

**Cardo PTN00001**

# Cardo Packtalk Neo User Manual

MOTORCYCLE HELMET COMMUNICATION INTERCOM SYSTEM

## 1. Introduction

The Cardo Packtalk Neo is an advanced motorcycle helmet communication system designed to enhance your riding experience through seamless connectivity and superior audio quality. Featuring Dynamic Mesh Communication (DMC) Gen 2, Sound by JBL, and Natural Voice Operation, the Packtalk Neo keeps you connected with fellow riders and your mobile devices, regardless of weather conditions.



Image: The Cardo Packtalk Neo communication unit, showcasing its sleek design and control knob.

## 2. Product Overview and Key Features

The Packtalk Neo is engineered for durability, performance, and ease of use, offering a range of features to optimize your communication on the road.

- **Waterproof Design:** The Packtalk Neo is fully waterproof, ensuring reliable operation in all weather conditions, including rain, snow, mud, and dust.



Image: The Packtalk Neo unit being splashed with water, demonstrating its waterproof construction.

- **Sound by JBL:** Equipped with new and powerful 40mm high-definition speakers, expertly tuned by JBL, the system delivers enhanced music processing and three redesigned audio profiles for a rich and clear sound experience.



Image: A visual representation of sound waves from JBL speakers, emphasizing the high-quality audio output.

- **Natural Voice Operation:** An improved voice operation engine allows for hands-free control. Simply say "Hey Cardo" followed by your command, and the device will respond.



Image: A graphic illustrating voice commands being processed by the Packtalk Neo, representing its natural voice operation.

- **Dynamic Mesh Communication (DMC) Gen 2:** This advanced intercom technology supports up to 15 riders with a range of up to 1.6 km (1 mile), offering fast, easy, and simple grouping for effortless communication.



Image: A diagram showing multiple Packtalk Neo units interconnected in a mesh network, demonstrating the Dynamic Mesh Communication feature.

## 3. What's in the Box

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Your Cardo Packtalk Neo package includes the following components:

- Cardo Packtalk Neo Communication System Unit
- Helmet Mount (Clip and Adhesive options)
- Hybrid Microphone
- Wired Microphone
- 40mm JBL Speakers
- USB-C Cable
- Speaker Spacers
- Alcohol Pads

## 4. Setup and Installation

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Proper installation ensures optimal performance and comfort.

### 4.1 Mounting the Unit

The Packtalk Neo can be mounted to your helmet using either the clip mount or the adhesive plate. Choose the option that best suits your helmet type and personal preference. Ensure the mounting surface is clean and

dry before applying the adhesive plate.



Image: A rider with a helmet, showing the Cardo Packtalk Neo unit securely mounted on the side.

## 4.2 Speaker Installation

1. Identify the ear pockets inside your helmet.
2. Place the JBL speakers firmly into the ear pockets. For optimal audio quality, ensure the speakers are positioned as close to your ears as possible. Use the included speaker spacers if needed to achieve the correct proximity.
3. Route the speaker wires neatly under the helmet's padding to avoid interference.

## 4.3 Microphone Installation

Select either the hybrid (boom) microphone for open-face and modular helmets or the wired microphone for full-face helmets.

- **Hybrid Microphone:** Attach the microphone to the inside of the helmet, positioning the microphone tip close to your mouth.
- **Wired Microphone:** Secure the wired microphone inside the helmet, typically near the cheek pad, ensuring it is positioned for clear voice pickup.

# 5. Operating the Packtalk Neo

## 5.1 Power On/Off

- **To Power On:** Press and hold the Power Button until the LED flashes.
- **To Power Off:** Press and hold the Power Button until the LED turns red and then off.

## 5.2 Pairing and Connectivity

The Packtalk Neo supports both Bluetooth and DMC (Dynamic Mesh Communication) for versatile connectivity.

- **Bluetooth Pairing:** To pair with your smartphone or GPS device, enter pairing mode on the Packtalk Neo and select it from your device's Bluetooth settings.
- **DMC Intercom:** For group communication, initiate a DMC group. The Packtalk Neo's DMC Gen 2 technology allows for effortless grouping of up to 15 riders, maintaining a stable connection even if riders drop out and rejoin.

## 5.3 Voice Commands (Natural Voice Operation)

Activate voice commands by simply saying "Hey Cardo" followed by your desired action. Examples include:

- "Hey Cardo, music on"
- "Hey Cardo, next song"
- "Hey Cardo, call [contact name]"
- "Hey Cardo, volume up"

## 5.4 Music and Radio

Enjoy your favorite music or FM radio stations through the high-quality JBL speakers. Use the control knob or voice commands to adjust volume, skip tracks, or change stations.

## 5.5 Phone Calls

Make and receive phone calls directly through your Packtalk Neo. The microphone features noise cancellation to ensure clear communication even at speed.

# 6. Maintenance

To ensure the longevity and optimal performance of your Packtalk Neo, follow these maintenance guidelines:

- **Cleaning:** Wipe the unit with a soft, damp cloth. Avoid using abrasive cleaners or solvents.
- **Charging:** Charge the unit using the provided USB-C cable. The fast-charging feature allows for quick power-ups. Ensure the charging port is dry before connecting the cable.
- **Water Resistance:** While waterproof, it is good practice to ensure the USB-C port cover is securely closed when not charging, especially before riding in wet conditions. Applying a small amount of dielectric grease to the outside of the USB-C insert can further enhance water protection.
- **Storage:** Store the unit in a cool, dry place when not in use for extended periods.

# 7. Troubleshooting

If you encounter issues with your Packtalk Neo, try the following steps:

- **No Power:** Ensure the unit is fully charged. Connect it to a power source and check the charging indicator.
- **No Audio/Poor Audio Quality:**
  - Check speaker connections to the unit.
  - Verify speaker placement inside the helmet; they should be close to your ears.
  - Adjust volume using the control knob or voice commands.
- **Connectivity Issues (Bluetooth/DMC):**
  - Ensure the unit is in the correct pairing mode.
  - Restart the Packtalk Neo and your connected device (smartphone, GPS).

- For DMC, ensure all group members are within range and have properly joined the group.
- **Voice Commands Not Responding:** Ensure the microphone is correctly positioned and not obstructed. Speak clearly and directly into the microphone.
- **Unit Unresponsive:** Perform a soft reset by holding down the Power Button for 10 seconds until the unit restarts.

For more detailed troubleshooting or persistent issues, refer to the [Cardo Connect app](#) or the official [Cardo support website](#).

## 8. Specifications

Model Name	Cardo Packtalk Neo Motorcycle Helmet Communication Intercom System, Single Pack
Model Number	PTN00001
Connectivity Technology	Bluetooth 5.2, Dynamic Mesh Communication (DMC) Gen 2
Included Components	Communication system, mount, mic, USB cable, speakers
Audio	Sound by JBL, 40mm HD speakers, 3 audio profiles
Control Method	Touch, Voice Control
Battery Life	Up to 13 hours talk time
Charging	USB-C, Fast Charging (2 hours talk time from 20 min charge)
Water Resistance	IP67 Certified (Waterproof and Dustproof)
DMC Range	Up to 1.6 km (1 mile)
DMC Group Size	Up to 15 riders
Item Weight	5 Ounces
Product Dimensions	2 x 3 x 3 inches
UPC	828831843890

## 9. Warranty and Support

The Cardo Packtalk Neo comes with a manufacturer's warranty covering defects in materials and

workmanship. For specific warranty terms and conditions, please refer to the documentation included with your product or visit the official Cardo website.

For technical support, FAQs, firmware updates, and additional resources, please visit the Cardo Systems support page:

[Visit the Official Cardo Store for Support](#)

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## Documents - Cardo – PTN00001



[\[pdf\]](#) Installation Guide Datasheet

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[pdf] Installation Guide Datasheet

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[pdf] Installation Guide Datasheet

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#### REACH DECLARATION

Company Name: Cardo Systems LTD.  
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Product Part or Model Number:

Product name:	PACKTALK NEO
Product PN:	PTN0001 PTN00101

This letter is to confirm that the product(s) referenced above have been evaluated against Regulation (EU) 1907/2006 of the European Parliament, **Registration, Evaluation, and Authorization of Chemicals (REACH)**.

The product(s) referenced above, as well as any articles contained within the product(s), **COMPLIANT** to the regulation requirements or NO COMMUNICATION OBLIGATIONS are needed.

In particular:

1) The content of substances subjected to the restriction regime (referred to in Article 67) complies with the maximum permitted limit, specified in Annex XVII, updated as of the date of this Test Report.

2) The content of relevant SVHC substances (referred to in article 57) specified in the Candidate List (CLH), in force on the date of this Test Report, is below 0.1% (1000 mg/kg). Therefore there is no obligation to communicate to the professional recipient of the article (art. 33.1) or notification to ECHA (art. 7.3).

04-REACH 2003.0 rev. 1.0

## [\[pdf\]](#) Decleration of Conformity Test Report SAR Rating

Industry Canada RF Exposure Declaration JSP Ltd Natalia Gur Cardo Systems EU DoC Product Code AEB050 0A1 R00 DECLARATION OF COMPLIANCE TO EC DIRECTIVE declare that our brand s Bluetooth Headset Type designation model name Packtalk Headphones Trade or Relevant supplementary information N A prieš 1 dieną — The World Best Powersports Communication System of Compliance Products 28 Dec 2022 cardosystems 12 |||

REACH DECLARATION Company Name: Company Address: Cardo Systems LTD. Zarhin 13 Raanana Israel Contact Person: E-mail: Telephone: Adrian Farja Adrianf cardosystems.com 972-54-9990970 Product Part or Model Number: Product name: Product PN: PACKTALK NEO **PTN00001** PTN00101 This letter is to confir... lang:en **score:19** filesize: 5.37 M page\_count: 36 document date: 2021-09-02