



PACKTALK CUSTOM

UPGRADABLE MESH COMMUNICATOR

REVIEW GUIDE

GREETINGS FROM CARDO!

Thank you for your time and interest in Cardo Systems. We are happy to introduce our new PACKTALK CUSTOM, the world's first customizable communicator.



PACKTALK CUSTOM offers a top-end yet affordable communicator that is fitted with all the essentials you know and love from Cardo. Powered by the 2nd generation of Cardo's Dynamic Mesh Communication, with its lightning-fast pairing for a group of up to 15 riders at a range of up to 1.6km/1mi. The CUSTOM is waterproof, offers fast charging and Over-The-Air software updates.

On top of it, PACKTALK CUSTOM uniquely offers you the freedom to choose between several different feature packages. Tailor your unit as you like and pay only for the features you need. Changed your mind? You can switch between the different feature packages at any time. All of this with just a tap of a few buttons in the Cardo Connect App.

PACKTALK CUSTOM brings you a truly personalized unit that fits your own style and budget.

ABOUT [cardo](#)

Cardo Systems delivers cutting-edge Communication devices for groups in motion. Connecting motorcycle riders, outdoor enthusiasts, and adventure seekers to their phone, their music, and to each other. Cardo launched the world's first motorcycle Bluetooth-based wireless intercom headset in 2004 and has been responsible for most of the industry's innovations ever since. This includes the introduction of the first mesh-powered intercom, the first premium sound system by JBL, and the first voice-powered device, to name but a few. Cardo's products are sold in over 100 countries and are the world's leading communication devices for groups in motion.

PACKTALK CUSTOM



RIDE YOUR OWN WAY

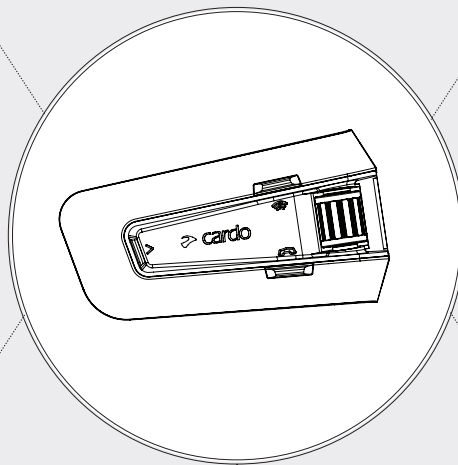
CUSTOMIZE YOUR UNIT AND PAY ONLY FOR THE FEATURES YOU NEED

BASIC FEATURES



**DYNAMIC
MESH
COMMUNICATION**

Featuring our 2nd generation Dynamic Mesh Communication (DMC) with unparalleled intercom sound quality, easy pairing, and robust performance. For up to 15 riders at a range of 1.6km/1mi.



40mm HD speakers

Powerful 40mm high-definition speakers, an advanced processor will transform your ride.



**WATERPROOF
IP67**

No matter what you throw at it, your IP67 waterproof PACKTALK CUSTOM will take the beating and keep you connected. Rain, shine, mud, dust or snow.



OVER THE AIR SOFTWARE UPDATES

Keeping your unit up-to-date has never been so easy. Use your Cardo Connect App to download and install latest software directly to your PACKTALK CUSTOM. No cables needed.



**PAY PER
FEATURE**

Customize the features of your PACKTALK CUSTOM and pay only for the features you need.





PAY PER FEATURE



Activate your unit

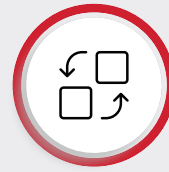
1. Download Cardo Connect App
2. Sign Up
3. Pair your mobile phone
4. Activate your Unit

Start riding or



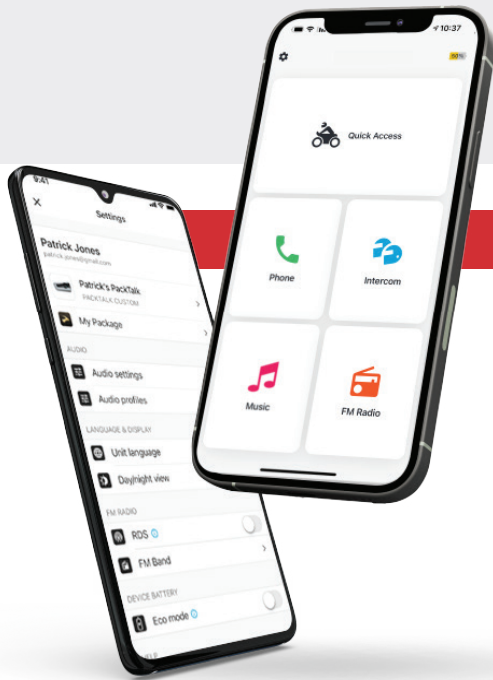
Customize with Pay-Per-Feature

1. "Get started" on the Pay Per Features screen or go to the Settings menu.
2. Choose your favorite package
3. Select the period "Monthly" or "Yearly"
4. Click on "Try free" and unlock Package
5. Pay with Apple Pay or Google Pay
6. Update your Unit



Change your Mind at any time

1. Go to settings
2. Click on "My Package"
3. Click on "Manage Package"
4. "Update your Package or "Change Package"
5. Pay with Apple Pay or Google Pay
6. Update your unit



CHOOSE YOUR PACKAGE FOR A MONTHLY OR YEARLY PERIOD

SILVER

Start your CUSTOM journey with an upgraded audio and music experience. Choose your preferred sound profile, share your favorite soundtracks with your pillion, and assign a quick dial number for home, family, or friends.

- ✓ Music Sharing
- ✓ 3 Audio Profiles
- ✓ Speed Dial

GOLD

With added Bluetooth support, Gold package allows you to connect with any other Bluetooth intercom system of any brand, including bridging a Bluetooth pillion to the Mesh Intercom. Additionally, the package enables a 2nd device connection such as GPS, TFT or a 2nd phone.

- ✓ Universal Bluetooth Intercom
- ✓ Bluetooth bridge
- ✓ 2nd Device Connection
- ✓ Music Sharing
- ✓ 3 Audio Profiles
- ✓ Speed Dial

PLATINUM

Like your Custom "All included"? This top of the line package brings in Cardo's Natural Voice Operation and an all-new Eco Mode. Activating your unit by voice, rids you from the need to ever press a button again. Just say "Hey, Cardo!" and tell it what you want. Your PACKTALK CUSTOM will do the rest. Need more battery time? Activate Eco Mode for up to 20% longer operation.

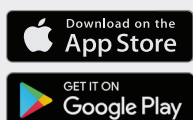
- ✓ Voice Commands
- ✓ Eco Mode
- ✓ Universal Bluetooth Intercom
- ✓ Bluetooth bridge
- ✓ 2nd Device Connection
- ✓ Music Sharing
- ✓ 3 Audio Profiles
- ✓ Speed Dial

PACKTALK CUSTOM

TOP TIPS TO TEST THE PACKTALK CUSTOM

ACTIVATE YOUR UNIT

Download Cardo Connect App and sign up. If you have an account already, sign in. Now you can pair your mobile phone with your PACKTALK CUSTOM and activate your unit.



UPGRADE YOUR UNIT

In the Cardo Connect App, follow the on-screen instructions to choose a set of features and upgrade your unit.

GET STARTED

On the Pay-Per-Feature screen, tap “Get Started”, and then “Choose a Package”. Scroll down the screen to discover the different package offerings. Tap “down” to make sure you view all the features in each package.

UNLOCK PACKAGE

Choose the Platinum package, that will enable you to test free all the available features, for one month. Tap “Try Free and Unlock”, and confirm, with the App Store or with the Google Play Store. Your unit should remain connected while your features are being updated.

- > Your unit is immediately upgraded with the set of features you chose.
- > You can cancel your package until the day before the end of the free trial.
- > A tutorial will pop up on your new features we recommend watching.
- > Make sure to update your unit with the latest software, with the Cardo Connect App. The software update is Over-The-Air.

REVIEW YOUR PACKAGE

You can find your current package in the Settings of the Cardo Connect App. Tap “My Package” to review the list of the available features and your next payment date. Watch a tutorial by tapping the question mark at the top right of your screen.

CHANGE YOUR MIND AT ANY TIME

You can switch between packages and subscriptions or cancel them at any time you want.

On your settings screen:

- > Select “My Package”
- > Tap “Manage Package”.

SWITCH BETWEEN MONTHLY OR YEARLY PLAN

Tap the “Update my Package” button.

DOWNGRADE PACKAGE

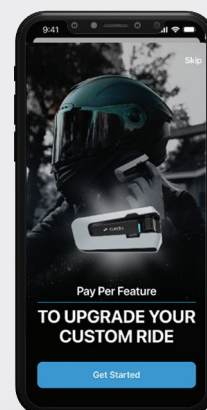
- > Choose the package you like
- > Select the “Monthly” or “Yearly” plan
- > Tap “Unlock Package”
- > Confirm the updated payment with App Store or Google Play.
- > You can continue using your current package until the end of subscription, and the new package and payment will start from that date.

UPGRADE PACKAGE

- > Choose the package you like
- > Select the “Monthly” or “Yearly” plan
- > Tap “Unlock Package”
- > Your unit is immediately updated.
- > You can take the quick tutorial on your new features and start riding.

CANCEL PACKAGE

- > Choose “Cancel my Subscription”
- > Confirm your cancellation on the store screen you were directed to.
- > At the bottom of the screen, you can see until when features of your old package are still available. You can continue using your current package during this period.



PACKTALK CUSTOM

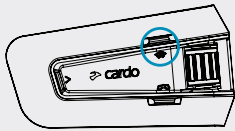
TOP TIPS TO TEST THE PACKTALK CUSTOM

OVER-THE-AIR SOFTWARE UPDATE

After activating your unit, follow the on-screen instructions on Cardo Connect App to update the Software.

EASY & FAST PAIRING

Press only one button to pair any PACKTALK to the DMC group. No administrator is needed, any rider can join the group by pressing the intercom button. The pairing is lightning fast.



Press for  Rapid Flash 

INTERCOM AUDIO QUALITY

Experience crystal clear wideband intercom. Also test it in a situation of wind or with the boom microphone on a jet helmet, to appreciate the noise filtering capability of the microphone.

PARALLEL AUDIO STREAMING AND MUSIC SHARING

Listen to music in parallel with intercom. In addition, the personal music source can also be shared with a pillion, the activation of this option is easy via the Cardo Connect app.

FAST CHARGING

To experience fast charging, first drain your battery, then connect your unit with the USB-C cable to any power socket. After 20 minutes, you will have 2 hours of talk time available.



PACKTALK CUSTOM

Specs.

General

Compatibility

Universal

Operating Temperature

-20°C to 55°C / -4°F to 131°F

IP67 Waterproof

FM Radio

Operating frequencies 76-108 MHz

RDS - Radio Data systems

6 preset station memory

Software Updates

Over-The-Air updates

Device Settings

Cardo Connect App

Dimensions

Main unit

Height: 46mm | Length: 84mm

Depth: 23mm | Weight: 47g

Speakers

Diameter: 40mm

Depth: 10mm

Connectivity

2nd gen Dynamic Mesh Communication

Bluetooth® 5.2

• 1 channel for mobile phone, GPS and TFT

• PPF*: 2nd channel for mobile phone, GPS and Cross-Brand Connectivity

Audio

40mm HD Speakers

HD Audio profiles

Automatic volume control

Intercom

2nd gen DMC intercom

Group size: up to 15 riders

Rider to Rider Range: up to 1.6km / 1mi

DMC group range can extend up to 8km/5.0m

between a minimum of 6 riders

PPF*: Auto-reconnect, HD Live Bluetooth® Intercom

PPF*: Universal Bluetooth® intercom

PPF*: Bluetooth® group range can extend up to 5km between 4 riders

User interface

PPF*: Natural Voice Operation

Multilingual status announcements

Battery

Talk time

13 hours

Charging time

up to 2 hours

Fast charging

2 hours talk time after 20 min charge

Standby time

10 days

Certifications

CE

TELEC

FCC / IC

UKCA

SIG BT

Code

PACKTALK CUSTOM – SINGLE

P/N: PTC00001 | EAN: 0828831843449

*PPF = Pay Per Feature

	SPIRIT	SPIRIT HD	FREECOM 2x	FREECOM 4x	PACKTALK CUSTOM	PACKTALK SLIM	PACKTALK NEO	PACKTALK EDGE
Riders	1-2 riders	1-2 riders	1-2 riders	1-4 riders	1-15 riders	1-15 riders	1-15 riders	1-15 riders
Range (km/mi)	400m / 0.25mi	600m / 0.4mi	800m / 0.5mi	1.2km / 0.75mi	1.6km / 1mi	1.2 km / 0.75 mi	1.6km / 1mi	1.6km / 1mi
FM radio		●	●	●	●	●	●	●
Speakers	32mm	40mm HD	40mm JBL	40mm JBL	40mm HD	40mm JBL	40mm JBL	40mm JBL
Control wheel			●	●	●		●	●
Intercom	Regular Bluetooth®	HD Bluetooth®	Live Bluetooth® intercom	Live Bluetooth® intercom	2 nd gen DMC	DMC	2 nd gen DMC	2 nd gen DMC
Natural Voice Operation				●	Pay-Per-Feature	●	●	●
Air Mount								●
Charge while riding	●	●	●	●		●		●
Warranty	2 years	2 years	2 years	2 years	2 years	2 years	2 years	3 years

AVAILABLE ACCESSORIES:



PACKTALK CUSTOM/NEO 2nd Helmet Kit JBL



PACKTALK CUSTOM/NEO 2nd Helmet Kit



PACKTALK Half Helmet Kit



JBL 45mm Audio Set

PACKTALK CUSTOM

FAQ

What is the difference between PACKTALK CUSTOM & PACKTALK NEO?

Unlike the more expensive PACKTALK NEO, PACKTALK CUSTOM comes only with a basic subset of essential features and replaces NEO's JBL speakers and sound system with the Cardo standard 40mm HD speakers. Unlike the NEO, PACKTALK CUSTOM can be upgraded and customized with additional features such as Bluetooth Intercom, Natural Voice Operation, music sharing, second device connection, Eco-Mode, and others, by subscribing to monthly or yearly packages. When fully upgraded, the PACKTALK CUSTOM is similar in functionality to the NEO, minus the JBL sound system and speakers.

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What is the difference between PACKTALK CUSTOM & FREECOM 4X?

FREECOM 4X is a fully featured Bluetooth communicator, whereas PACKTALK CUSTOM is a Mesh communicator with a basic subset of essential features. PACKTALK Custom can be upgraded and customized with additional features such as Bluetooth Intercom, Natural Voice Operation, music sharing, second device connection, Eco-Mode, and others, by subscribing to monthly or yearly packages. Unlike FREECOM 4X which offers Sound by JBL, PACKTALK CUSTOM comes with Cardo's standard 40mm HD speakers.

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Can I use my unit in the rain?

The PACKTALK CUSTOM is IP67 waterproof. This means you can ride in the rain without a worry, and still enjoy great communication.

How can I update my unit?

No need for a cable, Wi-Fi dongles, or a laptop. The software update is done Over-The-Air, directly from your mobile phone. Just download the Cardo Connect App to your smartphone, go to Settings, select your unit, and then click on the latest available software update. Updating your Cardo unit with the latest software will ensure your communicator is free from bugs and contains all the latest features and functionality. We recommend updating your unit before using it for the first time and then keep on checking for new releases periodically.

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Does the PACKTALK CUSTOM connect to other Cardo units (PACKTALK, FREECOM, Spirit)?

PACKTALK CUSTOM is fully compatible with all Cardo DMC units. If you subscribe to the Gold or the Platinum package, you can also connect to all Cardo Bluetooth units using either regular Bluetooth or Live Intercom (Freecom X).

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Can PACKTALK CUSTOM pair with any other Bluetooth Intercom system?

With the Gold or Platinum Package, your PACKTALK CUSTOM will support Bluetooth Intercom connectivity. It will pair with any other Bluetooth communication system by Cardo or by other leading brands.

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What warranty does Cardo offer?

Cardo offers a 2-year warranty for PACKTALK CUSTOM, starting from the date of purchase. Our warranty covers product failures as detailed in the warranty document. Please keep your proof of purchase to claim your warranty.

PACKTALK CUSTOM

FAQ

Can I use other PACKTALK accessories with PACKTALK CUSTOM?

PACKTALK CUSTOM is compatible with the PACKTALK NEO accessories: 2nd helmet kit Sound by JBL, 2nd helmet kit 40mm HD. They both have a unique clickable cradle that is not compatible with other Cardo products. Non-cradle accessories, such as microphones and speakers are all fully compatible with PACKTALK CUSTOM.

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PAY-PER-FEATURES

Can I have a trial period?

Yes, the Platinum package is open for a free one month of use according to the terms appearing in the Cardo Connect App. Simply select "Free Trial" in the subscription screen. You can cancel it at any moment during this period. After the free trial period has ended, you will be charged automatically by month, or opt to cancel or choose a different package at any time.

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How can I purchase a package?

In "Settings", go to "Unlock All Features", choose your favorite package, select the subscription period, and proceed to payment via the App Store or Google Play Store. Your unit is immediately upgraded, you can start riding!

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How do I pay for my subscription?

You can pay either via the App Store or via Google Play Store. Packages automatically renew at the end of the subscription period.

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Will my package renew automatically?

Packages automatically renew at the end of the subscription period.

Can I subscribe at any moment?

You absolutely can. Use Cardo Connect App to purchase and manage your package at any moment.

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Are all features available for usage from the moment of purchase?

Yes, they absolutely are. Once you choose a package and complete the payment process, you will receive a notification indicating that your unit has been updated with the features you chose and a tutorial on how to use your new features will be available.

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How can I modify my Package or the subscription plan?

You can modify your package at any time in "Settings" of the Cardo Connect App. Choose "My Package" and manage your subscription plan, change, or cancel package. If you upgrade your unit, your new package will be active immediately and the remainder of your previous subscription will be refunded. If you downgrade, the current package will be active until the end of the subscription period, and the new package will start just after.

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Can I cancel my package?

You can cancel your package at any time via your App Store or Google Play Store settings.

You can also go to "My Package" in the Cardo Connect App Settings. In "Manage Package", choose to cancel your package and you will be redirected to your store settings to complete the cancellation.

You should cancel your subscription at least one day before its renewal date. You will not receive a refund for the remainder of your current subscription. The package features will remain available until the next payment date.