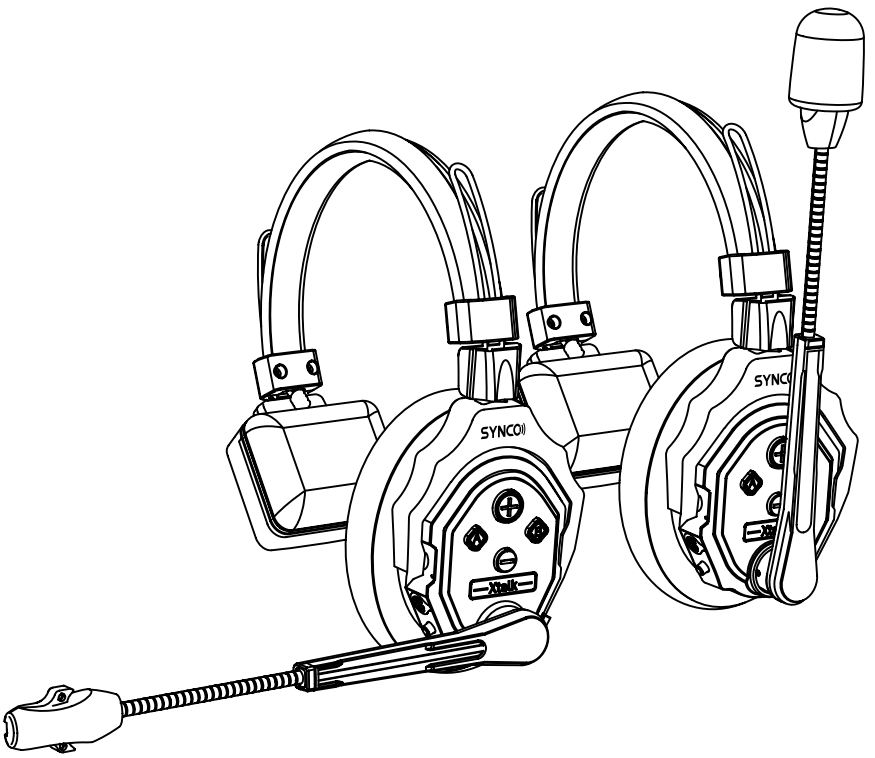

Xtalk

Full Duplex Wireless Intercom Headset System

User Manual

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

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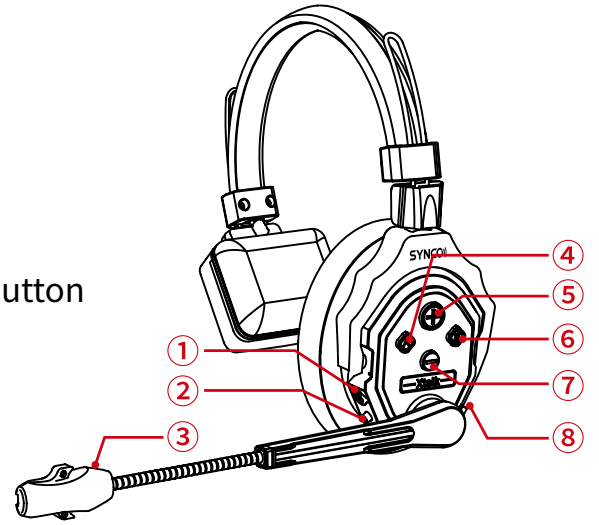
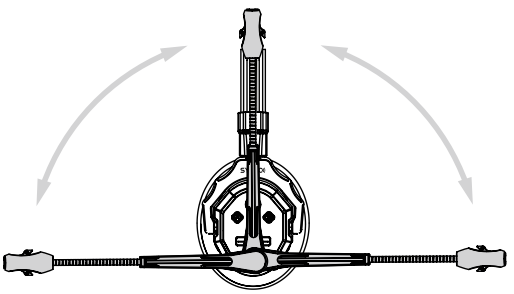
Product Introduction

① 3.5mm Mic In Port
② Power On/Off Toggle
③ Indicator Light
④ Button A
⑤ Volume ＋ & Headset Settings Verification button
⑥ Button B
⑦ Volume －
⑧ Type-C Port



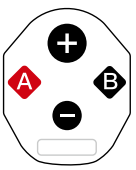
Button Function

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

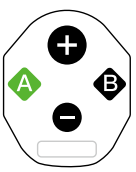


Move the boom arm up/down:
Play the voice prompt → Previous firmware
No voice prompt → New firmware

Button A

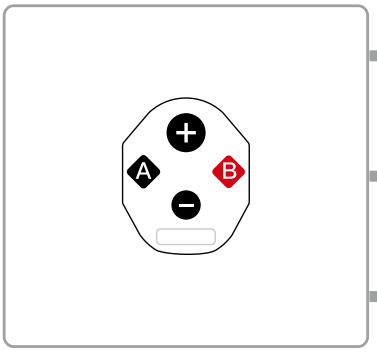


Previous firmware → Pairing/Unpairing
Previous firmware → Set as the Master/Remote



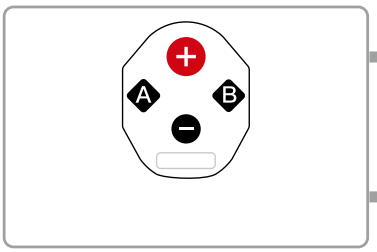
New firmware → Pairing/Unpairing
New firmware → Set as the Master/Level 1/Level 2

Button B



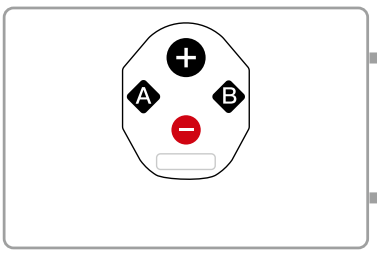
- Noise Cancellation on/off
- Turn on the Dominant Mode(Only For Master)
- Pair with nearby Level 1(Only For Level 2)

Volume +



- Volume Up
- Indicate whether the headset is Master, Remote, Level 1, or Level 2

Volume −



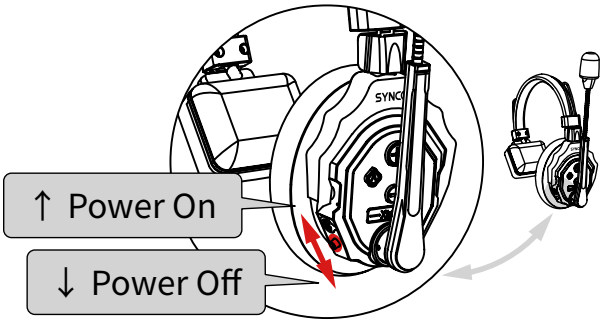
- Volume Down
- Switch among Boost Mode 1/2/3(Only For Master With New Firmware)

Operations

1. Power On/ Off

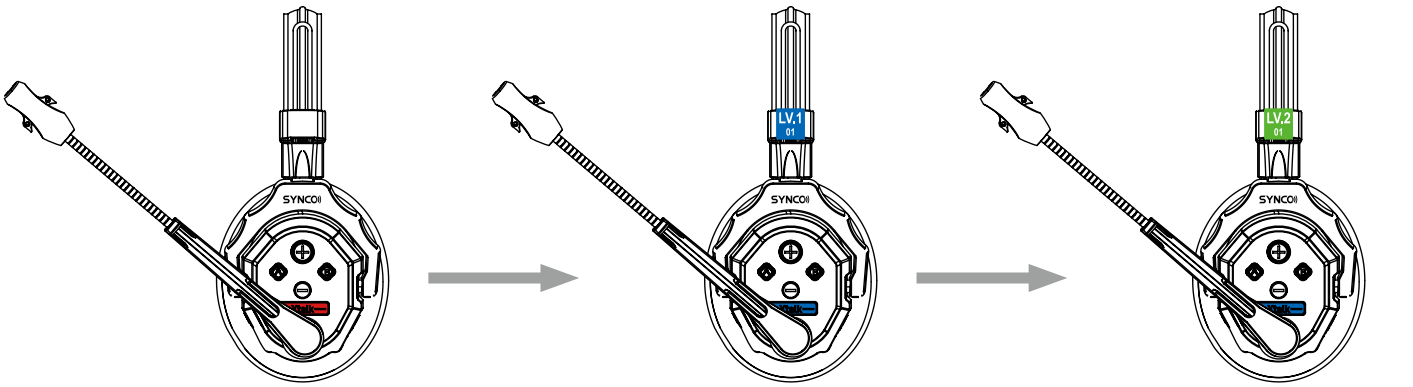
Power On: Push the power toggle switch upwards to turn it on.

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



*Products are pre-paired from the factory (except X1) and ready to use.

*To ensure a successful auto-reconnect, please turn on the headsets in the sequence of Master → Level 1 → Level 2.



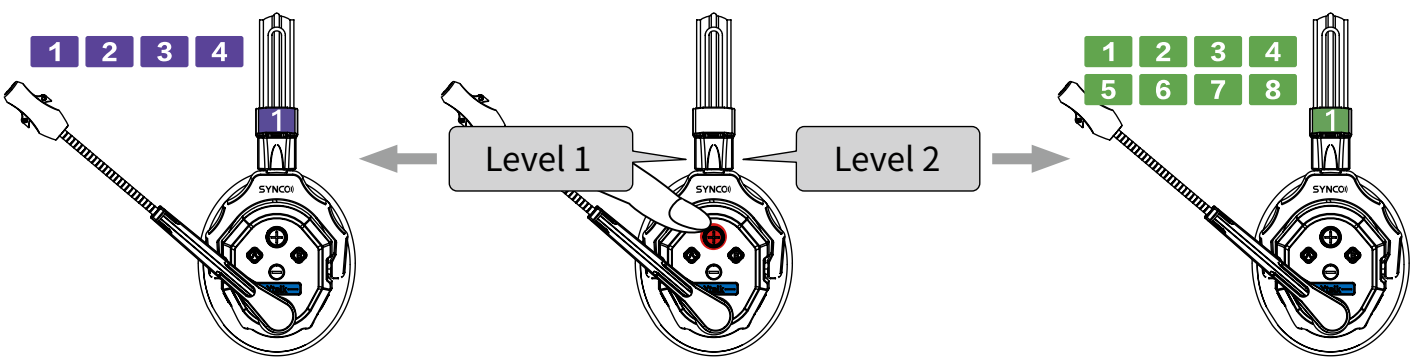
Turn on the Master
(The red-labeled headset is set as the default Master from the factory)

Turn on the Level 1
(The blue-labeled headset with LV.1 sticker is set as the default Level 1 from the factory)

Turn on the Level 2
(The blue-labeled headset with LV.2 sticker is set as the default Level 2 from the factory)

*If no LV.1/LV.2 sticker, please turn on all headsets and check its settings:

1. Turn it on and long press Volume+, release after the 1st "Beep" sound, and hear "Master Mode/Level 1Pairing/Level 2 Pairing" to check its settings
2. Mark it with the sticker and turn it off.



3. Turn on the headsets in the sequence of Master → Level 1 → Level 2.

2. Master/Remote/Level 1/Level 2 Settings

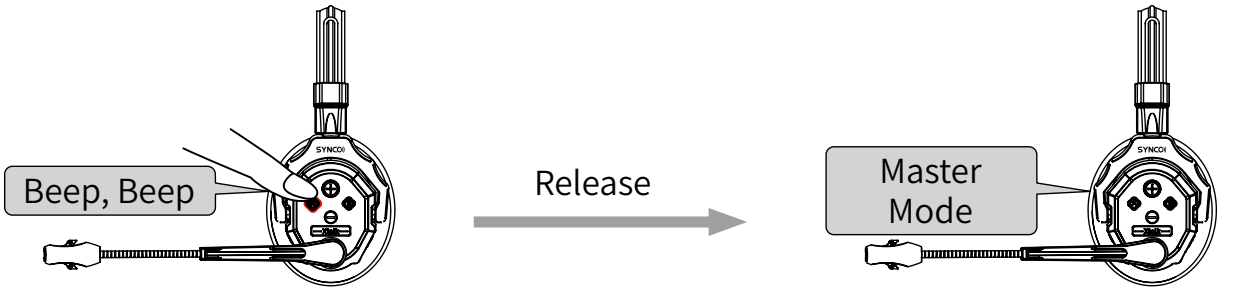
All headsets can be set as:

Previous firmware: Master/Remote

New firmware: Master/Level 1/Level 2

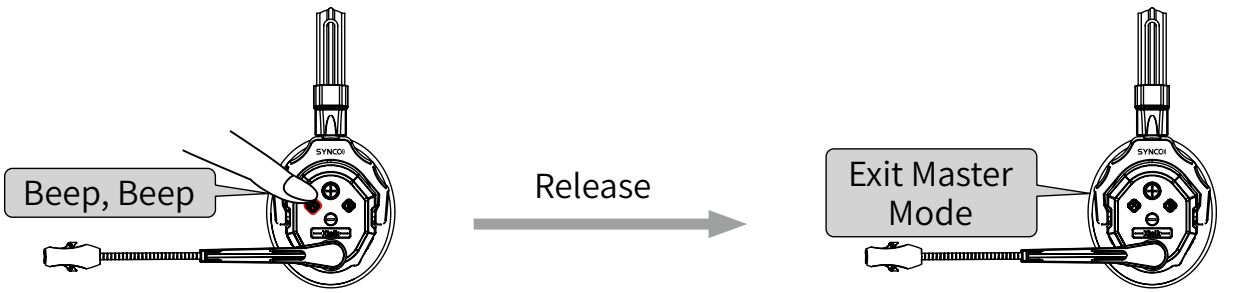
Set as Master:

Long press the button A, release after the 2nd "Beep" sound and hear "Master Mode".



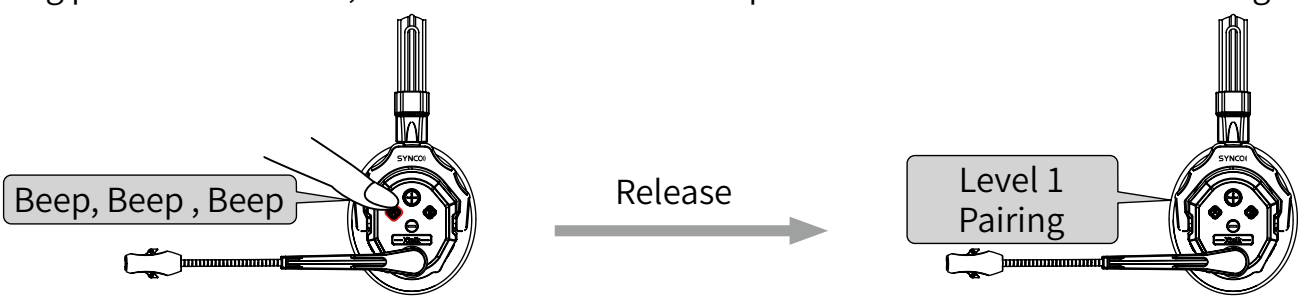
Set as Remote (Previous firmware):

Long press the button A, release after the 2nd "Beep" sound and hear "Exit Master Mode".



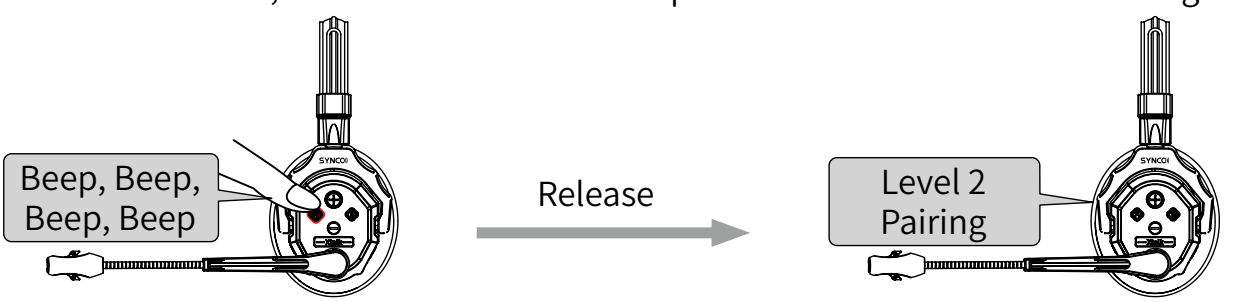
Set as Level 1 (New firmware):

Long press the button A, release after the 3rd "Beep" sound and hear "Level 1 Pairing".



Set as Level 2 (New firmware):

Long press the button A, release after the 4th "Beep" sound and hear " Level 2 Pairing".

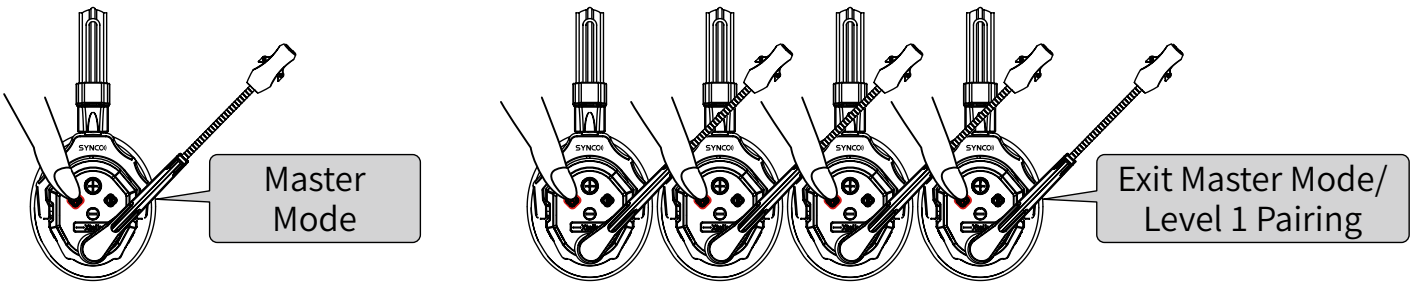


3. Pairing/Unpairing

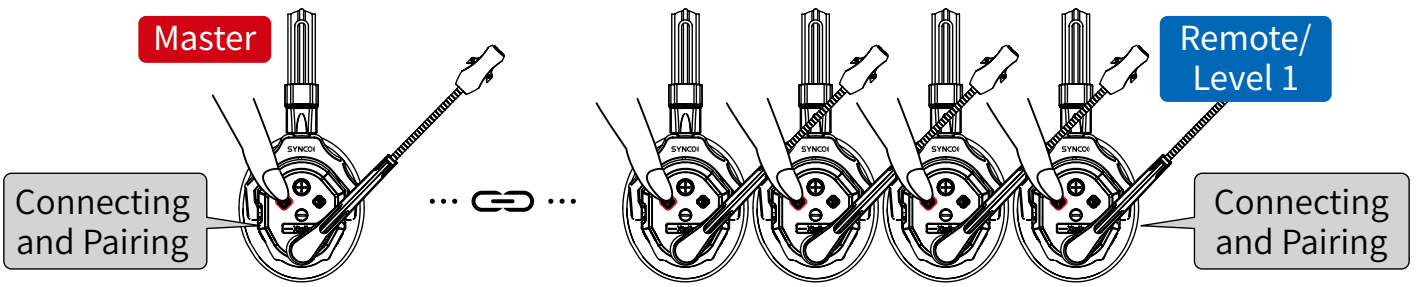
*Ensure all headsets have the same firmware, or the pairing will not be successful.
*The previous firmware supports group communication with up to 5 people, while the new firmware supports group connections with up to 13 people.

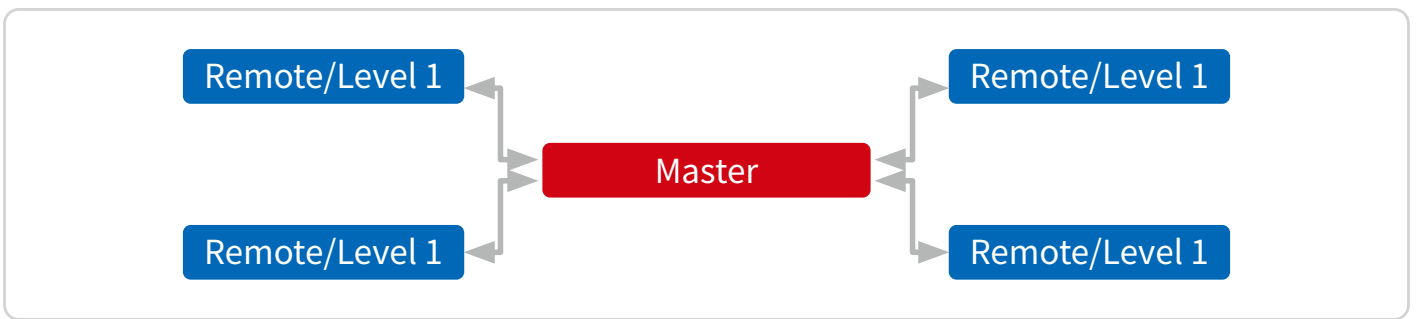
3.1 If Pair ⩽ 5 headsets

1) Set a Master and 1~4 Remote/Level 1.

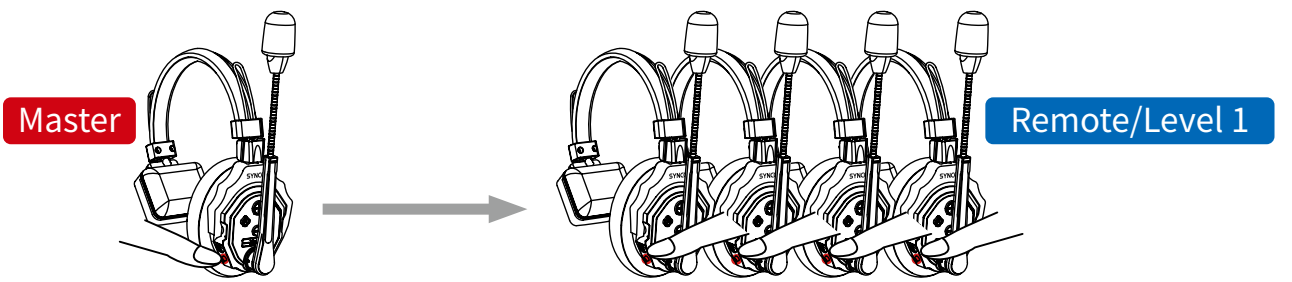


2) Long press the button A on all headsets in 1 min, release after the 1st “Beep” sound, and hear "Connecting and Pairing".



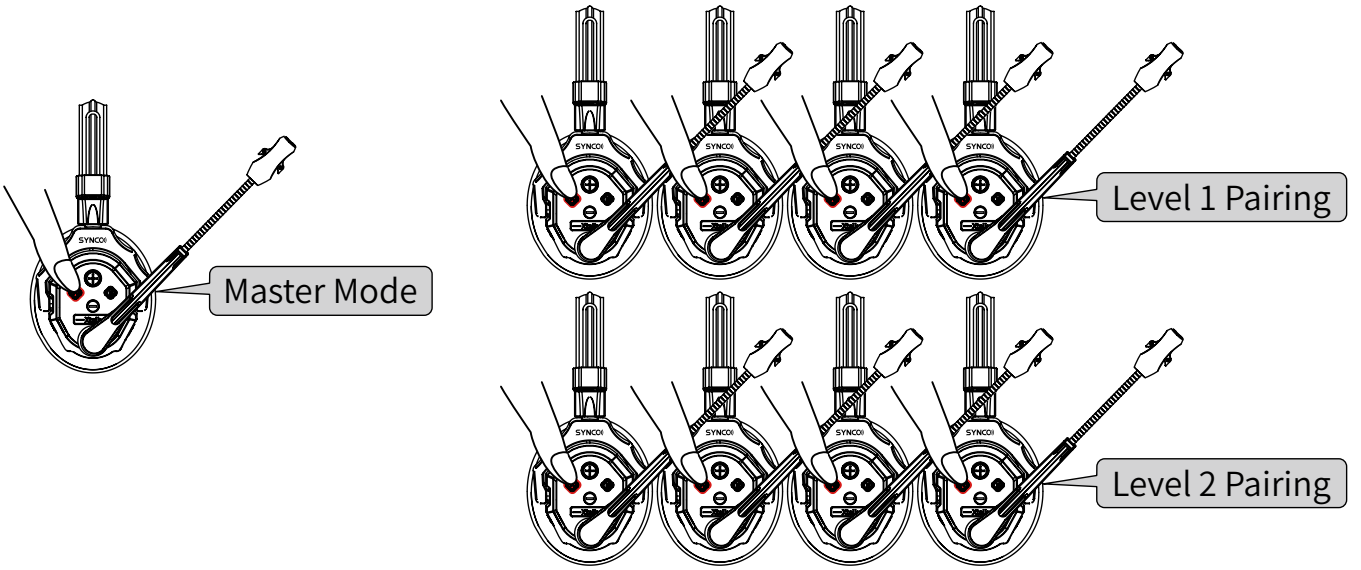


3) Restart all headsets to use.

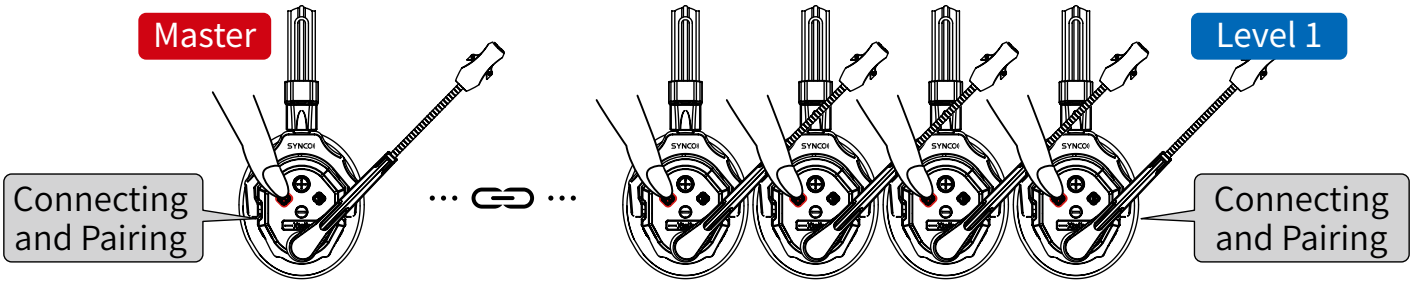


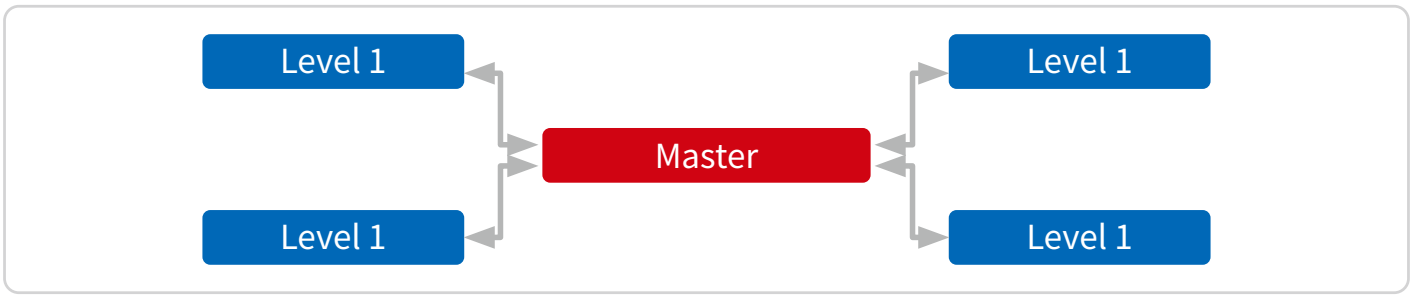
3.2 If Pair 6~13 headsets

1) Set a Master, 4 Level 1 and 1~8 Level 2.

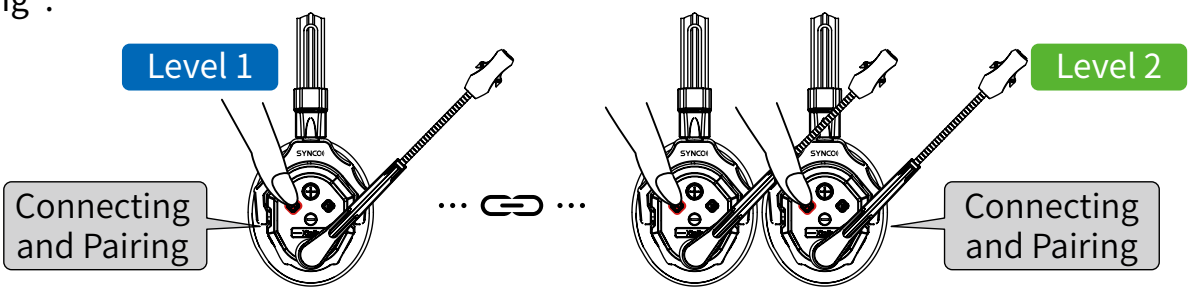


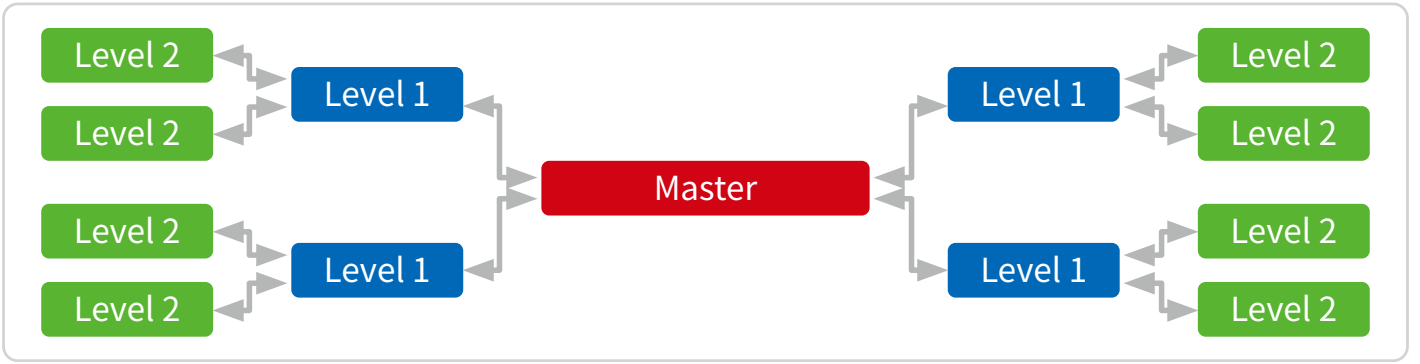
2) Long press the button A on Master and 4 Level 1 in 1 min, release after the 1st “Beep” sound, and hear "Connecting and Pairing".





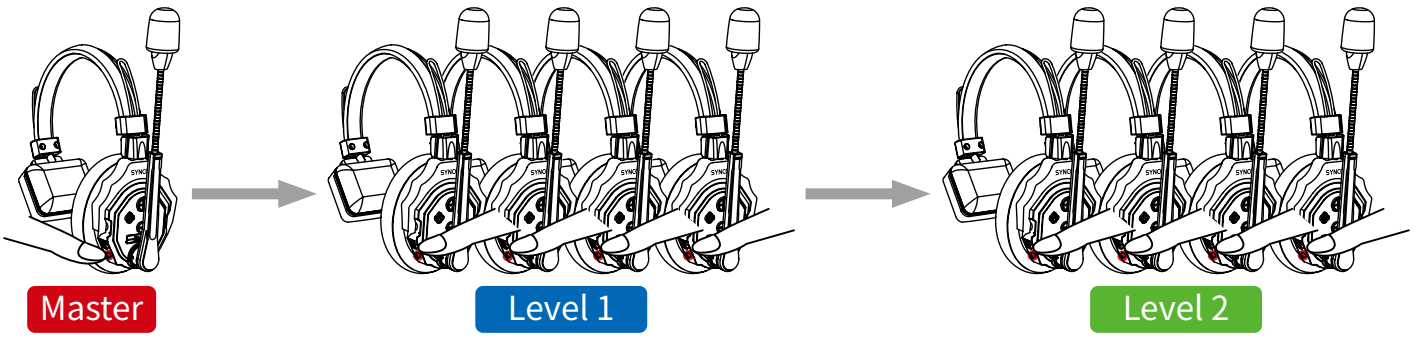
3) After finishing pairing then restart the Master and 4 Level 1, long press the button A on Level 1 and level 2 in 1 min, release after the 1st “Beep” sound, and hear "Connecting and Pairing".





* A Master can connect up to 4 Level 1, and a Level 1 can connect up to 2 Level 2.
* The Level 2 must be paired with the Level 1 before it can connect to the Master. They cannot directly pair for communication.

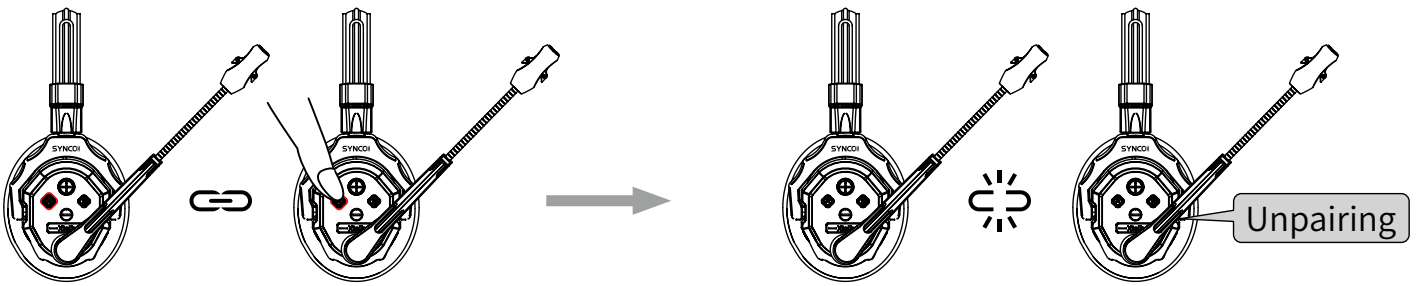
4) Restart all headsets to use.(Turn them on in the sequence of Master → Level 1 → Level 2.)



* If disconnected, please return to the pairing range with the upper-level headset for automatic reconnection.

3.3 Unpairing

Long press the button A, release after the 1st "Beep" sound, and hear "Unpairing".



4. Group Management

You can divide an Xtalk system into independent groups or merge multiple groups into one single group.

4.1 Divide Into Groups

1)Set the required number of Master based on the planned group count (see 2. Master Settings).

2)Set the Remote/Level 1/Level 2 for each group (see 2. Remote/Level 1/Level 2 Settings).

3)Pair and restart each group one by one (see 3. Pairing/Unpairing).

EG. **Divide X9 into 2 groups: 2-Person Group & 7-Person Group**

1)Set 2 Masters, 5 Level 1, and 2 Level 2.

2)Pairing (* Please pair and restart each group before pairing the next.).

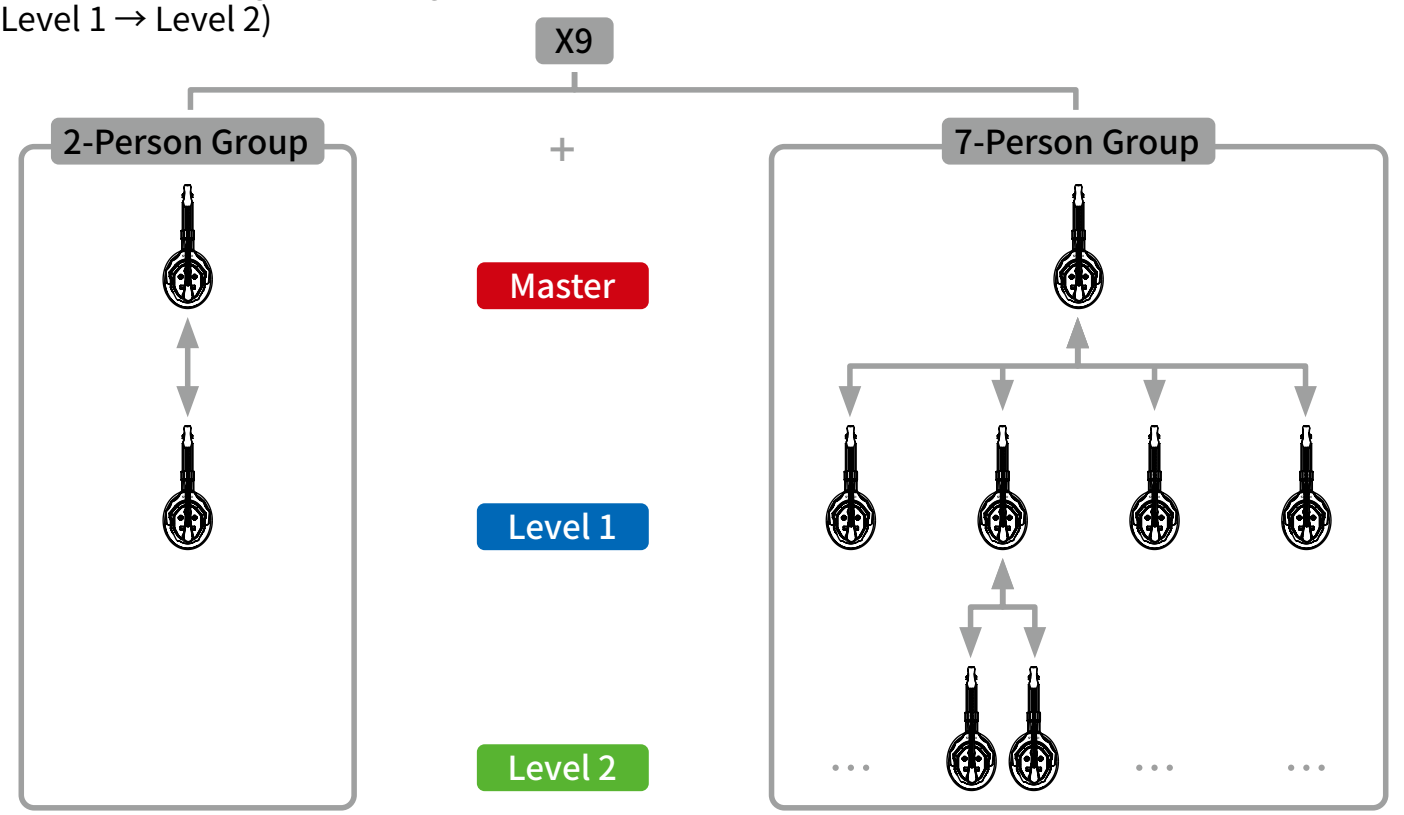
2-Person Group:

Long press the button A on a Master and a Level 1, release after the 1st "Beep" sound and hear "Connecting and Pairing", then restart the headsets. (Power On Sequence: Master → Level 1)

7-Person Group:

1)Pair the Master and Level 1: Long press button A on Master and Level 1, release after the first "Beep" sound and hear "Connecting and Pairing", then restart the headsets.

2)After finishing pairing then restarting the Master with Level 1, pair Level 1 with Level 2: Long press the button A on Level 1 and Level 2, release after the first "Beep" sound, and hear "Connecting andPairing", then restart all headsets. (Power On Sequence: Master → Level 1 → Level 2)



4.2 ComBeepne Into One Group

1) Only keep one Master, and set the other headsets as Level 1 and Level 2 if needed. (See 2. Master/Remote/Level 1/Level 2 Settings).

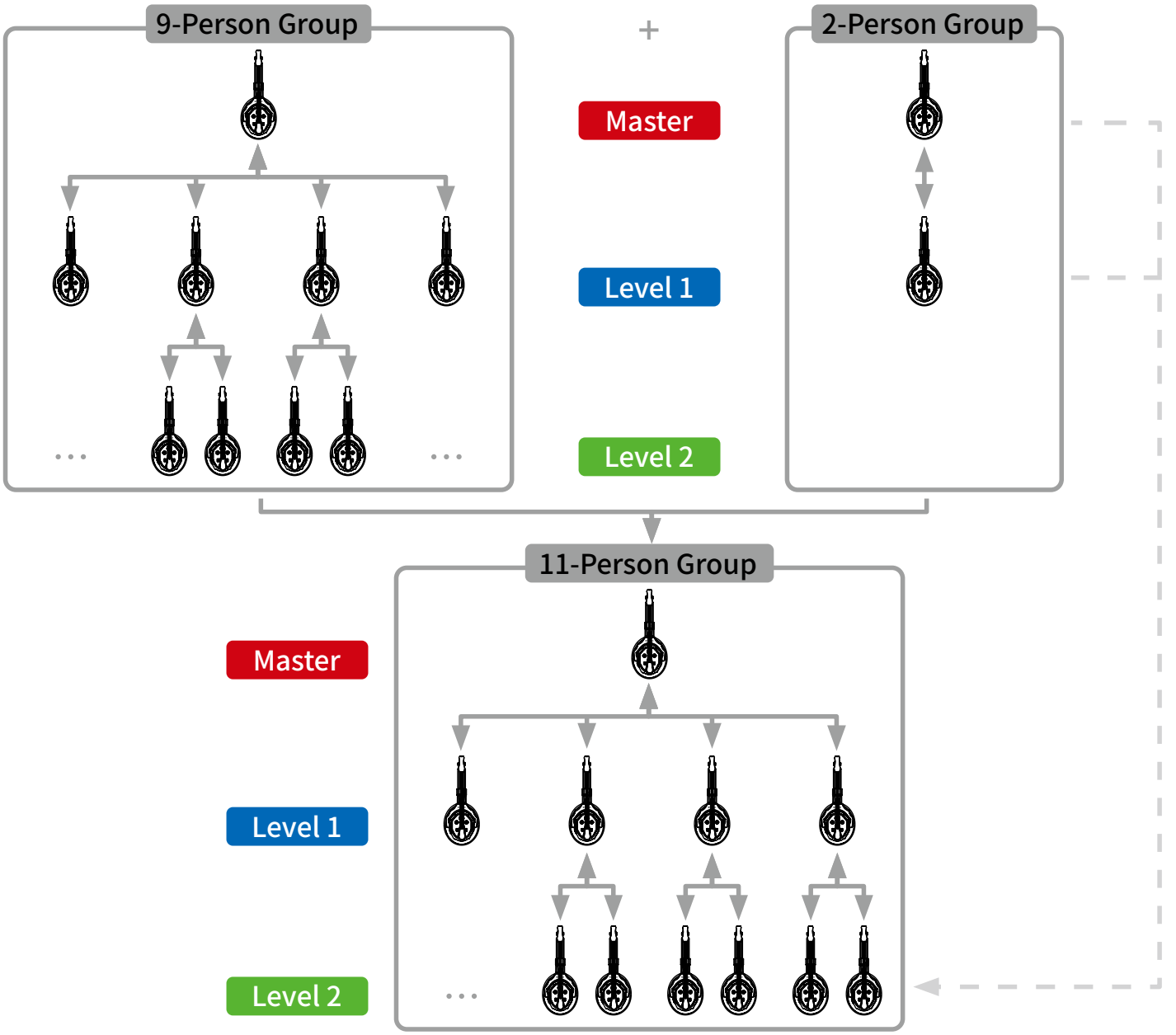
2)Pair all headsets and restart (see 3. Pairing/Unpairing).

EG. **ComBeepne 2 groups(A 2-Person Group and A 9 Person Group) into 1 group**

1)Keep 1 Master, set 4 Level 1 and 6 Level 2(See 2. Master/Remote/Level 1/Level 2 Settings).

2)Pair headsets in sequence: Pair Master with Level 1, then pair Level 1 with Level 2(See 3. Pairing/Unpairing).

3)Restart all headsets after successfully connecting(Power on sequence: Master → Level 1 → Level 2).



5. Volume Settings

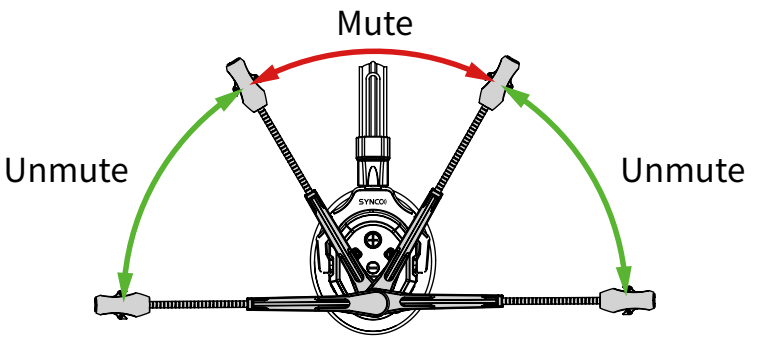
Short press the volume up/down button to increase/decrease the volume.

6. Noise Cancellation

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

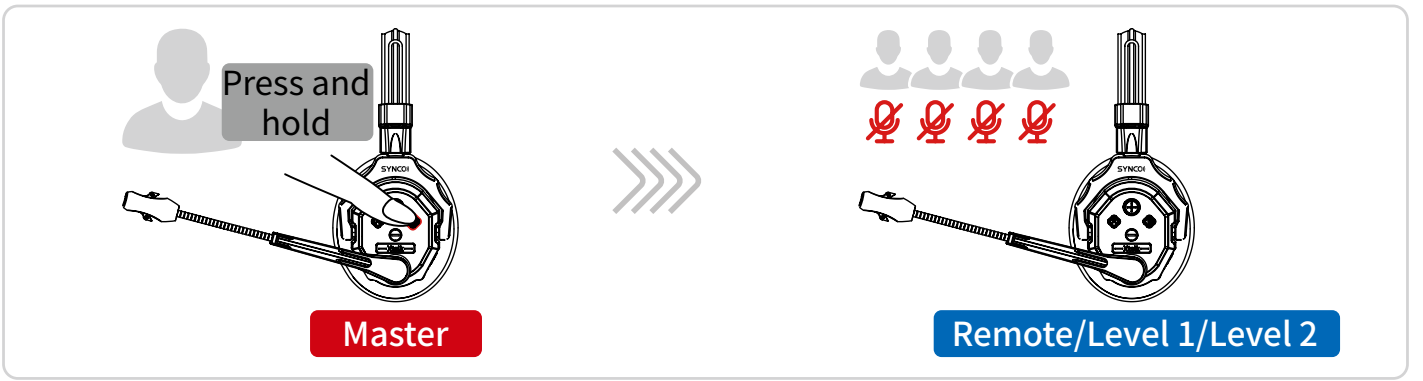
7. Mute/Unmute

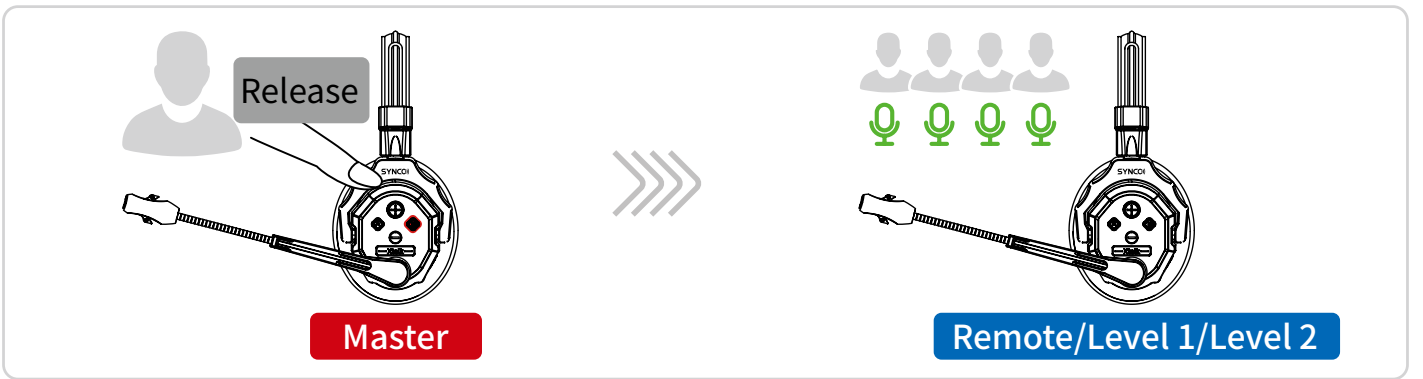
Rotate the boom arm up/down (see the picture below) to mute/unmute.



8. Dominant Mode

Press and hold the button B of Master to enter the dominant mode for muting other headsets. Other headsets are still available for listening and only the Master is available for speaking. Release the button B to exit dominant mode.





9. Boost Mode

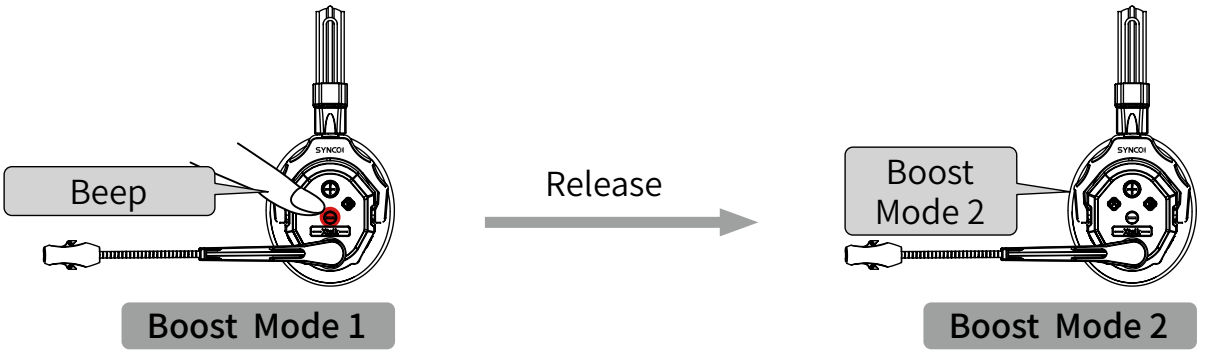
When poor signal, switch the Boost Mode to amplify the signal, improving communication clarity and staBeeplity, and reducing interruptions and disconnections.

Long press the volume-, release after the 1st "Beep" sound to switch the mode and hear “Mode 1/Mode 2/Mode 3” .

*The operation is only available by Master.

* Mode 1 by default.

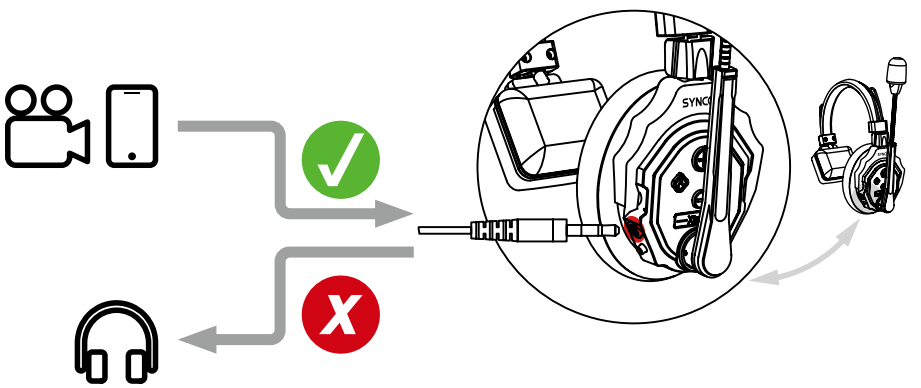
*After changing the Mode, if Level 1/Level 2 is restarted, please pair it with the upper-level headset again to rejoin the communication group.



10. 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.

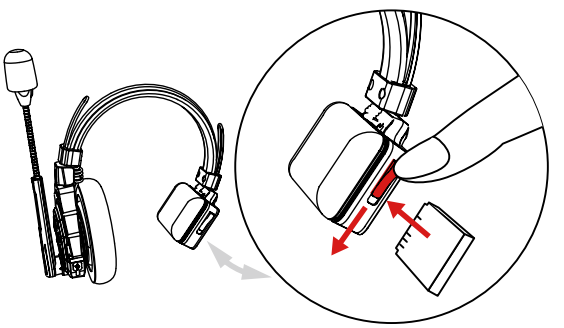
*This port is only for monitoring and is not the outputting port.



11. Powering

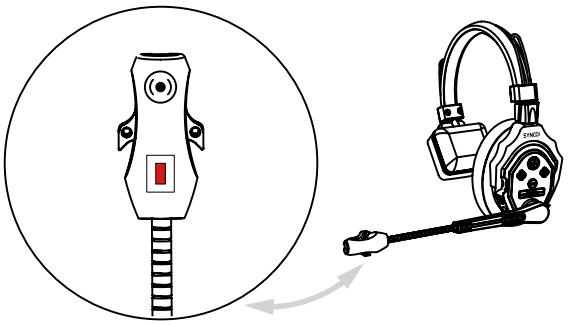
Via Replaceable Battery Power

Push down the toggle of the battery case then pull the case door outward to place/remove the battery.



12. 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



13. Firmware Update

1. Connect the Xtalk headset to the PC using a USB C data cable and power on the Xtalk.

2. Long press Volume+ and Volume- for 10s until you hear the “BeepBeep” sound twice.

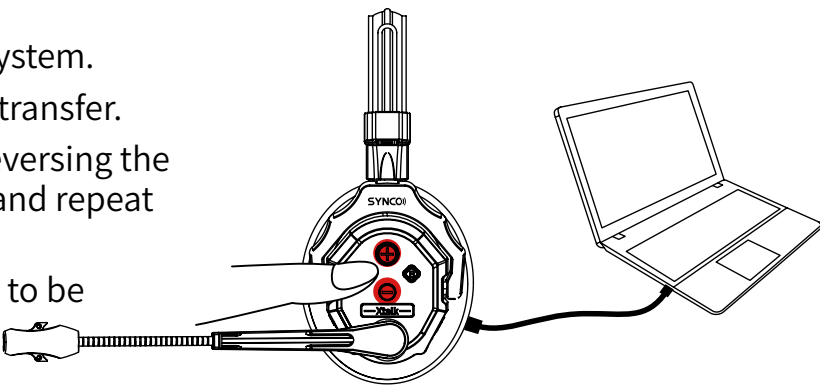
3.Release Volume+, then Volume-. Click “Next” within 3s and wait for the "Firmware updated successfully!" message.

*Can only be performed on Windows system.

*Use a USB C cable that supports data transfer.

*If the popup disappears quickly, try reversing the Type-C connector on the headset end and repeat Step 2 and Step 3.

*All headsets, not just the Master, need to be upgraded.



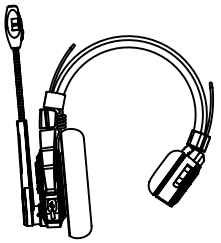
Download firmware upgrade and more info:
https://www.syncoaudio.com/pages/synco-xtalk-firmware-update

Specifications

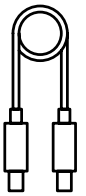
Wireless Technology	Digital 2.4GHz
Transmission Mode	Full-Duplex
Operating Range	350m (LOS)
Frequency Band	2.4GHz
Latency	About 120ms
Approximate RF Sensitivity	<-90dBm
Radio Output Frequency	20dBm
Power	USB-C 5V
Battery Capacity	1050mAh Li-ion Battery
Working Time	24H
Charging Time	About 2.5H
Frequency 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)"

Packing List

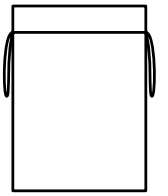
X1



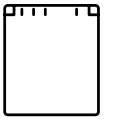
Headset x1



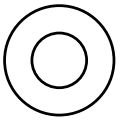
Charging Cable x1



Carrying Bagx1



Rechargeable Battery x1



One-Ear Foam Cushion x1

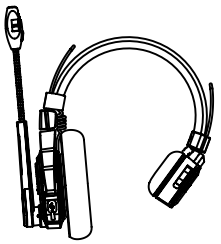


Mic Windshield x1

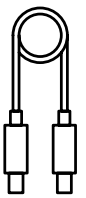


Warranty Card x1

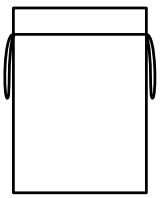
X2



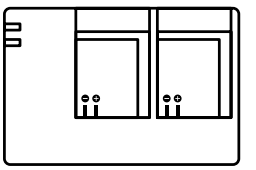
Headset x2



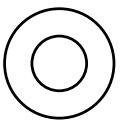
Charging Cable x1



Carrying Bag x2



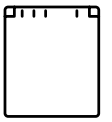
Charging Station x1



One-Ear Foam Cushion x2



Mic Windshield x2

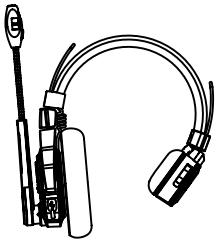


Rechargeable Battery x2



Warranty Card x1

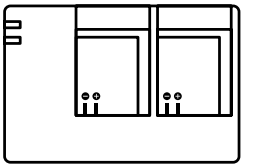
X5



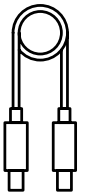
Headset x5



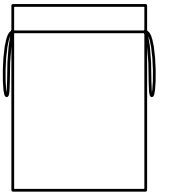
Storage Bag x1



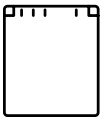
Charging Station x3



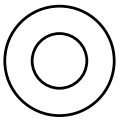
Charging Cable x3



Carrying Bag x5



Rechargeable Battery x5



One-Ear Foam Cushion x5

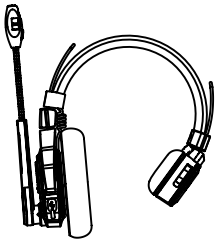


Mic Windshield x5

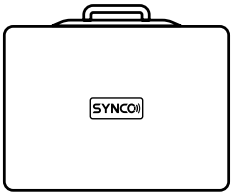


Warranty Card x1

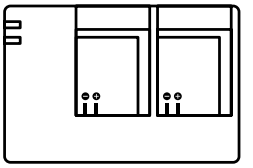
X9



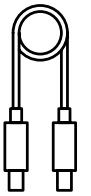
Headset x9



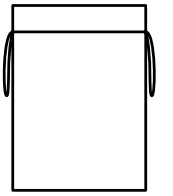
Storage Bag x1



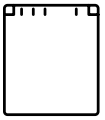
Charging Station x5



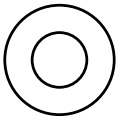
Charging Cable x5



Carrying Bag x9



Rechargeable Battery x9



One-Ear Foam Cushion x9

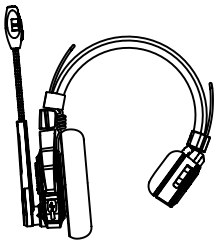


Mic Windshield x9

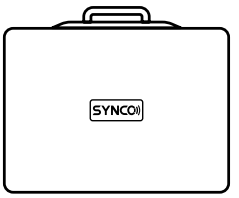


Warranty Card x1

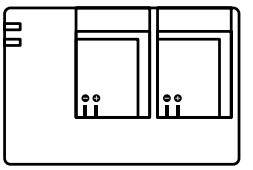
X13



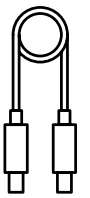
Headset x13



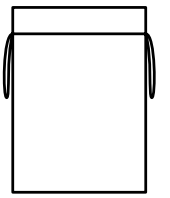
Storage Bag x1



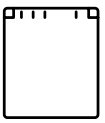
Charging Station x7



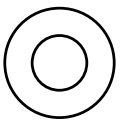
Charging Cable x7



Carrying Bag x13



Rechargeable Battery x13



One-Ear Foam Cushion x13



Mic Windshield x13



Warranty Card x1

Caring For Your SYNCO Product

- 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.

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.

Guangzhou Zhiying Technology Co., Ltd

Room 2401, 24 / F, South Tower, Lisheng Plaza, No. 68 Huadi Avenue, Liwan District, Guangzhou, China, 510000
support@syncoaudio.com
www.syncoaudio.com
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