cardo

PACKTALK
OUTDOOR
....
MANUAL

SOUND BY **JBL**

WIRELESS HANDSFREE
INTERCOM

OPERATED BY
NATURAL VOICE

CONTENTS

1. INTRODUCTION

Thank you for choosing the Cardo PACKTALK OUTDOOR communication and entertainment system for helmets.

We hope you enjoy using PACKTALK OUTDOOR and encourage you to visit the support page regarding any questions, suggestions or comments you may have.

If you have not yet installed the PACKTALK OUTDOOR unit on your helmet, please install it as described in the Installation Guide provided in the package. You can also watch the installation video accessible on this link.

For easy reference while on-the-go, download the Pocket Guide here.

This is version 1.0 of the PACKTALK OUTDOORManual. The latest version of the manuals in your preferred language can be found here.

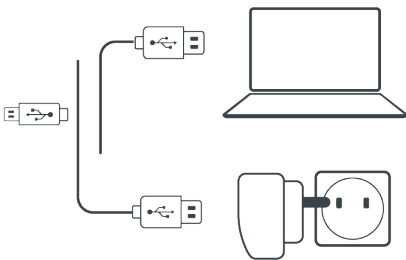## 2. GETTING STARTED

2.1 GETTING TO KNOW YOUR PACKTALK OUTDOOR

Mute

Control wheel

ON/OFF

LED

Media
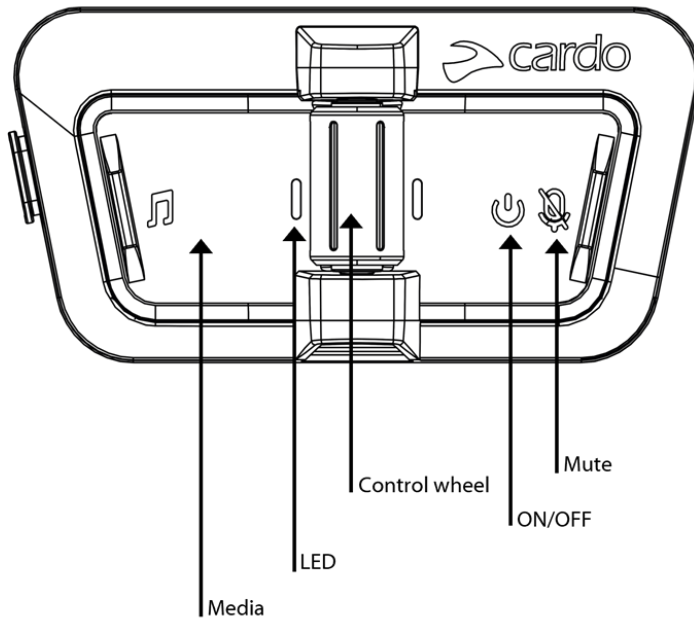
2.2 CHARGING YOUR PACKTALK OUTDOOR

Make sure that your PACKTALK OUTDOOR battery is charged for at least 4 hours before initial use.

To charge the unit:

1. Using the supplied USB cable, connect your computer or wall charger to the USB port on your PACKTALK OUTDOOR.

2. Fast charging:

    - You will have 2 hours of talk time after 20 minutes of charging. (3 hours for full charge).

    The battery of your PACKTALK OUTDOOR supports up to 10 hours of talk-time.
    While charging, the LED indicates the charging status as follows:

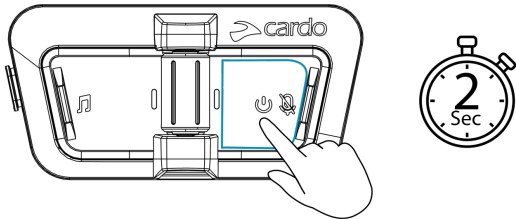   - Red LED on — charging

    - Red LED off — charging complete

TIP: You can check the battery charge at any time by saying "**Hey Cardo, battery status**".

2.3 SWITCHING YOUR UNIT ON/OFF

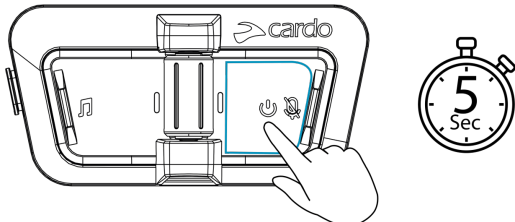**To switch your PACKTALK OUTDOOR on:**

- Press ⏻ for **2 seconds**.

The speaker plays a startup sound.

The LED confirms your PACKTALK OUTDOOR is on:

- Normal/Low battery — LED flashes blue three times

- Charging — LED flashes purple three times

To switch your PACKTALK OUTDOOR off:

- Press ⏻ for 5 seconds.

The LED flashes red three times, confirming that your unit is switching off. The speaker plays a sound and a voice message indicates the battery status, "Battery Status X%, ".

2.4 USING YOUR PACKTALK OUTDOOR

You can operate the various features of your PACKTALK OUTDOOR in the following ways:

- Press a button or a combination of buttons on the unit

- Use the Cardo Connect App on your mobile device (once it is paired with the unit)

- Use natural voice operation (by saying a command, for example **"Hey Cardo, Music On"**)

2.5 PAIRING YOUR UNIT TO BLUETOOTH DEVICES

To connect your unit to a Bluetooth device, you must first pair them. Once paired, they automatically recognize each other whenever they are within range.

To pair to a mobile phone:

1. Enable Bluetooth on your mobile phone.

2. On the unit in standby mode, press ♫ for **5 seconds**
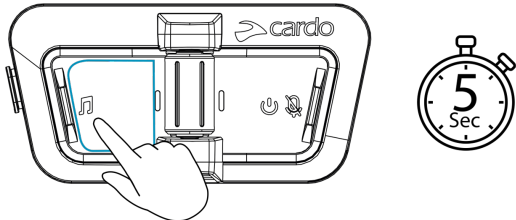
   The LED flashes red and blue.

3. On your mobile phone, search for Bluetooth devices.

4. When your PACKTALK OUTDOOR appears in the list of available devices, select it.
    If prompted for a PIN or Passkey, enter 0000 (four zeros). If prompted to allow pairing on your phone, allow it.

    The phone confirms that pairing has succeeded and the LED flashes purple for 2 seconds. A voice message confirms "Phone connected".
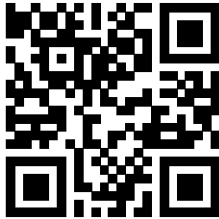
To stop phone pairing:

*   Tap ♫ once.
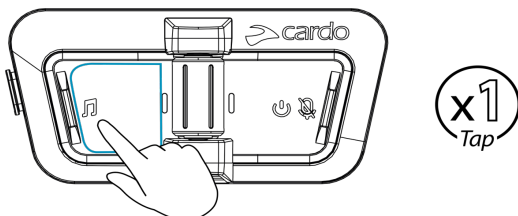
3. CARDO CONNECT APP

The Cardo Connect App enables you to configure the settings of your PACKTALK OUTDOOR. In addition, the App offers you remote controlled operation from the screen of your smartphone.

3.1 REGISTERING YOUR UNIT

1. Download the Cardo Connect App.

2. Register your PACKTALK OUTDOOR.

3. Select your language.

3.2 UPDATING YOUR UNIT

Before using your unit for the first time, and whenever a new software update is available, make sure to have the latest software update. Updating with the latest software keeps your unit free of bugs and provides you with additional new functionalities.

Your PACKTALK OUTDOOR can be updated Over the Air, via Cardo Connect app.

To update your PACKTALK OUTDOOR unit with the Cardo Connect App:

Whenever a new software update is available, a pop-up will open on your App screen. Press Install and follow the on-screen instructions.

If you press Remind me later, the pop-up will re-open the next day.
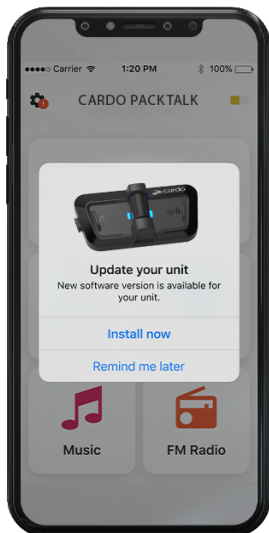
To update your PACKTALK OUTDOOR:

1. Open Cardo Connect app.
2. Press **Settings**.
3. Select your unit.
4. Select the software version.
5. Press **Update Now**.

When the update is finished, press **Finish** to go back to the main screen.

To update your PACKTALK OUTDOOR unit with your computer:

1. Download and install the Cardo Update tool https://www.cardosystems.com/update.
2. Open Cardo Update.
3. Register (first time only).
4. Connect the unit to the computer using an USB cable and update the firmware.

Cardo Update on Windows/Mac - minimum requirements - Windows® 7/macOS x10.8.

4. ON-THE-GO

PACKTALK OUTDOOR makes it easy for you to receive phone calls and listen to music in a convenient and safe manner.

4.1 BASIC AUDIO FUNCTIONS

The basic audio functions are the same whether you are listening to music, speaking on the intercom, or having a phone conversation.
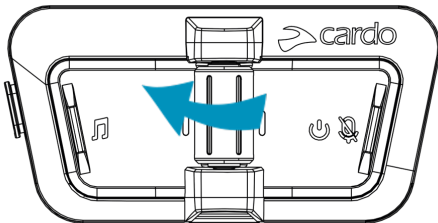
To turn the volume up:

- Roll the Control Wheel forwards.
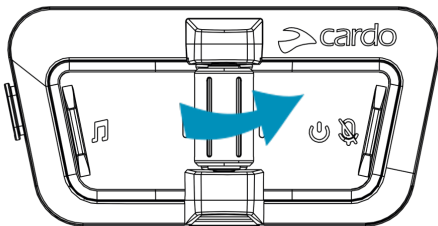
An increasingly louder tone is played on the speaker until you reach the maximum volume, as indicated by the maximum volume tone.
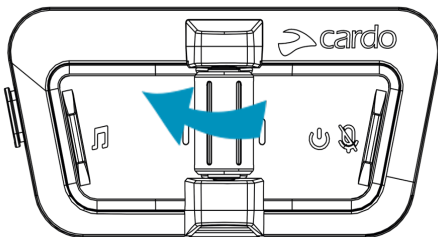
To turn the volume down:

- Roll the Control Wheel backwards.

An increasingly quieter tone is played on the speaker until you reach the minimum volume, as indicated by the minimum volume tone.
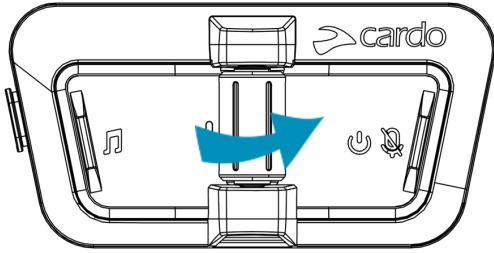
To mute the microphone completely:

- Fast roll the Control Wheel backwards.

To unmute the microphone:

- Roll the Control Wheel forwards.

4.2 MAKING AND RECEIVING PHONE CALLS

You can use your mobile phone to make and receive phone calls while paired to your PACKTALK OUTDOOR.

You can make a hands-free call using your mobile phone's voice dial option or using the Cardo speed dial.

To make a phone call:

- To dial using your mobile phone's voice dial option, tap the Control Wheel or say **"Hey Siri"** (if you are using an iOS device) or **"OK Google"** or **"Hey Google"** (if you are using an Android device), then make your call as per the instructions for your mobile device.
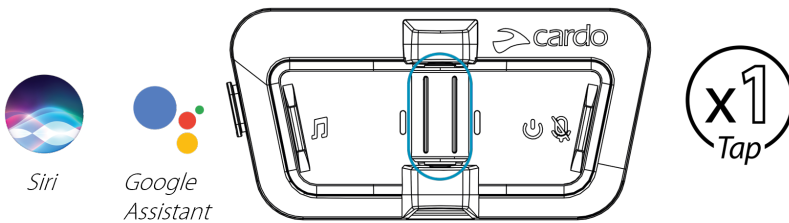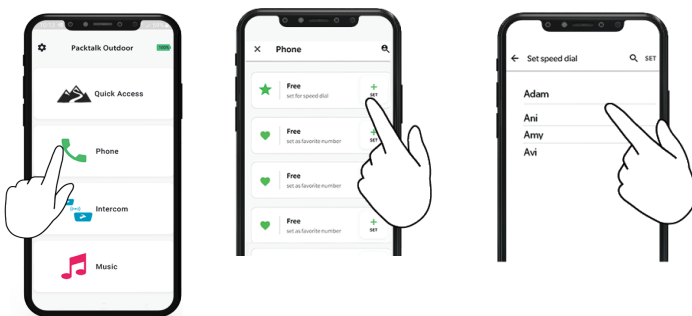

To redial a phone number:

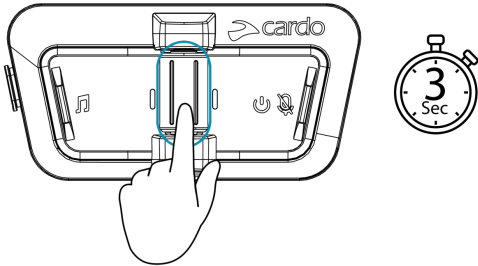- To redial a phone number say **"Hey Cardo, redial number"**

To set a speed dial number:

- On the Cardo Connect App, select "Phone". go to the line**+**, then select a contact and tap SET.
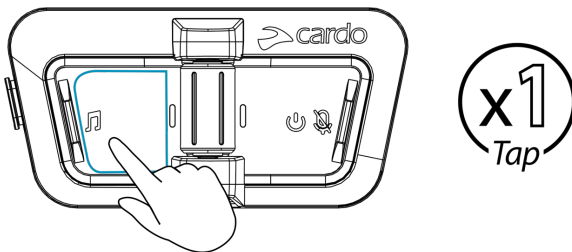

To call a preset speed dial number:

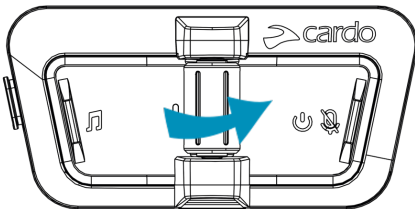- Press the Control Wheel for **3 seconds**, or say "**Hey Cardo, speed dial**".

To answer a call:

- Tap the 🎵 button once, or say **"Answer"**.

To ignore a call:

- Roll the Control Wheel forward or say **"Ignore"**.

To end a call:

- Tap 🎵 once.
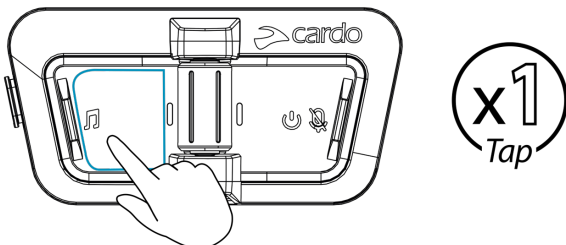
4.3 STREAMING MUSIC

To start music streaming from your paired device:

- Tap 🎵 once or say "**Hey Cardo, music on**".
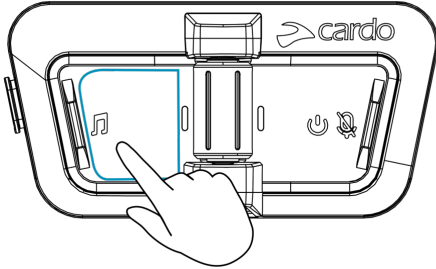
To stop music streaming:

- Press 🎵 for **2 seconds** or say "**Hey Cardo, music off**".
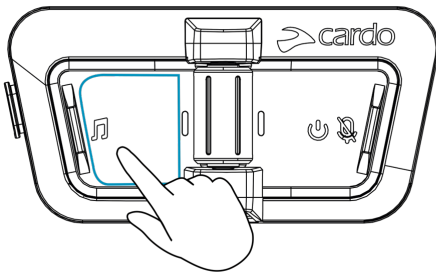
To skip to the next track:

- Tap 🎵 once or say "**Hey Cardo, next track**".
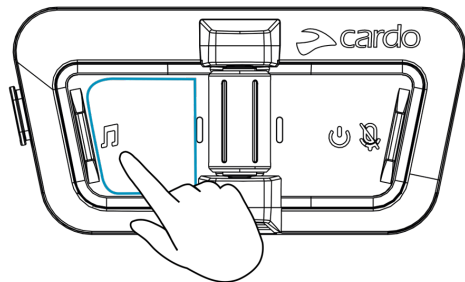
To skip back to the previous track:

- Tap 🎵 twice or say "**Hey Cardo, previous track**".

4.4 VOICE COMMANDS

You can use voice commands for hands-free operation of certain PACKTALK OUTDOOR features. Voice commands use natural voice operation. You say a command and PACKTALK OUTDOOR performs the action. Voice commands are available in various languages. English is the default language. You can change the language to another available language.
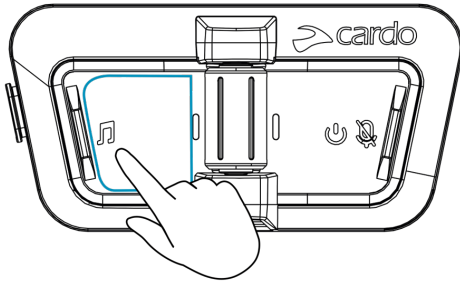
PACKTALK OUTDOOR uses the following predefined voice commands.

To ...	Say ...
Answer an incoming call	"Answer"
Ignore an incoming call	"Ignore"
Call the default number (configurable)	"Hey Cardo, speed dial"
Redial the last number	"Hey Cardo, redial number"
Turn on music	"Hey Cardo, music on"
Turn off music	"Hey Cardo, music off"
Play the next music track	"Hey Cardo, next track"
Play the previous music track	"Hey Cardo, previous track"
Access Siri (when connected to an iOS device)	"Hey Siri"
Access Google (when connected to an Android device)	"OK Google" "Hey Google"
Raise volume	"Hey Cardo, volume up"
Lower volume	"Hey Cardo, volume down"
Mute audio	"Hey Cardo, mute audio"
Unmute audio	"Hey Cardo, unmute audio"
Mute microphone	"Hey Cardo, mute microphone"
Unmute microphone	"Hey Cardo, unmute microphone"
Check the battery status	"Hey Cardo, battery status"

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5. COMMUNICATING WITH OTHERS

Your PACKTALK OUTDOOR features a handsfree wireless intercom thanks to the Cardo's Dynamic Mesh Communications (DMC) technology.

DMC is the best way to communicate in a group. In DMC mode, you can instantly create or join a dynamically-fluid network of up to 15 users to communicate in full conference mode. DMC allows anyone in the group to roam freely, overtake each other or even leave the group altogether, without affecting the ongoing conversations of the remaining fellow users.

How Does DMC Work?

Anyone can start a new DMC group.

In DMC intercom mode, users can join, leave, and rejoin existing DMC groups without affecting the ongoing conversation among the other group members. If a group member goes out of range, the remaining users are automatically re-connected within split seconds to a closer group member, bypassing the absent or remote user. This way, all active users remain connected to each other.

5.1 MANAGING DMC INTERCOM GROUPS

You can use the DMC Intercom to speak with other users in your DMC group.

Using the DMC Intercom, all users in a group speak hands-free. A user in a group performs no additional operation to speak to or hear other users in the group.

You can manage DMC intercom groups to suit your requirements, this includes creating groups, joining groups, leaving and rejoining groups or changing your active group.

If your DMC group connection is lost, you remain part of the group. Once in range of any other group member,you automatically reconnect.

If your DMC group splits with some group members remaining in range of each other but not in range of all group members, you can continue speaking with the members still in range. Once in range of any other group member, you automatically reconnect.

5.1.1 CREATING DMC INTERCOM GROUPS

Any user in the group can create a DMC Intercom group. Each group can have up to 15 users. When creating a group, all members should be within 5 meters (16 feet).

1. All users press the ⟨♫⟩ and ⟨⏻⟩ buttons together for 2 seconds.
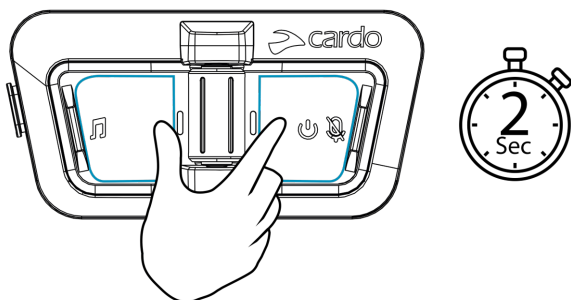
2. After each member joins successfully, the LEDs of the joined unit flashes purple for 2 seconds.

After grouping is completed, the DMC Intercom conference starts automatically.

5.1.2 JOINING DMC INTERCOM GROUPS

You can join or rejoin a DMC Intercom group previously created.

To join an existing DMC group:

1. The group admin allows the additional user by selecting "Add a rider" in the Cardo Connect App.

2. Press the ♫ and ⏻ buttons for **2 seconds**. The LED flashes red and green quickly.
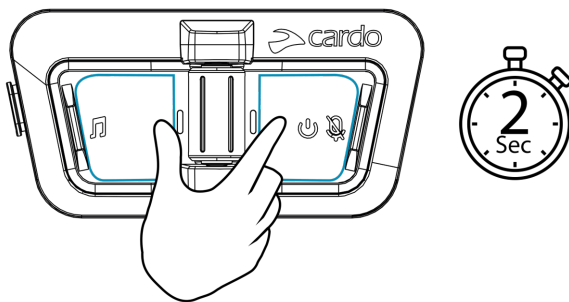
The color of the flashing LED indicates whether you have been added to the group:

- **Purple**: You have successfully joined the group.

- **Yellow**: You cannot join the group because it has already reached the maximum number of riders.

- **Red**: Failed to join.

### 5.1.3 LEAVING DMC INTERCOM GROUPS

You can leave a DMC group with Cardo Connect App or by doing a full factory reset.

> If you leave a DMC intercom group, you must rejoin it if you want to connect to it again in the future.

5.2 USING DMC INTERCOM

5.2.1 MUTE/UNMUTE MICROPHONE

To mute or unmute the microphone, tap the ON/OFF button once or say **"Hey Cardo, mute microphone"**, **"Hey Cardo, unmute microphone"**. When muting the microphone, you can still hear the group, phone calls and music.
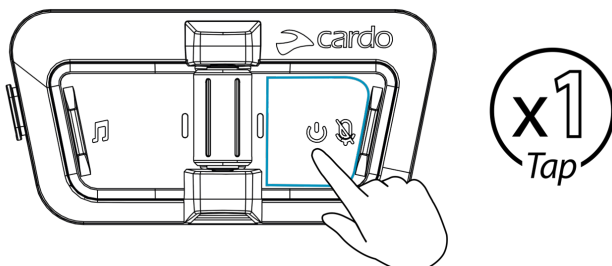
5.2.2 DMC INTERCOM ON/OFF

Muting the DMC Intercom mutes your microphone and speaker for the intercom group communication. Your microphone and speakers are still active for phone calls and music. Unmuting brings you back to the group conversation. By default DMC intercom is ON when you turn the unit ON.

- To put the DMC Intercom OFF, tap the ON/OFF button twice or say **"Hey Cardo mute audio"**. To put the DMC back to ON, use the same operation, tap the ON/OFF button twice, or say **"Hey Cardo unmute audio"**.
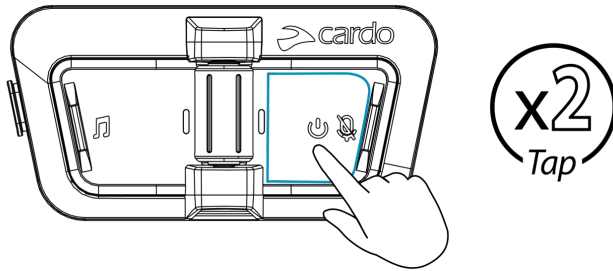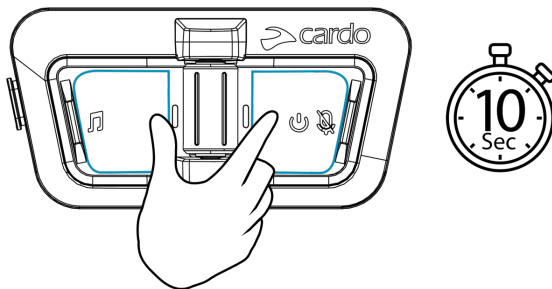
6. TROUBLESHOOTING

6.1 REBOOT

If your PACKTALK OUTDOOR stops responding, reset it in one of these ways:

- Turning it off and then on again (see Switching Your Unit On/Off).

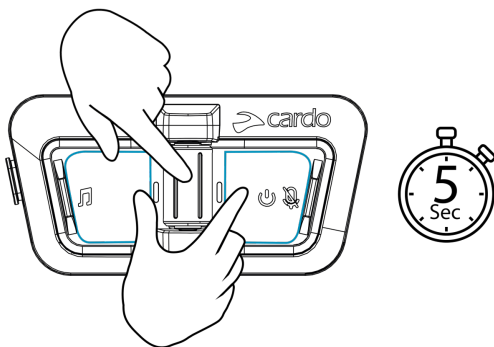- Rebooting the unit, by simultaneously pressing + for **10 seconds**.

6.2 RESET TO FACTORY SETTINGS

This option deletes all paired devices and all configuration settings.

To perform a factory reset through the unit:

1. Check that your PACKTALK OUTDOOR is in Standby mode.

2. Simultaneously press + and the Control Wheel for **5 seconds**.

The LED flashes purple **5 times**.

3. A factory reset can also be performed with the Cardo Connect App.

6.3 FAQ

Additional answers to common problems can be found at www.cardosystems.com/support/packtalk-outdoor

7. PERSONALIZING YOUR DEVICE

Get the most out of your PACKTALK OUTDOOR by changing the settings and customizing your unit according to your own personal preferences,

> Cardo recommends you customize your settings before going out. You can adjust any of these settings as required after experiencing them under dynamic conditions using the Cardo Connect App.

7.1 AUDIO SOURCE PRIORITIES

PACKTALK OUTDOOR manages the audio sources you hear through the speakers according to the following audio source priorities.

Priority	Audio Source
Higher Priority ↑ **Lower Priority**	Phone calls Music or DMC Intercom

Phone calls temporarily mute, but group members remain part of the group.

> Ongoing intercom calls will not be interrupted by any other intercom call.

8. SUPPORT

For additional information:

🖥️ www.cardosystems.com/support/outdoor

> - To avoid potential problems and to receive our support and warranty coverage, we strongly recommend buying our products only from authorized Cardo dealers.
> - Your favorite brick-and-mortar store is always your best bet. Unauthorized online resellers and online auction sites such as eBay are not among Cardo's authorized dealers, and purchasing our products from such sites will be at your own risk. Cardo strives to provide quality products and exceptional customer service. We select dealers who share that vision. Buying grey market items from unauthorized online dealers is counterproductive and also adversely affects unsuspecting online consumers who may be purchasing used, counterfeit or defective products or devices whose warranties are void. Protect your investment by purchasing genuine Cardo and scala rider® products only from authorized dealers.