



SL2000
Wireless Headset

User Manual



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1 INTRODUCTION

1.1 THANK YOU FOR CHOOSING THE SOFYSTICOMM HEADSET

Your SOFYSTICOMM SL2000 Headset is a sophisticated high-performance communication solution designed for use by professional teams. The SOFYSTICOMM headset redefines the boundaries of what is possible with short-range critical voice-communications by wrapping together a unique combination of Bluetooth and Dynamic Mesh Communication (DMC®) intercom technologies.

Designed for professional, construction, safety, and industrial markets, the SOFYSTICOMM headset connects up to 15 team members on the go. Always-on communication coupled with natural voice operation, connectivity to 2-way radios, built-in FM radio (when activated), smartphone music streaming and hear-through capabilities provide a unique blend of top-class communication offerings.

Operating without the need for any infrastructure, the SOFYSTICOMM Headset maintains multi-party intercom connectivity between free-moving team members in different environments. With millions of the base Cardo intercom products sold to date, the SOFYSTICOMM Headset is a mature solution from day one, covering all your solids and then tops them up with game-changing capabilities.

This user manual describes the use of the SOFYSTICOMM Headset, which in turn enables the user to experience all capabilities of the CARDO PRO-1 module embedded in this headset.

There are three models of SOFYSTICOMM Headset, and all operate similarly. One model (OTH) is for wearing like normal ear defenders, with a band over the top of the head, while another (BTH) is for wearing with a helmet or other hat and has the band behind the head and a third is for use directly with safety helmets (HEL). All feature replaceable ear cushions, and flexible ear cups.





GETTING TO KNOW YOUR SOFYSTICOMM HEADSET

1.1.1 FITTING INSTRUCTION

Always turn the volume controls down to the lowest settings before wearing the headset. Adjust the headband to suit. Slide the ear cups out and place the headset over your ears. Remember to push hair away from your ears and to seat glasses properly.

Hold the ear cups and press on the top of the headband (Over the head version) to adjust the height of the headband so that the headband and ear cushions sit correctly over your ears. Adjust the Velcro straps on the Behind the Head version.

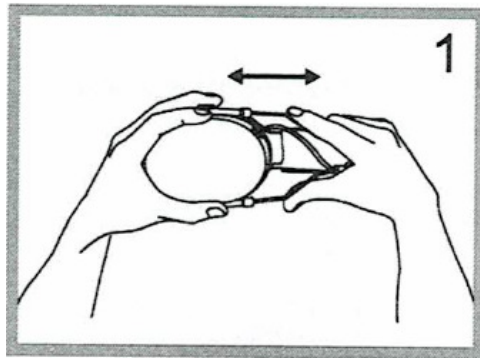
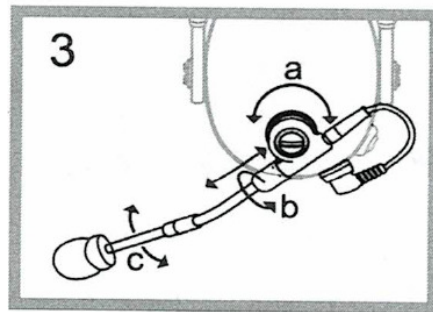


Fig.1



Fig.2

Adjust the boom mic position in three ways: 1. Rotate the base part of the mic arm, 2. Twist the plastic sleeve clockwise to tighten the arm in order to adjust its length, 3. Bend the gooseneck. Please DO NOT repeatedly twist the gooseneck.



Adjust the gooseneck to make sure the "TALK" words (or the white line) face the face/mouth. The microphone needs to be the right way around and close enough to the mouth to be useful.

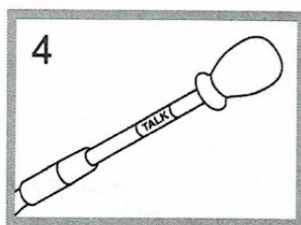


Fig.4

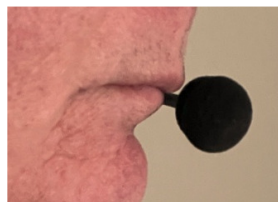
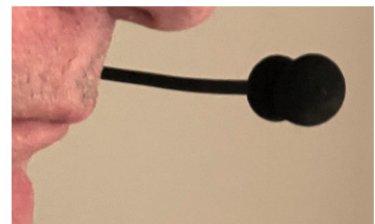


Fig.5 Like this. ✓



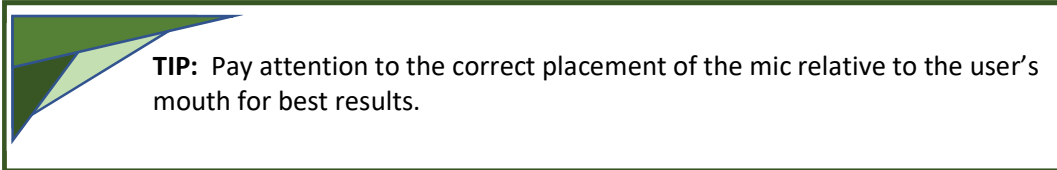
NOT Like this. ✗

It is strongly recommended that the wearer should ensure that the headset is fitted, adjusted and maintained in accordance with this user manual. The headset should be worn in noisy surroundings. And the headset should be inspected regularly for serviceability.



One of the most crucial factors in successful operation of the headsets is the location of the mic in relation to the users' mouth. The mic has to face the mouth and be close enough to it to work most effectively. See pictures above in Fig 5. Do not repeatedly twist the mic boom in the same direction while adjusting it. Speak forcefully & clearly.

Also note the use of the sound settings available in the Application, Particularly the 'self-hearing' level and the 'mic sensitivity' level.



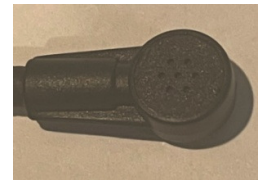
Under the foam windsock (held in place by a black rubber band), the microphone looks like this: (see Fig 6) Ensure the round flat side faces the mouth.

Users can feel the shape under the windsock and should adjust to suit.

1.1.2 BUTTONS AND CONTROLS

The buttons on your Headset control the following features:

Fig 6



MFB (Multi-Function or MF button [BLUE]):

- Power On/Off
- Main Voice Menu
- Music Control
- FM Control
- Bluetooth Pairing

Mic Mute [GREEN]:

- Momentary (or latching) microphone mute

Volume UP [BLACK]

Volume DOWN [BLACK]

INT (Intercom) (internal switch)

- Voice Menu
- Group
- Private Call
- Emergency Call

Left Ear



Volume Down

Left Finger

Mic Mute

Middle Finger

Volume Up

Right Finger

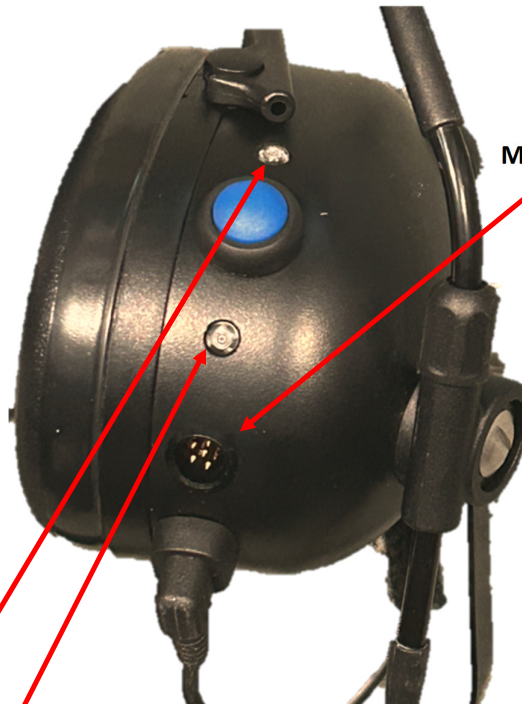
MFB

Little finger

The buttons are placed to allow a hand to naturally find them to make use easier. By placing a middle finger on the green button at the top, the other fingers can find the other buttons naturally.



The connector on your Headset control the following functions:



Multi-Pin Charging:

- Charge your device
- Programming your device

There are two LEDS on the Left Ear Cup of your Headset with the following functions:

Charging:

- Charging your device
 - RED : Charging in progress (solid)
 - GREEN : Fully charged (Solid)

Operation:

- Battery Low (Red flash slowly)
- Factory Reset (Red/Blue – slow 5 times)
- Pairing Mobile Phone (Red/Blue alternating fast)
- Paired (Red/Blue (purple) for 2 seconds)
- Intercom Group Creation (Red/Green alternating fast)
- Intercom Grouping Successful (Red/Green 2 seconds)



1.2 CHARGING THE SOFYSTICOMM HEADSET

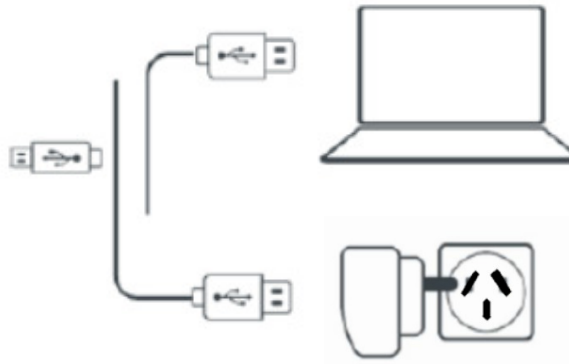
TIP: Charging with the wall charger is faster than via a computer USB port.

Charging your unit switches it off automatically.

To use your unit while it is being charged, switch it back on.

To charge the unit:

- Using the Charging cable, connect your computer or wall charger to the multi-pin port on your HEADSET.



TIP: Make sure that your Headset battery is charged for at least 4 hours before initial use.

While charging, the Charging LED indicates the charging status as follows:

- Red LED on solid — charging in progress
- Green LED on solid — charging complete

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

The battery level is also shown in the App.



1.3 SWITCHING YOUR UNIT ON/OFF

To switch your Headset on:

- Press and hold the Multi-Function (MF) button for 2 seconds.

The speaker plays an ascending tone and a voice message greets you and advises channel number and battery status. And that a mobile phone or two-way radio is connected (via Bluetooth).

The Operation LED confirms your HEADSET is on:

- Normal - LED flashes green three times, then continues flashing green.
- Low battery — LED flashes red.

To switch your headset off:

- Press the MF button for 2 seconds.

The LEFT EAR LED flashes red four times, confirming that your unit is switching off.

The speaker plays a descending tone and a voice message, "Goodbye."

1.4 USING YOUR SOFYSTICOMM HEADSET

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

- Press a button or a combination of buttons on the unit. The Headset has an intuitive voice menu. Just listen to the commands and choose the right one.
- Use automatic voice recognition by saying a command (for example, "Hey Cardo, Radio On"). Note that this feature is usually switched off unless requested on.
- Use the Cardo Mobile App - PROmesh on your mobile device (once it is paired with the unit).

You can also configure your unit by connecting it to a computer with the supplied USB cable and running the Cardo Configuration Tool (Available for Retailer and Repair Shop only).

1.5 PAIRING YOUR UNIT TO BLUETOOTH DEVICES

Your Headset has two Bluetooth channels for connection to Bluetooth devices such as mobile phones and 2-way radio devices.

To connect your unit to a Bluetooth device, you must first pair the two. Once paired, they automatically recognize each other whenever they are within range and have Bluetooth turned on.

To pair the HEADSET to a mobile phone:

1. Enable Bluetooth on your mobile phone.
2. While the Headset is on, press the MF button for 5 seconds. The Operation LED flashes red and blue.
3. On your mobile phone, search for Bluetooth devices.



4. Once your Headset appears in the list of available devices, select it. If prompted for a PIN or Passkey, enter 0000 (four zeros). It will be labelled KL 123xyz (where xyz is the unique serial number of your device).

Your phone will confirm that pairing has succeeded and the Operation LED flashes purple and then returns to the slow green flash.

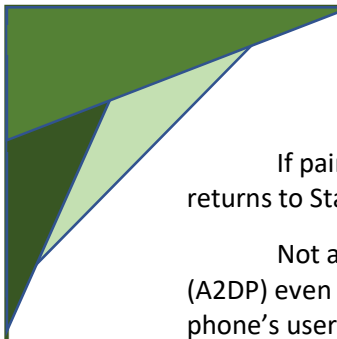
To pair the HEADSET with a 2-way radio Bluetooth device:

1. Enable Bluetooth on the 2-way radio device.
2. While the Headset is on, press the MF button for 5 seconds. The Operation LED flashes red and blue.
3. Then tap the MF button once to select the two way radio Bluetooth pairing. The Operation LED flashes blue and green.
4. On the device you are pairing, search for Bluetooth devices.
5. Once your Headset appears in the list of available devices, select it. If prompted for a PIN or Passkey, enter 0000 (four zeros).

The device confirms that pairing has succeeded and the Operation LED flashes purple for 2 seconds and then returns to the slow green flash.

To cancel the pairing process:

- Press the MF button for 2 seconds. The Operation LED flashes red and blue/green.



If pairing is not completed within 2 minutes, the unit automatically returns to Standby.

Not all Bluetooth mobile phones broadcast Bluetooth Stereo music (A2DP) even if the phone has an MP3 player function. Consult your mobile phone's user manual for more information.

Not all Bluetooth 2-way radio devices allow connection to Bluetooth audio devices. Consult your 2-way radio user manual for more information.



Your Headset has been Bluetooth tested with both Tait and Hytera two-way radios. Refer to your user manuals for these for details on Bluetooth Pairing.

As a HINT - sometimes once the headset has paired, it might be necessary to switch the Headset off and back on again to formally re-establish the Bluetooth pairing.

As a HINT - sometimes Bluetooth connections are lost (due to the paired parts being separated). They should automatically re-connect when close enough. Under some circumstances, the pairing could become confused, and the devices may appear paired, but don't have any audio. See the section "Trouble shooting" in section 5 in this manual to resolve any issues.

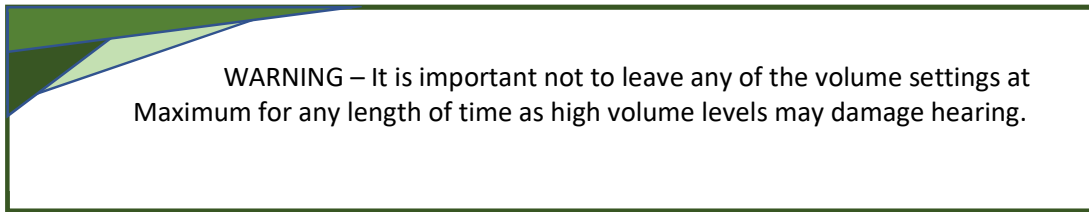


2 OPERATION

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

2.1 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:

- Press the black volume UP button once on the LEFT EAR. This operation can be repeated until you reach desired or maximum volume.

A tone is played on the speaker until you reach the maximum volume, as indicated by the maximum volume tone.

The tone in the two highest volume levels is different to the low volume ones (beeps twice) to indicate that you are using high volume. (Be sure to always protect your hearing).

To turn the volume down:

- Press the black volume DOWN button once on the LEFT EAR. This operation can be repeated until you reach desired or minimum volume.

A tone is played on the speaker until you reach the minimum volume, as indicated by the minimum volume tone.

Mute Microphone

To mute the microphone completely but keep speaker volume (to keep hearing communication):

- Press and hold the Green Mute button. You will hear a verbal confirmation in the speakers. The mic remains muted while the button is pressed only,
- Some models may have a self-latching Green button, so pressing this once mutes the mic and you will hear a verbal confirmation in the speakers.

To unmute the microphone:

- Release the Green Mute button. You will hear a verbal confirmation in the speakers.



- For a unit with latching Green Mute, press the Green Mute button again. It will release and you will hear a verbal confirmation in the speakers.

Mute Audio

To mute the microphone completely and mute the speaker volume:

- Using voice command – “Hey Cardo Mute Audio” (if voice commands activated)

To unmute the microphone and raise the speaker volume to its previous level:

- Using voice command – “Hey Cardo unmute Audio”

2.1.1 MAKING AND RECEIVING PHONE CALLS

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

You can call hands-free using your mobile phone's voice dial option, the speed dial or redial last call options.

To make a phone call:

- To dial using your mobile phone's voice dial option, say "Hey Siri" (if you are using an iOS device) or "OK Google" (if you are using an Android device), then make your call as per the instructions for your mobile device.
- To redial the last number called on your mobile device, tap the MF button, wait until you hear “redial number” and tap again, or say "Hey Cardo, redial number."
- To dial your preset speed dial number, tap the MF button, wait until you hear “speed dial” and tap again, or say "Hey Cardo, speed dial."

To answer a call:

- Tap the MFB button or say “Answer.”

To end a call:

- Tap the MFB button.

To ignore a call:

- Say “Ignore”

To reject a call:

- Press the MFB button for 2 seconds.

2.1.2 STREAMING MUSIC

You can stream music from your paired device to your Headset. To control music streaming from your paired device:



WARNING – It is important not to leave any of the volume settings at Maximum for any length of time as high volume levels may damage hearing.

To start music streaming:

- Tap the MFB button, wait until you hear “Music on” and tap again, or say "Hey Cardo, music on."

To stop music streaming:

- Tap the MFB button, wait until you hear “Music off” and tap again, or say "Hey Cardo, music off."

To skip to the next track (while streaming):

- Tap the MFB button, wait until you hear “Next track” and tap again, or say "Hey Cardo, next track."

To skip back to the previous track (while streaming):

- Tap the MFB button, wait until you hear “Previous track” and tap again, or say "Hey Cardo, previous track."

2.1.3 LISTENING TO FM RADIO:

The Headset is equipped with a built-in FM radio. This FM radio may be disabled by some organisations for safety reasons.

To turn on the FM radio:

- Tap the MFB button, wait until you hear “Radio on” and tap again or if the radio is Off, say "Hey Cardo, radio."

When you switch on your FM radio, the station that was playing when you last switched off resumes playing.

To turn the FM radio off:

- Tap the MFB button, wait until you hear “Radio off” and tap again or if the radio is on, say "Hey Cardo, radio." It will alternate between on and off.



To skip to the next station:

- Tap the MFB button, wait until you hear “next station” and tap again or say "Hey Cardo, next station."

To skip back to the previous station:

- Tap the MFB button, wait until you hear “previous station” and tap again, or say "Hey Cardo, previous station."

To perform auto-scan (search for the next 6 stations):

- Tap the MFB button, wait until you hear “Auto scan” and tap again.

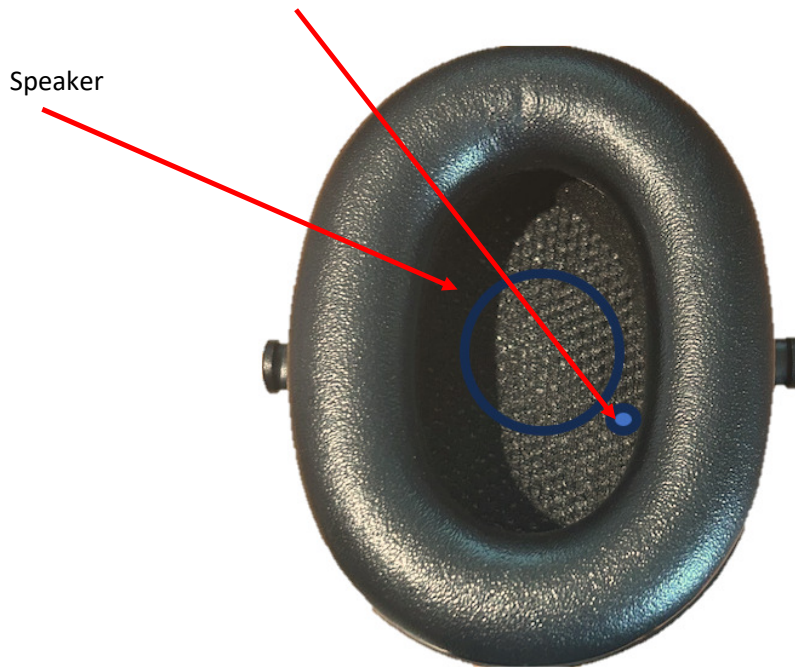


2.2 INTERCOM (INT) Button

The Intercom button is located inside the LEFT EAR Cup of the headset. It should not need to be used for normal operation, Most functions will be pre-set. Or the GREEN button may be used.

If a feature which is activated by the INT button is needed it can located by feel under the foam of the LEFT EAR Cup.

It is located here....



Feel for the speaker and the INT Button can be felt next to it. It will click when pressed. Hold the button down to activate it.

2.2.1 SELF-HEARING SIDETONE

When you are using the Headset in a very noisy environment, it is sometimes difficult to hear yourself and to know whether you can be heard over the Intercom.

When the self-hearing feature is enabled, you can hear yourself in your own speakers while talking, making sure your team members can hear you as well.

You can control the self-hearing volume level from the Headset.

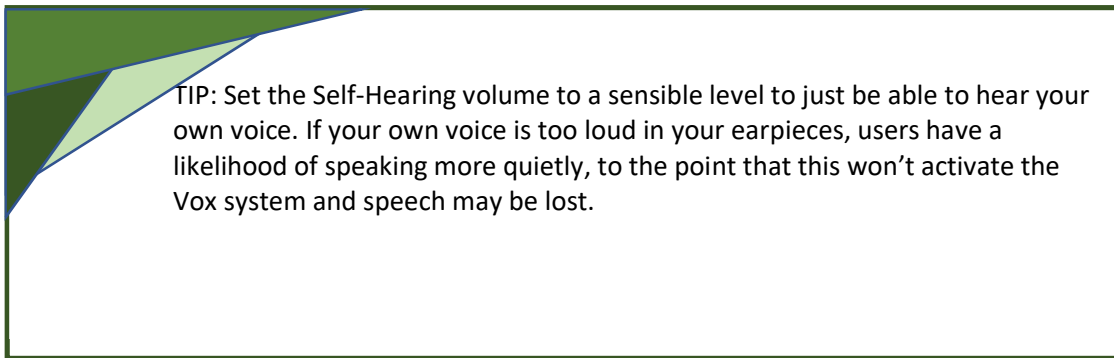
To enable/disable self-hearing:

- Tap the Intercom button, wait until you hear “self-hearing enable/disable,” and then tap again.

To change the self-hearing volume:



- Tap the Intercom button, wait until you hear “self-hearing volume control”, and then use the volume buttons to change the self-hearing volume.



2.3 MICROPHONE SENSITIVITY

When you are using the Headset in a very noisy environment, it is sometimes possible that the microphone is too sensitive and sounds can trigger the group intercom coming live when not needed. The Microphone has three levels of adjustment. See Section 13 on page 42.

2.4 EMERGENCY CALL

The HEADSET supports an emergency announcement by the user.

If you require assistance, initiating the emergency call will trigger an outgoing phone call to a predefined number (configured in the PROmesh mobile application or Cardo Configuration tool) and bridge it to the active intercom call.

This feature only works when connected to a cellular phone via Bluetooth, and if enabled by your supplier.

It also announces to all the connected team members that emergency call was initiated.

To initiate an emergency call:

- Press and hold the intercom button for 2 seconds.

The “emergency call initiated” announcement is played. You have 3 seconds to cancel this call by pressing the intercom button again.

2.5 WORKING WITH 2-WAY RADIO

The Headset supports working with 2-way radio devices. It can be connected to the 2-way radio device via Bluetooth.

Connect to the two-way radio via Bluetooth (Section 1.6 on Page 11 above).

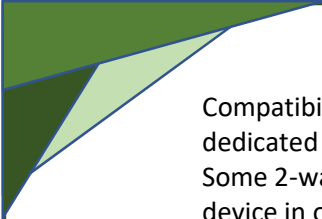
To start an outgoing 2-way radio session:

- Press and hold the specially programmed Push-to-Talk (PTT) button on the two-way radio while speaking. Releasing the button will cease the transmission.



To start an incoming 2-way radio session:

Nothing to do here. While you are connected to the 2-way radio device, any transmission in the radio network will automatically be heard in the Headset.



Compatibility with different brands and type (wired and wireless) requires dedicated testing according to the chosen device
Some 2-way radio devices require to be in high volume in your 2-way radio device in order to hear it in the Headset speakers.

2.6 2-WAY RADIO AUDIO MIXING AND SHARING

You can choose to hear the incoming 2-way radio audio in parallel with the intercom group audio.

To enable/disable 2-way radio audio mixing:

- Tap the Intercom button, wait until you hear “Enable/disable 2-way radio audio mixing,” and then tap again.

You can also share your incoming and outgoing 2-way radio audio with your team members.

To enable/disable 2-way radio audio sharing:

- Tap the Intercom button, wait until you hear “Enable/disable 2-way radio audio sharing,” and then tap again.



2.7 VOICE COMMANDS

You can use voice commands for hands-free operation of certain Headset features. Voice commands use voice recognition. You loudly say a command and your Headset performs the action. English is the default language. Some organisations have this feature disabled.

Your Headset uses the following predefined voice commands.

Turn on the radio	"Hey Cardo, radio on"
Turn off the radio	"Hey Cardo, radio off"
Skip to the next preset radio station	"Hey Cardo, next station"
Skip to the previous preset radio station	"Hey Cardo, previous station"
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"
Raise volume	"Hey Cardo, volume up"
Lower volume	"Hey Cardo, volume down"
Mute audio	"Hey Cardo, mute audio"
Unmute audio	"Hey Cardo, unmute audio"
Call the default number (configurable)	"Hey Cardo, speed dial"
Redial the last number	"Hey Cardo, redial number"
Answer an incoming call	"Answer"
Ignore an incoming call	"Ignore"
Access Siri (when connected to an iOS device)	"Hey Siri"
Access Google (when connected to an Android device)	"OK Google"



3 TALKING WITH OTHERS

Your Headset intercom communication functionality uses 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 members to communicate in full conference mode. DMC allows anyone in the group to roam freely, overtalk each other or even leave the group altogether, without affecting the ongoing conversations of the remaining fellow members. You can also use the DMC intercom to communicate privately with another team member.

3.1 HOW DOES DMC WORK?

Anyone can start a new DMC intercom group.

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

3.2 INTERCOM OPERATION

You can use the intercom to speak with other team members in your intercom group. For more information on creating DMC intercom groups, see [Creating Intercom Groups](#) on page 26.

Using the DMC intercom, all team members in a group speak hands-free. A team member in a group performs no additional operation to speak to or hear other team members in the group.

Using the intercom, you can also:

- Chat privately with another team member in your DMC group, see [Chatting Privately](#).
- Bridge a non- SOFYSTICOMM Headset member, see [Using DMC intercom](#).
- Mute/unmute intercom groups, see [Muting/Unmuting DMC Intercom Groups](#).
- Delete intercom groups, see [Deleting DMC intercom Groups](#).
- Listen to music while in DMC intercom groups, see [mixing the intercom audio with music streaming and FM radio](#).

3.2.1 SETTING UP AND USING DMC INTERCOM GROUPS

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

Intercom groups are created and deleted by a group creator. Each group can have up to 15 team members: one group creator/admin and a maximum of 14 group members.



When creating a group, all members should be within 3 meters (10 feet) of the creator. The group continues functioning even if the creator is no longer available.

If a team member's connection is lost, they will hear the "group disconnected" announcement, but the team member remains part of the group and reconnects automatically once in range.

TIP: Using the App, name your groups with a name which will be memorable so you can select that group easily in the future.

3.2.2 CREATING INTERCOM GROUPS

When creating an Intercom (DMC) group, you must coordinate with the other team member who will be the group creator.

To create an Intercom group:

1. The group creator and all group members: Press the Intercom button for 5 seconds. The Operation LED flashes green quickly.
2. **THEN Only** the group creator: Tap the Intercom button again. The Operation LED flashes red and green quickly.
3. Other members will automatically join the group within 2 minutes. To do this, each of them should press the Intercom button for 5 seconds. Within a short period of time, and when the new members groups successfully, they should hear "Grouping Successful".
4. After each member joins successfully, the Operation LEDs of the joined unit and the creator's unit flash purple and then return to a slow green flash. After grouping is completed, the intercom conference starts automatically.
5. While trying to group, to stop the grouping process, press the Intercom button for 2 seconds. When all members have grouped, then the group creator can do this to complete the process.

3.2.3 JOINING INTERCOM GROUPS

You can join or rejoin to an intercom group created by another team member.

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

If your Intercom 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.

If you join a new Intercom group, you automatically leave your existing Intercom (DMC) group.



To join an existing Intercom group:

1. Both you and the group creator: Press the Intercom button for 5 seconds. The Operation LED flashes green quickly.
2. Only the group creator: Tap on the Intercom button again. The Operation LED flashes red and green quickly.

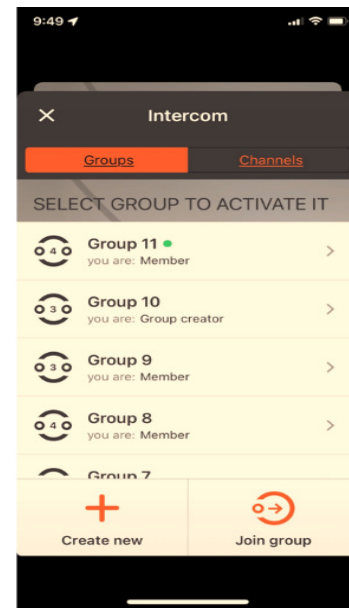
The colour of the flashing Operation LED indicates whether you have been added to the group:

- Purple: You have successfully joined the group.
- Yellow: You cannot join the group because it has already reached the maximum number of team members.
- Red: Failed to join

To join an existing Intercom group using the APP:

To join an existing Intercom Group – read the instructions under Section 11 of the Cardo PRO APP – on page 39 of this manual.

- On the Intercom Page of the App, find the group you were using and click on it. Even if you were the group creator, you can re-join the group.



3.2.4 DELETING INTERCOM GROUPS

To delete an Intercom group any member shall:

- Press the Intercom button for 5 seconds. The Operation LED flashes green quickly.
- Then Press the Volume Down for 2 seconds. The Operation LED flashes purple 5 times slowly, then returns to a fast green flash, confirming that group has been deleted.

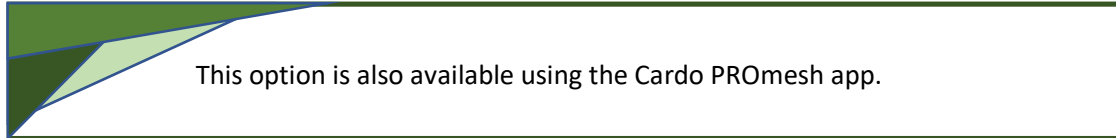
TIP: If you delete a DMC intercom group, you must re-join it if you want to connect to it again in the future.



3.2.5 USING THE INTERCOM

3.2.5.1 CHATTING PRIVATELY

You can chat privately with a specific member of your Intercom group.



You have two options for choosing your Private chat member.

Using Cardo PROMesh mobile application:

- In the Mobile app, select the team member you want to speak with in private

Using the HEADSET buttons:

- To select the two members of the private chat; On both HEADSET devices, press and hold the Intercom and Volume Down buttons for 5 seconds. Both units will flash green LEDS three times on the Operation LED quickly. And you will hear 3 quick tones.

And then to start a private chat:

- Tap Intercom button, wait until you hear "Private chat on" and tap again, or say "Hey Cardo, Private chat on."

To stop a private chat:

- Tap Intercom button, wait until you hear "Private chat off" and tap again, or say "Hey Cardo, Private chat off."

When your Headset is then turned off, it will remember the private chat group when switched back on again.

You can change private group membership at any time by simply re-grouping between any two Headsets.

4.2.5.2 ADDING A NON-SOFYSTICOMM HEADSET MEMBER TO THE INTERCOM GROUP CONVERSATION (BRIDGE)

You can use your connected mobile phone to connect a third party (mobile phone) into the intercom group.

To add (Bridge) a phone call member to the group:

- While you are in an ongoing mobile phone call, tap the Intercom button while connected to a group. All members of the group will now be on your phone call.

To close the bridge and disconnect the phone call member from the group:

- Tap the Intercom button while bridging is active.



4.2.5.3 MUTING/UNMUTING DMC INTERCOM GROUPS

Muting the intercom mutes your microphone and speaker from the group. Unmuting the intercom restores sound to your microphone and speaker.

To mute/unmute the DMC group:

- Tap the Intercom button, wait until you hear “Mute group” and tap again

4.2.5.4 MIXING THE INTERCOM AUDIO WITH MUSIC STREAMING AND FM RADIO

The Headset can use parallel audio streaming to stream audio from two connected sources simultaneously, so that you can listen to your music or the FM radio while holding an intercom conversation.

The Headset automatically manages your music and FM radio volume while using intercom. When speech from an intercom calls comes in, the music (or radio) sound is lowered in volume to make the intercom speech clearer. After the intercom speech ceases, the music returns to normal volume.

Changing the volume while the Intercom is active and Music/FM are in the background, changes the intercom volume.

To Increase/decrease the Music or FM Radio volume while connected to an intercom group, use the volume buttons while no audio is heard on the intercom group.



4 CARE OF YOUR SOFYSTICOMM HEADSET

4.1 STORAGE AND MAINTENANCE

The storage temperature should be between -40 and +55 degrees Celsius.

Improper use and storage may lead to loss of attenuation, and performance. It is recommended that the ear cushions are replaced regularly, (at least every 6 months or sooner). Clean the outside of the headset with mild soap and a little water to keep in good condition.

NOTE: DO NOT immerse the headset in water EVER !

The hygiene kit (cushions) should be replaced using the following instructions and should always be replaced as a set:

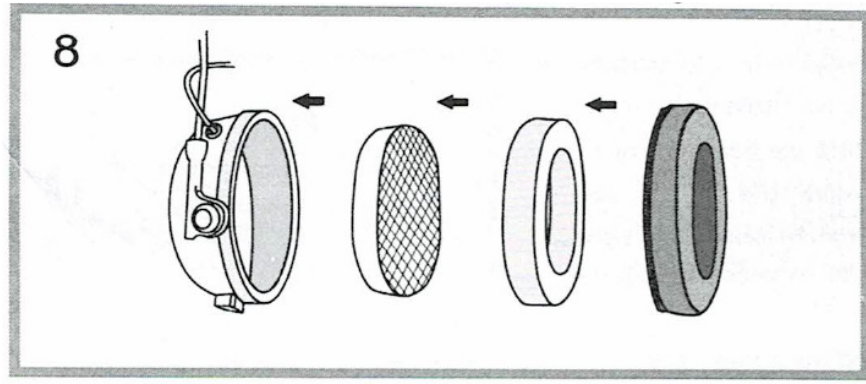


Fig.8

The Headset is not fully waterproof. The internal electronics are well protected from rain (even heavy rain) under normal circumstances. The weakest point is the microphone. If this is in the normal use position next to the mouth, then there is natural protection from rain. If the microphone is folded up over the top of the head, then it can be susceptible to water, and will eventually stop working. In most cases, drying it out again over 36-48 hours in a warm dry location will be all that is needed.

It is not recommended that the mic be subjected to heavy rain.



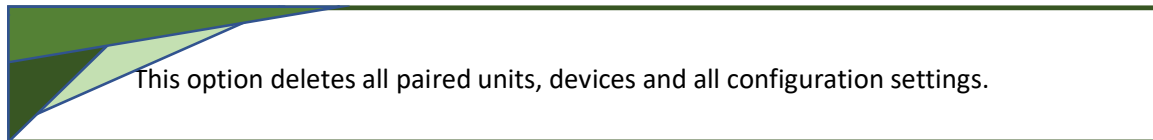
5 TROUBLESHOOTING

5.1 SOFT RESET

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

- Turning it off and then on again.
- Using USB cable, connect your unit to the computer or wall charger for 30 seconds.

5.2 RESET TO FACTORY SETTINGS



To perform a factory reset through the unit:

- While in standby mode, press and hold the MFB, Intercom and Volume Up buttons for 2 seconds.

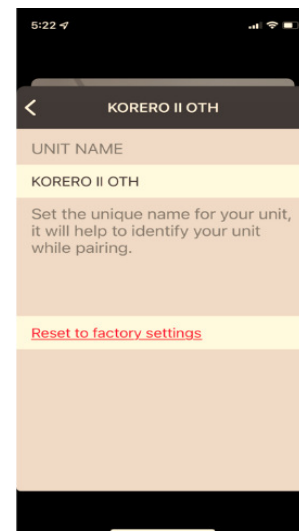
The Operation LED flashes purple 5 times slowly, confirming that pairing has been reset.

- The factory reset can also be performed via the App. Open the settings page, and in the section for giving your SOFYSTICOMM Headset a name, scroll to the bottom of that page, and press the “Reset to Factory Settings” button.

After the Reset, the unit will switch off, so switch it back on to continue use.

You will need to re-set up the changes to settings you may have applied. Also any factory enhancements (like higher volume settings) will be lost with a reset.

You can also re-join any previous group, by using the App and selecting that group. See Section 3.2.3





5.3 OTHER POSSIBLE FAULTS

If your Headset doesn't seem to work properly try these things first:

- Check that the unit is powered on, and that the battery isn't flat. The Operation LED should be flashing Green (once or twice every 3 seconds) if on, and if the battery is low the Operation LED should flash red.
- Next check that you are active in a group. If the Operation LED is flashing Green only once every three seconds, then it is not active in a DMC group. Please refer to section 4 of this manual to rectify this. If the Operation LED is flashing twice, then you are active in a DMC Group, and you will need to find another fix to your problem.
- If no one else can hear you – check that your Mic Mute button is not engaged.
- If you can't hear anyone – check your volume is set to a high enough level.
- Very infrequently, you may notice interference caused by other close by WIFI equipment. If this happens, and you cannot identify or turn off the interfering equipment, then sometimes you may be able to change channels. The usual default channel is channel 3, but there are 8 channels available, and you can select another channel via the Cardo Crew APP on your phone. All units in a group must be on the same channel.
- To remove a private chat group, this must be done via the Factory Reset function. See 5.2 above.
- If your volume settings are too low after a factory reset – your unit may have had a patch applied to increase the audio level. This will need to be reapplied after a Factory reset, so please contact your supplier or SOFYSTICOMM LIMITED.
- If your battery warning indicates low battery level before 8-12 hours of use, then this is also indicative of a Factory Reset, as the correct battery settings for the extended life battery are also dependent on a software patch which is applied by SOFYSTICOMM LIMITED.

5.4 BLUETOOTH FAULTS

- If the Bluetooth connection to your phone loses the audio connection, a Factory Reset should fix this. See above (5,2) to perform the Factory Reset



6 PERSONALIZING YOUR DEVICE

Get the most out of your Headset by changing the settings and customizing your unit according to your own personal preferences, using either of the following methods:

- Cardo Mobile App on iOS or Android devices
- Cardo Crew Configuration Tool: Windows®7 / Windows®10 / Mac OS X 10.8
- Unit buttons

Parameter	Default Values	Description
Language setting	English	Choose the language of your product (voice prompts, voice operation and speech recognition).
Device Bluetooth Name	KL 123056	Choose the product Bluetooth name.
Speech Recognition	Enable	Enable or Disable the ASR (Automatic Speech. Recognition)
Self-Hearing	Off	Power ON or OFF Self-Hearing (Sidetone) feature.
Self-Hearing Volume	30%	Adjust the Self-Hearing (Sidetone) volume (10 levels).
Background Audio Volume Level	60%	Define the volume level of the background (secondary) audio.
Intercom Voice activity detection sensitivity	Medium	Adjust the threshold for detecting voice activity according to your voice strength: <ul style="list-style-type: none">• Medium (default)• Low (less sensitive)• High (more sensitive)
Microphone Sensitivity	Medium	Adjust the microphone gain (e.g., higher gain means that the other side hears you louder): <ul style="list-style-type: none">• Medium (default)• Low (Heard lower)• High (Heard louder)
Intercom Media Mixing	Enable	Enable or disable the FM Radio or A2DP music streaming with the Intercom audio mixing.
2-way Radio Audio Mixing	Enable	Enable or disable 2-way radio audio with other audio sources such as Intercom, FM radio, and music streaming.
2-way Radio Sharing	Disable	Enable or disable 2-way radio audio sharing with the Intercom group. When enabled, all the group members will hear the 2-way radio audio.
Intercom Channel number	3	Choose the Intercom channel number from 1 to 8. All group members have to be on the same channel to communicate.
Emergency Number		You set Emergency call number.
Speed Dial Number		You set Speed Dial number.



FM Band Radio	Worldwide	FM Radio frequency band: World Wide: 85-108Mhz
FM Radio RDS	Disable	Enable or disable the RDS (Radio Data System).
FM station Pre-set (1-6)	95	Enter radio frequency for station 1.



7 CARDO PRO-MESH APPLICATION

Get the most out of your Headset by using it in conjunction with the CARDO PROMesh phone application. It is available for both Apple (from the App Store) or for Android (From Google Play).

- Download Cardo PROMesh Mobile App on iOS or Android devices



7.1 DOWNLOAD



7.2 SETTINGS

The Cardo PROMesh App provides an easy and intuitive way to configure your headset. The application is a complementary tool for your headset (configuration can also be done by just using the headset).

7.2.1 CONFIGURATION AND OPERATION USING THE PROMESH APP:

Step 1: Download the Application (Cardo Pre Mesh) from your application store.

Step 2 : Open the Application

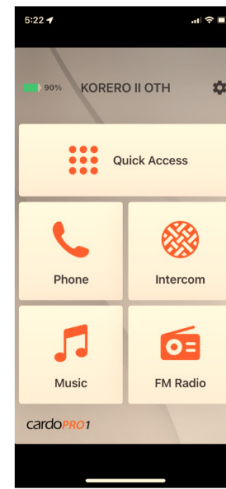
Step 3: Go to your device settings, and select Bluetooth, and then on your Headset, press the Blue MFB button for 5 seconds (see earlier in this manual), to engage phone pairing. Follow prompts on both the headset and the phone.

While the headset is connecting you will see this screen:



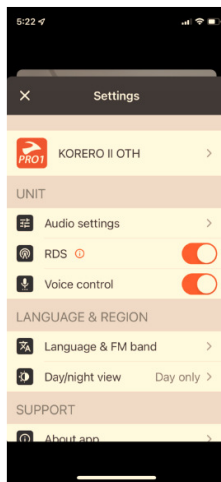


Step 4: You will now see this home screen:



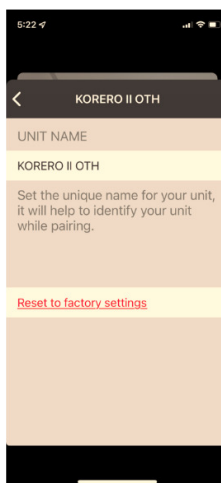
From here the user can; set up phone emergency numbers, play music, select FM Radio channels, and Set up Mesh Group Members. Note that the FM radio may not show if disabled by your organisation.

Step 5: General Settings



- From this screen the user can re-name the Headset.
 - This can be changed by clicking on the arrow to the right of the name.
- The user can also change audio settings
 - Click on the arrow to the right of “Audio settings”
- The user can also set language and FM bands
- And turn Voice Control on and off

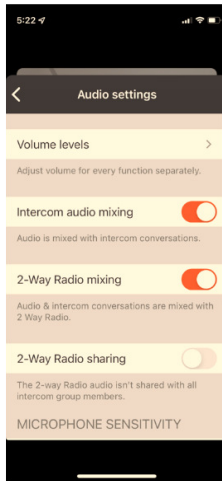
Step 6: Device Name.



- In this case the headset is called KORERO II OTH.
- The name of the device can be changed – although it remains useful to keep a reference to the serial number printed on the label on the side of the headset, so that many headsets in use in once place can be identified.
- It is also recommended that the unit is given a name - e.g. BOB 23 (if it's original serial number was 123023 and the user's name is Bob)

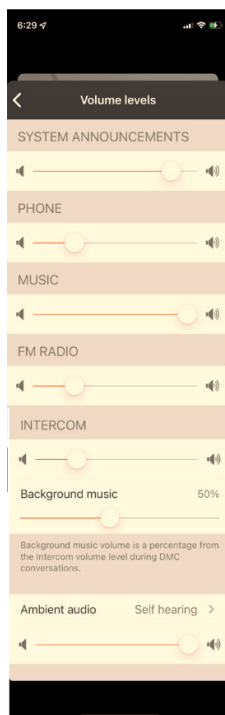


Step 7: Audio Settings



- Click on the arrow next to “Volume levels” to get access to the volume settings
- Also available on this screen is the ability to switch on and off;
 - Intercom Audio Mixing
 - 2 way radio mixing
 - 2 way radio sharing

Step 8: Volume Levels – for all sliders -just move the slider to desired position



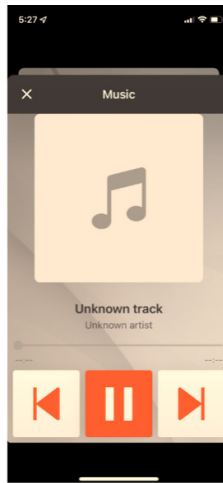
- System Announcements
- Phone call volume level
- Music Volume Level
- FM Radio Volume Level
- Intercom volume Level
- Background Music Level
- Access to the self hearing level is via Ambient Audio
 - Ambient Audio Level setting not available on SOFYSTICOMM Headsets at present



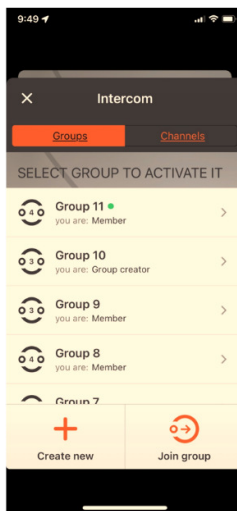
Step 9: Radio Setup



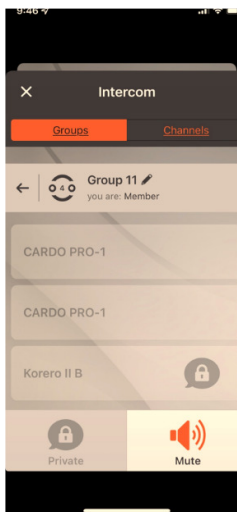
Step 10: Music Setup



Step 11: Intercom Setup



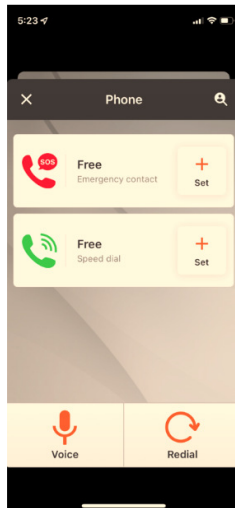
- Can select an existing group to join.
- Can change channels (1-8) and all members must be on the same channel
- Can join (look for an active group)
- Can create a new group



- Can mute or unmute group
- Can create a private group chat

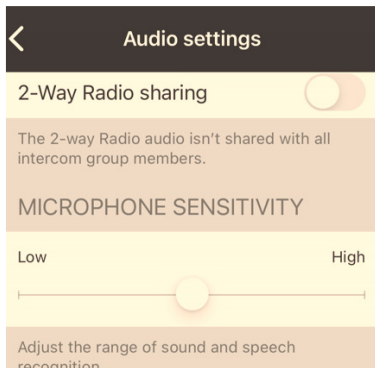


Step 12: Telephone Setup



- Can set up an emergency phone number
- Can create a quick dial phone number
- Can redial last number
- Can activate siri or google assistant

Step 13: Intercom Microphone Sensitivity



- From within the APP, click on the Gear symbol (settings)
- Then click on the “Audio Settings”
- Then scroll down to the MICROPHONE SENSITIVITY
- There are three levels to adjust.



8 APPENDIX A. SOFYSTICOMM HEADSET LED INDICATIONS

There are 2 LEDS on your Headset, both on the Left Ear Cup. A multi-colour red/green/blue one called the Operation LED, and a bi-colour red/green one called the Charging LED. The Operation LED is the one closest to the charging/programming socket, and the Charging LED is above the Blue MFB button.

Your Headset operates in various modes.

Each mode consists of a group of features currently available for your use.

For example, when your Headset plays music, it will be in music playing mode, enabling features related to playing music such as skipping to the next and previous tracks.

Events are considered to occur whenever you operate a feature and when your Headset responds. For example, turning on music is an event.

Your Headset's current mode is indicated by the unit Operation LED. You also hear voice announcements on your unit for mode changes and events.

The following table shows the operation LED indications for modes and events according to the current battery state.

LED	Flashing	Battery State	Mode or Event
Green	Fast (three times)	Normal Low Battery Charging	Power On
Green	Slow (repeated at 3 second intervals)	Normal	Standby
Green	Slow twice (repeated at 3 second intervals)	Normal	Incoming/outgoing call (intercom or mobile) Audio active (intercom, FM, A2DP)
Red and Blue	Slow (5 times)	Normal Low Battery	Factory Reset
Red and Green/Red	Red and Green twice slowly, then Red	Charging	Incoming/outgoing call (intercom or mobile) Audio active (intercom, FM, A2DP)
Red and Green/Red	Slow Red and Green and Red (repeating)	Charging	Standby
Red / Blue	Alternating Fast	Normal Low Battery Charging	Pairing Mobile
Red and Blue	For 2 seconds	Normal Low Battery Charging	Pairing Successful – mobile connected
Green	Fast (repeating)	Normal Low Battery	Grouping Intercom
Red / Green	Alternating Fast	Normal Low Battery Charging	Intercom Grouping as a group creator Bluetooth pairing with 2-Way Radio
Red	Twice Slowly (repeated at 3-second intervals)	Low Battery	Incoming/outgoing call (intercom or mobile) Audio active (intercom, FM, A2DP)



Red and Green	For 2 seconds	Normal Low Battery Charging	Intercom grouping successful
Red	For 2 seconds	Normal Low Battery	Intercom Grouping Failed
Red	Slow (repeated at 3-second intervals)	Low Battery	Standby
Red	Fast (3 times)	Normal Low Battery Charging	Power Off
Red	Remains On	Charging	Off

The following table shows the Charging LED indications for battery state.

LED	Flashing	Battery State	Mode or Event
Green	On always	Fully Charged	
Red	On always	Low Charge	



GLOSSARY

Term / Abbreviation	Description
A2DP	Advanced Audio Distribution Profile (for music). A protocol for playing music over Bluetooth
Self-Hearing / (Sidetone)	Let you hear yourself while talking to verify other can also hear you. It is recommended not to make this setting too loud.
DMC	Dynamic Mesh Communications.
Language	Voice announcements and voice commands language.
Voice control	Voice activation (by saying a word or phrase) of certain features for hands-free operation.
Voice control sensitivity	Adjusts your microphone sensitivity for voice activation while you are riding.