SYNCO))

Xtalk
Full Duplex Wireless Intercom Headset System
User Manual

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Thank you for choosing SYNCO product. Please read this manual carefully before use and follow all instructions mentioned herein.

Caring For Your SYNCO Product

· Please keep the product in a dry, clean, dust-free environment.
· Keep corrosive chemicals, liquids and heat sources away from the product to prevent mechanical damage.
· Use only a soft and dry cloth for cleaning the product.
· Malfunction may be caused by dropping, the impact of external force.
· Do not attempt to disassemble the product. Doing so voids the warranty.
· Please have the product checked or repaired by authorized technicians if any malfunctions happen.
· Failure to follow all the instructions may result in mechanical damage.
· Warranty does not apply to human errors.

Packing List

X1

Headset x1

Charging Cable x1

Carrying Bag x1

Mic Windshield x1

One-Ear Foam Cushions x1

Rechargeable Battery x1

Warranty Card x1

X2

Headset x2

Charging Cable x1

Carrying Bag x2

Charging Station x1

Rechargeable Battery x2

One-Ear Foam Cushions x2

Mic Windshield x2

Warranty Card x1

X5

Headset x5

Storage Bag x1

Carrying Bag x5

Charging Station x3

Charging Cable x3

Rechargeable Battery x5

One-Ear Foam Cushions x5

Mic Windshield x5

Warranty Card x1

X9

Headset x9

Storage Bag x1

Carrying Bag x9

Charging Station x5

Charging Cable x5

Rechargeable Battery x9


One-Ear Foam Cushions x9

Mic Windshield x9

Warranty Card x1

The red-labeled headsets are set as the default Master from the factory, *for identification purposes only*. They can be set to:
Previous firmware: Master/Remote
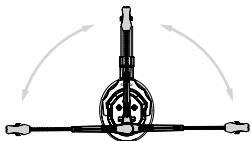New firmware: Master/Connection Level 1/Connection Level 2

Product Introduction

① 3.5mm Mic In Port
② Power On/Off Toggle
③ Indicator Light
④ Button A
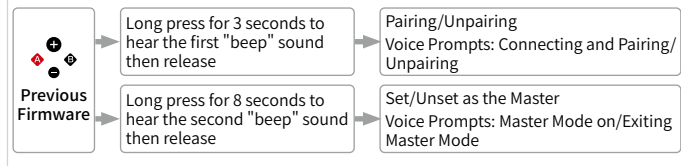⑤ Volume ＋ & Voice Prompts Button
⑥ Button B
⑦ Volume ─
⑧ Type-C Port
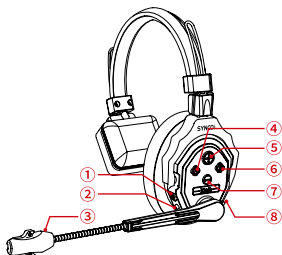
Operations and Functions of Buttons

Note: The operations may vary depending on the firmware version. Please follow the instructions below to check the current firmware version.
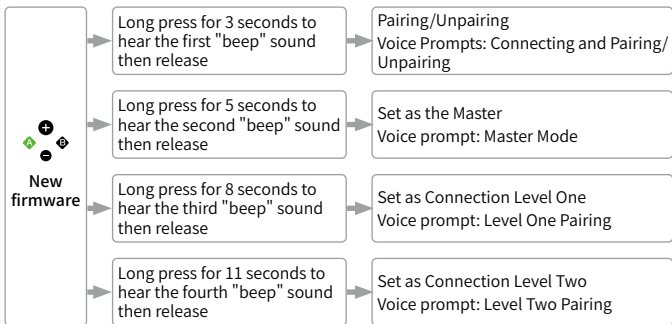

Move the boom up and down:
Play the voice prompt → Previous firmware
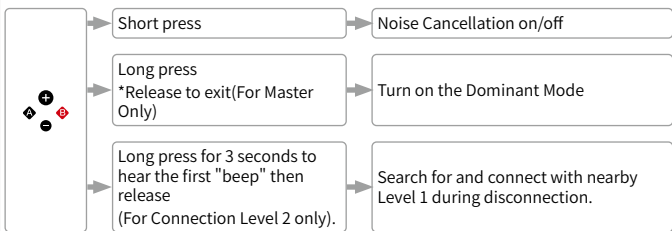No voice prompt → New firmware

Button A		
Previous Firmware	Long press for 3 seconds to hear the first "beep" sound then release	Pairing/Unpairing Voice Prompts: Connecting and Pairing/Unpairing
	Long press for 8 seconds to hear the second "beep" sound then release	Set/Unset as the Master Voice Prompts: Master Mode on/Exiting Master Mode

Button A

New firmware	Long press for 3 seconds to hear the first "beep" sound then release	Pairing/Unpairing Voice Prompts: Connecting and Pairing/Unpairing
	Long press for 5 seconds to hear the second "beep" sound then release	Set as the Master Voice prompt: Master Mode
	Long press for 8 seconds to hear the third "beep" sound then release	Set as Connection Level One Voice prompt: Level One Pairing
	Long press for 11 seconds to hear the fourth "beep" sound then release	Set as Connection Level Two Voice prompt: Level Two Pairing

Button B

	Short press	Noise Cancellation on/off
	Long press *Release to exit(For Master Only)	Turn on the Dominant Mode
	Long press for 3 seconds to hear the first "beep" then release (For Connection Level 2 only).	Search for and connect with nearby Level 1 during disconnection.

Volume +		
	Short Press	Volume Up
	Long Press for 3 seconds to hear the first "beep" then release	Voice Prompts: Master Mode/Remote Mode(Previous Firmware) Voice Prompts: Master Mode/Level 1 Pairing/Level 2 Pairing(New Firmware)

Volume −		
	Short Press	Volume Down
	Long Press for 3 seconds to hear the first "beep" then release *(For Master operation only)	Switch Boost Mode 1/2/3(New Firmware)

▌Operations

Catalog

Note: The operations may vary depending on the firmware version. Please follow the instructions below to check the current firmware version.

Move the boom up and down:
Play the voice prompt → Previous firmware
No voice prompt → New firmware

1. Power On/ Off

Power On: Push the power toggle switch upwards to turn it on.

Power Off: Push the power toggle switch downwards to turn it off.

2. Master Settings

2.1 Previous Firmware Version

Long press the button A for 8 seconds to hear the second "beep" sound then release. It will play a prompt "Master Mode".

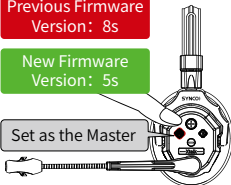Every headset is available to be set as Master/Remote.

2.1 New Firmware Version

Long press button A for 5 seconds to hear the second "beep" sound then release. It will play a prompt "Master Mode".

Previous Firmware
Version：8s

New Firmware
Version：5s

Set as the Master

3. Pairing

Please follow these guidelines carefully for the successful pairing:

*Products are pre-paired from the factory (except X1) and ready to use without manual pairing.

*Ensure headsets have the same firmware version before pairing, or pairing will not be possible.

*Please restart all headsets after pairing to save the pairing setup. On the next startup, the headsets will auto-pair based on the previous setup. If no need for re-pairing to change the Master or build the group, please do not manually re-pairing to prevent disrupting the pairing configuration while using.

3.1. Previous Firmware Version

Previous firmware supports group communication with up to 5 people.

① Set the Master and Remote.

② Pairing: Long press all the button A for 3 seconds, release after the first beep, and a voice prompt will say "Connecting and Pairing."

Clear pairing: Long press all the button A for 3 seconds, release after the first beep, and a voice prompt will say "Unpairing."
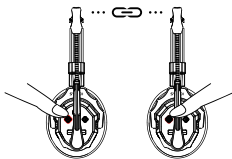
3.2. New Firmware Version

* To avoid confusion during the pairing operation, please check the role of each headset before pairing.

A group can have only 1 master, 4 Connection Level 1, and 8 Connection Level 2. If adding more headsets, some will not be able to pair.

* The new firmware supports group connection with up to 13 people.

3.2.1 Pairing Method for 5 or Fewer Headsets

① Set up 1 Master and 4 Connection Level 1(No need to set up Connection Level 2).

Set as Master: Long press the button A for 5 seconds, release after the second beep, and a voice prompt will say "Master Mode." Master setup complete.

Set as Connection Level 1: Long press the button A for 8 seconds, release after the third beep, and a voice prompt will say "Level 1 Pairing." Connection Level 1 setup complete.
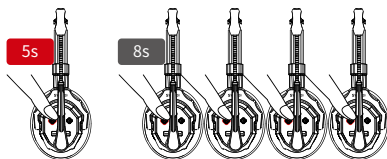
② Pairing: long press all the button A for 3 seconds in 1 min, release after the first beep, and a voice prompt will say "Connecting and Pairing". When the indicator light stays green, pairing is successful.

Clear pairing: Long the button A for 3 seconds, release after the first beep, and a voice prompt will say "unpairing".
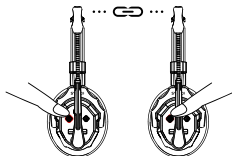

③ After completing the pairing operation, please restart all the headsets before use.

* The restarting operation is for remembering the pairing setup. Once power them on, the headsets will automatically pair, without the need for and please do not attempt manual re-pairing.

3.2.2 Pairing Method for 6-13 Headsets

Long the button A to set up 1 master, 4 Connection Level 1, and 1-8 Connection Level 1. Then press button A to pair all the headsets.

Refer to the following instructions:

$(1 \leqslant n \leqslant 8)$
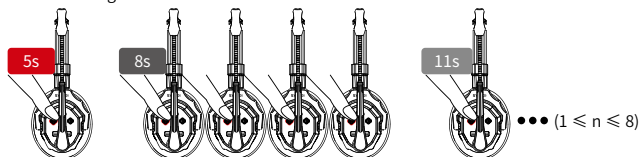
Long press for	To hear the X times Beep then release	Description
3s	To hear the first Beep then release Voice Prompts: Connecting and Pairing/Unpairing	Pairing/Unpairing
5s	To hear the second Beep then release Voice Prompts: Master Mode	Set as the Master
8s	To hear the third Beep then release Voice Prompts: Level 1 Pairing	Set as the Connection Level 1
11s	To hear the fourth Beep then release Voice Prompts: Level 2 Pairing	Set as the Connection Level 2
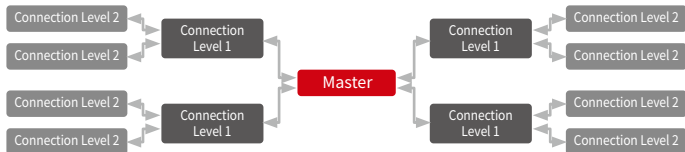
Pairing Quantity Limit: The Master can connect up to 4 Connection Level 1, and a Connection Level 1 can connect up to 2 Connection Level 2.

***For 1 group connecting, the quantity of Connection Level 1 must be filled with 4 units**

before setting up Connection Level 2.

*The Connection Level 2 must be paired with the Connection Level 1 before it can connect to the Master. They cannot directly pair for communication.

3.3. Pairing operation example (Take X9 as example)

3.3.1. Set the Master first

Long press the button A for 5 seconds to hear the second "beep" then release, the voice prompt will play "Master Mode".


Long press for 5s

Master Mode
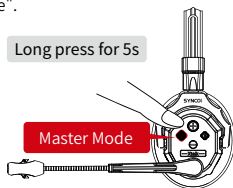
3.3.2. Set up 4 Connection Level 1

Long press the button A for 8 seconds to hear the third "beep" then release, the voice prompt will play "Level 1 Pairing".


Long press for 8s
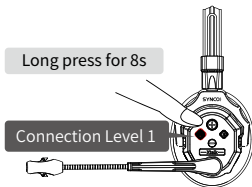
Connection Level 1

3.3.3. Set up Connection Level 2

Long press the button A for 11 seconds to hear the fourth "beep" then release, the voice prompt will play "Level 2 Pairing".

Long press for 11s
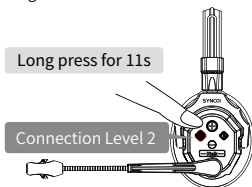
Connection Level 2

3.3.4. Pairing the Master and Connection Level 1

In 1 minute, Long press all the buttons A for 3 seconds to hear the first "beep" then release, the voice prompt will say "Connecting and Pairing" "Pairing Succeed" or wait for the indicator light of all headph1s to stay green, and all are paired.
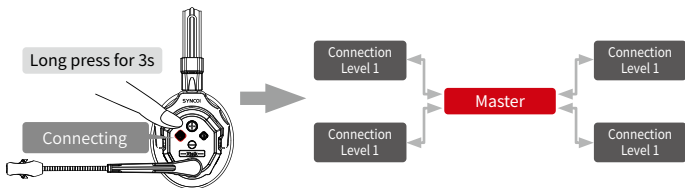
3.3.5. Pairing the Connection Level 2 and Connection Level 1

In 1 minute, Long press all the buttons A for 3 seconds to hear the first "beep" then release, the voice prompt will say "Connecting and Pairing" "Pairing Succeed" or wait for the indicator light of all headph1s to stay green(or flash), and all are paired.
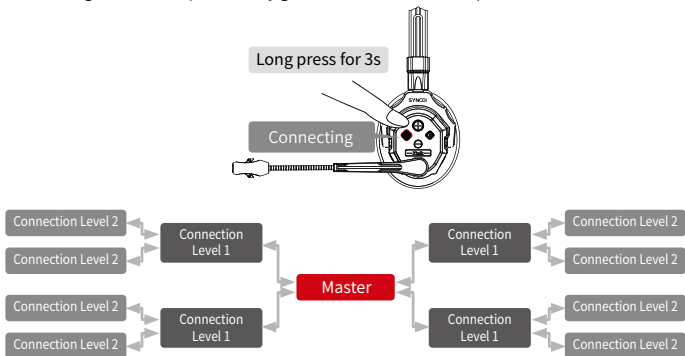
*After pairing is complete, please restart all headset before use.
*When restarting, please turn on the Master first, then the Connection Level 1. It is recommended to turn on Connection Level 2 only while using.
*For moving the Connection Level 2, please stay close to the paired Connection Level 1 for better transmission.

3.4. Pairing with different SKUs (X1 pairing with X1, or X1 pairing with X2, etc.)

X1 is set as the Master by default, while X2 and above models are set as the Master plus several remotes.
Before pairing with other SKUs, please set the role for each headset. A communication group can only have 1 Master.

For example:

X1 pairing with X1
Since X1 is set as the Master by default, please set another X1 as the remote or Connection Level 1 then start pairing.

X1 pairing with X2
Set the X1 as the remote or Connection Level 1 then start pairing with X2.
Or set the Master of X2 as the remote or Connection Level 1 then start pairing with X1.

3.5. FAQ of Pairing

`Q 01.` If a paired Connection Level 1 is mistakenly set as the Master or Connection Level 2 and disconnects with the entire group, how to reconnect with the group?

`A 01.` Power all headsets except the Master and the headset that is needed for pairing. Set it as the Connection Level 1 and pair it with the Master. After successfully pairing, restart these 2 headsets and turn on all headsets to resume use.

`Q 01.` If Connection Level 2 suddenly disconnects, how to reconnect?

`A 01.` There are 3 ways to reconnect:

1. Moving towards to the paired Connection Level 1 until it automatically reconnects.

2. Restart it and it will automatically connect to the paired Connection Level 1 once it is turned on. However it requires the following conditions:

  a. The Master has not switched the Boost Mode to mode 2 or mode three.

  b. 2 headsets are within the signal reception range of pairing.

3. Long press the button B of the Connection Level 2 for 3 seconds to hear the first "beep," then release, the voice prompt will play "Connecting and Pairing". The Connection Level 2 will search for the nearby Connection Level 1 and pair with it.
*If the nearest Connection Level 1 is already paired with 2 Connection Level 2, the pairing will not be successful.

4. Volume Settings

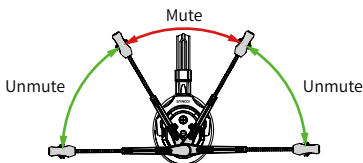Short press the volume up/down button to increase/decrease the volume.

5. Noise Cancellation

Short press the B button to turn on/off the noise cancellation feature.

6. Mute/Unmute

Rotate the boom arm up/down (see the picture below) to mute/unmute.
* The Mute/Unmute mode voice prompt will be played once the Mute/Unmute is activated.

7. Domination Mode

Press and hold the B button to enter domination mode for muting all Remotes. The Remotes are still available for listening and the Master is available for speaking. Release to exit domination mode.

8. Boost Mode

When poor signal, switch the Boost Mode to amplify the signal, improving communication clarity and stability, and reducing interruptions and disconnections.

It is set to Mode 1 by default. Long press the volume- for 3 seconds to hear a "beep" to switch between Mode 1, Mode 2 or Mode 3.

*It is recommended to use Mode 2 or Mode 3 when poor signal. (*This can only be operated by the Master)

*After switching the Mode, if turning off the Connection Level 1 or Connection Level 1, it is required to be paired with the upper-level headset again when powering it on.

*If disconnecting, please wait or move around for automatic reconnection. It is no need for manual re-pair operation.

Long press for 3s

Mode 1(default)

Mode 2

Mode 3
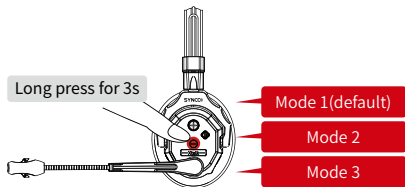
9. Indicator Light Status

Green Light Steady	Connection Successful
Green Light Flashing Slow	Not Connected
Green/Yellow Lights Alternating	Noise Cancellation Off
Red Light Flashing Slow	Low Battery
Red Light Steady	Charging

10. Powering

Via Replaceable Battery Power

Push down the toggle of the battery case then pull the case door outward to place/remove the battery.
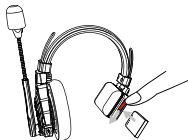
11. Real-Time Monitoring

Connect the device(Camera, Camcorder, etc.) with the Xtalk headset via 3.5mm TRS port for monitoring the audio from the device.

* This port is only for monitoring and is not the outputting port.

12. Firmware Update

1. Connect the Xtalk headset to the PC using a data-capable USB-C cable and power on the Xtalk.
2. Long press Volume+ and Volume- for 10 seconds until you hear "BiBi" twice.
3.Release Volume+, then Volume-.
Click "Next" within 3 seconds and wait for the "Firmware updated successfully!" message.
*Use a data-capable USB cable.
*If the popup disappears quickly, reverse the sides of the Type-C connector on the headset end and repeat step 3.

*Please note that the upgrade can only be performed on a Windows system

*Not only the Master, all headsets need to be upgraded.
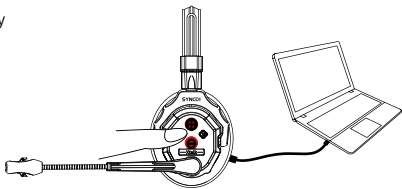
Specifications

Wireless Technology	Digital 2.4GHz
Transmission Mode	Full-Duplex
Operating Range	350m (LOS)
Frequency Band	2.4GHz
Latency	About 120ms
Approximate RF Sensitivity	<-90dBm
Radio Output Frequency	20dBm
Power	USB-C 5V
Battery Capacity	1050mAh Li-ion Battery
Working Time	24H
Charging Time	About 2.5H
Frequency Response	150Hz~7KHz
Signal-To-Noise Ratio	≥ 65dB
Distortion	<1 %
Microphone Type	Condenser Microphone
Max Input Sound Pressure Level	>115dBSPL
Output Sound Pressure Level	Typical 98+3dBSPL(at 94dBSPL 1KHz)
Weight	About 188g （Battery Included）
Temperature Range	0~+45° C(Working Status)
	-20~+60° C(Storage Condition)

WARRANTY

Warranty Period

Thank you for purchasing SYNCO products.

1. Customers are entitled to free replacement or repair service in case of quality defect(s) found in the product under normal use within 30 days upon receipt of the product.

2. Original SYNCO products are entitled to 12-month limited warranty service. The warranty period begins on the date of purchase of brand new, unused products by the first end-user.

Within the warranty period, if product defect or failure is attributable to material defection or technological problem, the defective product or defective part will be repaired or replaced without charge (service and materials fee).

Warranty Exclusions and Limitations

1. Faults resulted from inappropriate use of a product without following its operation specification

2. Artificial damage, e.g. crash, squeeze, scratch, or soaking

3. Modifications to a product by its user or a third party without prior written consent of SYNCO, e.g. replacement of element or circuit, label alteration

4. The code on product is inconsistent with that of warranty certificate, or the code on the product or warranty certificate is altered or torn off

5. All consumable accessory attached to a product, like cable, wind muff, battery

6. Faults as a result of force majeure, such as fire, flood, lightning, etc.

Warranty Claim Procedure

1. If failure or any problem occurs to your product after purchase, please contact a local agent for assistance, or you can always contact SYNCO's customer service through email at support@syncoaudio.com.

2. Please retain your sales receipt and warranty certificate as proof of purchase. If any of these documents is missing, only sales return or chargeable service will be provided.

3. If the SYNCO product is out of the warranty coverage, the service and the parts cost will be charged.