, settings and registration inside itself and copies them onto the new card. See Choose a memory card.

What happens during a power cut? The device stops recording. When power returns it restarts by itself, rejoins WiFi and carries on. Recordings already on the card are not affected. If your device has the battery and its switch is turned on, it keeps working through a brief power cut instead of stopping — see What's in the box.

Does the device work if my internet goes down? It keeps recording to its card, even if the WiFi drops too. You cannot reach it from the console until the connection is back. If it restarts while there is no connection, it waits until it is back online before recording again, because it needs the connection to set its clock.

Can I add more sound types? No. The list is fixed in the version of the software your device is running.

Can I make detection more or less sensitive? Yes, for each sound separately, with its **Threshold** on the **Detection** tab. The threshold is how sure the device must be before it counts a sound: raise it for fewer false alarms (and more misses), lower it to catch more (and get more false alarms). Left on **default**, the device uses the setting it was built with. See Tune how readily a sound is detected.

Can Home Assistant control my device? No. Audio Bug only sends Home Assistant information — a device's status, uptime, signal strength, software version and detected sounds. Home Assistant cannot start or stop recording, or change any setting on your device.

Will my device update its own software? Only if you ask it to. Turn on **Install new firmware automatically** in **Account** and every device on your site installs new versions by itself, with an e-mail to you after each one. Otherwise you install updates from a device's **Settings** tab. See Let devices update themselves.

Can I report a wrong or missed detection? Yes — see Report a missed sound and Report a problem with a recording. It's on for new sites, and you can turn it off at any time.

10. Glossary

Alert — a notification sent to your phone or e-mail when a chosen sound is recognised.

Broker — the relay service Audio Bug and Home Assistant both connect to, so they can pass messages to each other. Often Home Assistant's own Mosquitto add-on. Its username and password (if it has them) are separate from your Home Assistant sign-in.

Console — the web page you use to control your devices.

Detect — noting a recognised sound against a recording, so it appears in the **Detected** column.

Detection Feedback — the reporting feature: choosing **Report** on a recording to flag a wrong or missed detection. Off until you turn it on.

Device — the recording unit: microphone, memory card and WiFi in one small box.

Firmware — the software running inside the device. Shown on the **Overview** tab and updated from the **Settings** tab, or automatically if you turn that on in **Account**.

Home Assistant — a separate home-automation system. Audio Bug can send it your devices' status and detected sounds so you can build automations around them.

Setup network — the temporary WiFi network a device makes, named `AudioBug-` and four characters, when it has no working network of its own. Connecting to it opens the setup page where you give the device your WiFi details.

MAC address — a serial number that identifies your device, written as six pairs of characters, for example `AA:BB:CC:DD:EE:FF`. You need it to register a device. The device writes its own into a file called `MAC` on its memory card when it starts.

MQTT — the messaging system Audio Bug uses to talk to Home Assistant, by way of a broker.

NTP — how the device gets the right time from the internet. **Clock (NTP)**, under **Technical details** on the **Overview** tab, says **Synced** when it has it.

OTA — "over the air": updating the device's software over WiFi, with no cables.

Preserve — protecting a recording from automatic and bulk deletion, decided automatically by the **Detection** tab's settings in force when the recording ends, not chosen per recording. Shown as 🔒.

Pushover — a separate app and service that delivers notifications to your phone. An account with it is needed for push notifications.

SD card — the removable memory card in the device, where recordings are stored.

Site — your account. It owns your devices and nobody else's.

Site name — an optional label for your site, shown at the top of the console. It is not used to sign in.

SSID — the name of a WiFi network.

Threshold — how sure the device must be that it has heard a particular sound before it counts it as detected. Higher means stricter (fewer false alarms, more misses); lower means more sensitive.

UTC — the time standard all dates and times here use. The same as GMT: in summer, British time is an hour ahead of it.

Tab — one of the four headings under a device's name — **Overview**, **Recordings**, **Detection** and **Settings**. Choosing one shows that part of the console.

WAV — the audio file format recordings are saved in. It plays in any media player.

WiFi signal — how strong the device's WiFi connection is where it stands, shown on the **Overview** tab. The closer the number is to zero, the better.