

TalkingTag™ FAQ

What is a TalkingTag™ Message Label?

TalkingTag Message Labels gives you the ability to add a recorded Message to a Scrapbook, StoryBook, Cards, Albums, Gifts, Photo Frames and other Memory devices – recording your story, wish, sentiment, happening in your own voice. TalkingTag™ Message Labels are printed paper labels with two dimensional barcode that can be used to attach your voice messages. You can record or play a voice Message using TalkingTag™ App available on popular mobile phones such as iPhone, Android or Blackberry. A Windows PC version is also available for those who do not have smartphones (requires web cam).

How do I download TalkingTag Software?

Using the browser on your device

Visit talkingtag.mobi web site and it will provide information on where to obtain the software. Currently TalkingTag™ is supported on iPhones, most Android Phones, and some Blackberry phones. A Windows PC version is also available (Web CAM required).

Or visit Android PLAY website or iPhone App Store and type TalkingTag (single word, no spaces) to find and download the software.

What comes with the Message Label?

Talking Tag Message Labels are sold on a sheet of 10 or 20 individual labels. Each sheet includes instructions of how to record and play messages. These instruction labels can be affixed to an easily accessible location for future reference.

Are Message Labels safe to use in albums?

Message Labels are acid, lignin free and buffered and are safe for album projects. Message Labels have permanent adhesive. To protect the Message Label you may want to use of a Page Protector if possible.

What do I need to have to use TalkingTag™ Message Labels?

You will need a smart phone such as an iPhone or Android phone with camera (minimum 2M pixels) and Internet connectivity with a data plan (Wi-Fi or 3G/4G). User is responsible for any Internet bandwidth costs by your carrier. You will also need the TalkingTag™ App which is available as free download from TalkingTag.mobi, Android Market Place, or iPhone App Store.

How do I know I have a TalkingTag™ compatible mobile phone?

Using the browser on your device

Visit talkingtag.mobi web site and it will provide information on where to obtain the software. Currently TalkingTag™ is supported on iPhones, most Android Phones, and some Blackberry phones. A Windows PC version is also available (Web CAM required).

On your PC

Visit www.talkingtag.com/software using your PC for information on supported phones and models.

How do TalkingTag Message Labels work?

Talking Tags utilize smart phone technology. Just adhere the Message Label to a project and use a smart phone to record and save a Message for the recipient. That Message will be saved online and accessed via the Message Label. Then anyone with a smart phone can take a picture of the label and play back the Message on their smart phone.

Do they work in my City/Country?

TalkingTag has worldwide presence in many countries. All you need is a good Internet connection (3G or WiFi recommended for mobile phones). TalkingTag software is available in over 100 countries with current users in USA, Canada, UK, Japan, France, Germany, Italy, Switzerland, Netherlands, Spain, Australia, New Zealand, Bulgaria, Russia, Romania, Czech Republic, Hungary, Brazil, UAE, Turkey, Saudi Arabia, Kuwait, Israel, Republic of Korea, Taiwan, India, China, Thailand, Philippines, Singapore and more.

How do I record (or Play) a Message on a Talking Tag Message Label?

1. Download TalkingTag™ App on your device from TalkingTag.Mobi or your App Store.
2. Peel the Message Label carefully and affix it to your item.
3. Open TalkingTag™ App, tap on the screen to open camera.
4. Position TalkingTag Code on the label in the middle of the camera screen at about 4 to 6 inches distance (this process is called Scanning TalkingTag)
5. Recording automatically starts immediately.
6. Once recording is complete you will have opportunity to listen, re-record, cancel or confirm.

If you are happy with your recording, you can confirm and once confirmed, your Message is stored for a minimum of 2 years.

To Play Message repeat Steps 1, 3, and 4. Play starts automatically if the label you scanned has previous recording.

Where should I attach a Message Label?

You can attach Message Labels to any flat surface on your item. Do not put multiple labels close to each other so that more than one label can be seen through your mobile phone camera. Do not write or place any decoration over the label.

How long can I record on a Message Label?

You can record one minute of audio, music and other sounds on the Message Label.

How long does the Message last?

The Message is saved on secure TalkingTag™ Servers on world-wide network; stored for a minimum of 2 years. However you are advised to keep a backup.

How are the messages saved?

TalkingTag™ Content Management System uses state of the art practices and tools to keep the Message Label recordings safely stored on a world-wide network infrastructure. There are multiple backup copies taken to preserve the recordings. However, the system is not designed to store highly sensitive, secure and valuable messages such as financial, health, government and other such information. Doing so would be at the users risk.

Can I reposition Message Labels after affixing them?

No. Message Labels have permanent adhesive and if you try to remove them once they have been adhered you could tear the label and loose access to your content.

How do I share my messages on TalkingTag™ Message Labels?

You can share your memories recorded on Message Labels by sending the item (scrapbook or photo album, for example) that has attached Memory Labels to your friends and family. Anyone with the TalkingTag™ App can scan the Message Label and hear the same Message that you recorded with their smart phone.

How can I have multiple Message Labels with the same content? Do I have to record on them separately?

That's one way to do it. But there is an easier option. You can use the Copy feature on your mobile phone to copy content from one Message Label to another. See the help menu available on your phone for more details on this functionality.

How many times can I record on a TalkingTag™ Message Label?

You can record only once. During initial recording you will have the ability to listen and re-record if you are not satisfied with the recording. Once you are satisfied with your recording and confirm the recording, it is not possible to delete or re-record on the same Message label.

Can I copy the Message Labels to have multiple labels with the same content or can I post the Message Label on a web site or magazine?

You are not allowed to copy Message Labels or re-print them. You are allowed to take copies for only for backup/archival purpose. TalkingTag.com or its distributor is not responsible for the quality of the backup copies. A better way to archive or share is to copy the messages from one label to another original label using the Copy feature.

What if I run out of TalkingTag™ Message Labels and need more, can I copy the existing tags?

Each TalkingTag™ Message Label is unique. You should not duplicate the TalkingTag™ Message label and must order additional ones. You can only record a single Message per Message label.

What if I want to want to record memories while I'm at an event? Do I need to carry Message Labels everywhere?

No. There is a pre-record feature available. Using this feature, you can record your memories and transfer the content to an empty Message Label at a later time.

How many messages can I record on my mobile phone?

You can record as many messages as there are TalkingTag™ Message Labels in your possession.

What if I make a mistake while recording on Message Label?

You will have the option to listen and if you don't like the recording you can re-record during initial recording stage. Once you finalize the recording you cannot change the recording on the Message Label. There is also an easier option to record by using Pre-Record feature under the Options menu. After pre-recording and you are satisfied, you can transfer the recording to an empty Message Label.

What do I do if I discover a mistake on a Message Label that has already been finalized?

Once the Message is finalized there is no way to change it. We recommend placing a new Talking Tag Message Label over the top of the one with a mistake and recording a new message.

Can I play before I send TalkingTag Label on a gift to someone?

Yes, you can play as many times as you wish and before sending the label. Once finalized, nothing happens to the recording irrespective of how many times you play.

What if I lose my phone?

Simply download TalkingTag™ App on your new phone and you can record or play messages as with your old phone. Changing phones do not have impact on TalkingTag™ Message Labels.

How do I find out about latest application releases?

Usually there is a notification from your App Store provider on new software releases and in some cases the updates are automatically done if your settings allow it. For PC and Blackberry versions, please use check updates feature or visit TalkingTag.mobi to check for latest versions.

What do I do if my Message Label has been damaged?

Just like a written Message can't be read when the medium is damaged, a damaged Message Label may lose access to recorded information, depending upon the extent of damage.

What is AutoScan?

It is an option to make the camera open automatically to record or play when the App is launched. This is a convenience feature and you can turn on or off this feature from Settings menu.

What is FastPlay feature?

In a scrapbook or photo album if there are many tags, the FastPlay feature allows you to play TalkingTag Message labels quickly without having to use buttons repeatedly. As you place the camera on a tag the Message is played immediately, stopping previous Message if being played. Try out the feature, it is fun and useful.

Why is there a ClearTag feature if I cannot delete message?

The ClearTag feature is meant for other types of TalkingTag™ digital labels and is not applicable for TalkingTag™ Memory Labels.

What is Quality setting?

You can record voice in different voice qualities. Higher the quality, the more bandwidth it takes up. For most recordings the default setting works fine.

What is Voice Prompt?

It simply acts as a voice prompt for the selected feature, as the name implies.

What is Scan Sound?

When a successful scan is performed on TalkingTag, this setting allows you to play a Beep sound, vibrate the phone or no action. Which setting to use is a matter of personal preference and has no bearing on TalkingTag recording or play operation.

What do I do if I am not able to read a Message Label?

1. Make sure that you are using an original TalkingTag™ Message Label. Make sure that it is the original tag, not a photo copied tag. We cannot guarantee the quality of photocopied tag.
2. Check to make sure that you have the right phone with the latest TalkingTag software version.
3. Make sure that there is enough lighting in the room.
4. Make sure that the tag is not scratched, smudged or other material (such as embellishments or a Page Protector) preventing the camera from seeing the rectangular code on the tag properly.
5. Make sure that you are scanning the tag properly as per the instructions.
6. Make sure that there is data connectivity. You can check this by using the phone browser and going to your favorite website.

7. Note down if there is any error Message or any Message displayed on the main screen of the TalkingTag software.

8. Try turning off the phone and turning it on again, to see if the error condition disappears.

9. Check if your phone has right time and date.