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# SYNCO XTALK X2 Wireless Intercom Headset System



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## **Regarding Support**

Q1: How to contact SYNCO for after-sales support?

• For missing parts, technical issues, or warranty claims, email SYNCO Official Support at <a href="mailto:support@syncoaudio.com">support@syncoaudio.com</a> with your order ID and details.

### **Regarding Easy Go Firmware And Pairing**

Q1: Where to Download Easy Go Firmware

• Easy Go firmware for Windows and macOS can be downloaded via the official SYNCO website: <a href="https://www.syncoaudio.com/pages/synco-xtalk-easygo">https://www.syncoaudio.com/pages/synco-xtalk-easygo</a>.

Q2: What Issues Does Easy Go Firmware Upgrade Solve?

- One-Tap Pairing: Quickly recognizes and connects individual XTALK devices for effortless operation.
- Upgrade to Low-Latency Version: Optimizes audio synchronization for real-time communication.
- Cross-Model Pairing: Enables interoperability across SYNCO XTALK series(X/X Pro/X Max).

## **Precautions for Easy Go Firmware Upgrade:**

- If the headset fails to connect, please try reversing the Type-C connector on the headset end.
- To connect X Max to Easy Go, ensure the headset is in INTERCOM MODE.

## **Additional Topics**

Q1: Why doesn't the XTALK pair automatically when powered on?

- To ensure a successful auto-reconnect, please turn on the headsets in the sequence of Master → Level 1 → Level 2.
- **Default Master**: Red-labeled headset.
- Level 1: Blue-labeled headset with LV.1 sticker.
- Level 2: Green-labeled headset with LV.1 sticker.

Q2: How many Level 1 headset can Master headset connect to at most?

A Master can connect up to 4 Level 1, and a Level 1 can connect up to 2 Level 2.

Q3: Can Level 2 connect directly to the Master headset?

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

Q4: How to reconnect if the XTALK headset suddenly disconnects?

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

Q5: How to fix unstable signals caused by nearby electronic devices?

- Enable Boost Mode to enhance signal strength and stability.
- Long press Volume

   to switch between Mode 1/2/3.

# **Documents / Resources**



SYNCO XTALK X2 Wireless Intercom Headset System [pdf] User Guide B0DJ25D8XG, B0CQM4FKL3, B0CZDFQ78J, XTALK X2 Wireless Intercom Headset System, XTALK X2, Wireless Intercom Headset System, Intercom Headset System, Headset System, System

### References

- User Manual
- SYNCO

Search:

e.g. whirlpool wrf535swhz

▶ B0CQM4FKL3, B0CZDFQ78J, B0DJ25D8XG, Headset System, Intercom Headset System, SYNCO, System, Wireless Intercom Headset System, XTALK X2, XTALK X2 Wireless Intercom Headset System

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