

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.

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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.