

## **Xtalk XMax**

### **Full Duplex Wireless Intercom Headset System**

User Manual

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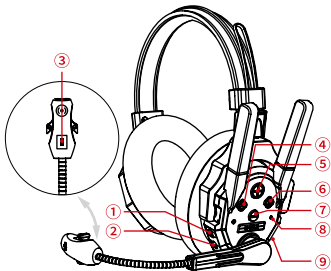
Thank you for choosing SYNCO product. Please read this manual carefully before use and follow all instructions mentioned herein.

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## Product Introduction

- ① 3.5mm Mic In Port
- ② Power On/Off Toggle
- ③ Microphone Status Indicator
- ④ Button A
- ⑤ Volume + & Headset Settings Verification button
- ⑥ Button B
- ⑦ Volume -
- ⑧ Master/LV.1/LV.2 Indicator
- ⑨ Type-C Port



## Button Function

### Button A



Pairing/Unpairing

Set as the Master/Level 1/Level 2

### Button B



Noise Cancellation on/off

Turn on the Dominant Mode(Only For Master)

Pair with nearby Level 1(Only For Level 2)

### Volume +



Volume Up

Indicate whether the headset is Master, Level 1, or Level 2

## Volume –



Volume Down

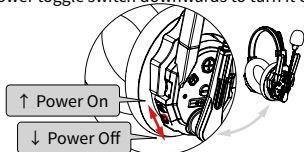
Switch among Boost Mode 1/2/3(Only For Master)

## Operations

### 1. Power On/ Off

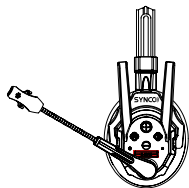
**Power On:** Push the power toggle switch upwards to turn it on.

**Power Off:** Push the power toggle switch downwards to turn it off.

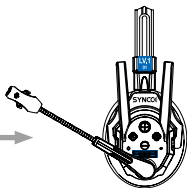


\* Products are pre-paired from the factory (except X1) and ready to use.

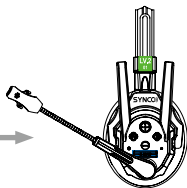
\* To ensure a successful auto-reconnect, please turn on the headsets in the sequence of Master → Level 1 → Level 2.



Turn on the Master  
(The red-labeled headset  
is set as the default Master  
from the factory)



Turn on the Level 1  
(The blue-labeled headset  
with LV.1 sticker is set as  
the default Level 1 from the  
factory)



Turn on the Level 2  
(The blue-labeled headset  
with LV.2 sticker is set as  
the default Level 2 from the  
factory)

## 2. Master/Level 1/Level 2 Settings

All headsets can be set as: Master/Level 1/Level 2

### Set as Master:

Long press the button A, release after the 2nd "Beep" sound and hear "Master Mode".  
Indicator: red.



### Set as Level 1:

Long press the button A, release after the 3rd "Beep" sound and hear "Level 1 Pairing".  
Indicator: blue.



### Set as Level 2:

Long press the button A, release after the 4th "Beep" sound and hear "Level 2 Pairing".  
Indicator: green.



### 3. Pairing/Unpairing

You can pair the headsets via SYNCO EasyGo software.

Download link: <https://www.syncoaudio.com/pages/synco-xtalk-easygo>

User guide: <https://youtu.be/PmjeSV-5xzI>

Or pair them by manual.

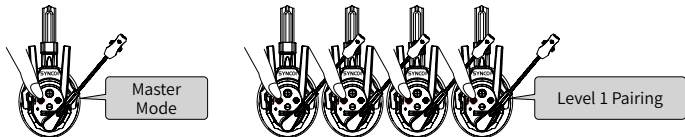
#### Manual Pairing

\* The Xtalk Max headset can be paired with all versions of Xtalk headset.

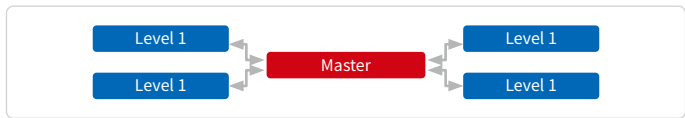
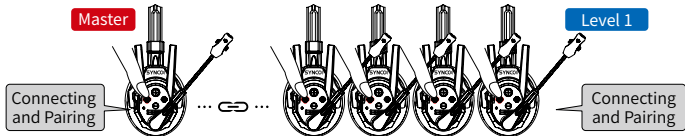
\* It supports group connections with up to 13 people.

#### 3.1 If Pair ≤ 5 headsets

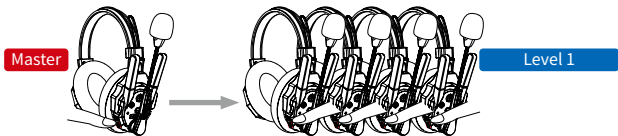
1) Set a Master and 1~4 Level 1.



2) Long press the button A on all headsets in 1 min, release after the 1st "Beep" sound, and hear "Connecting and Pairing".

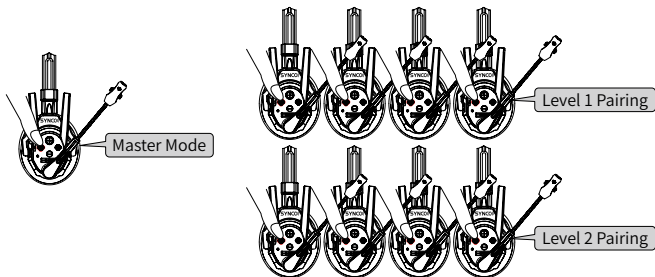


3) Restart all headsets to use.

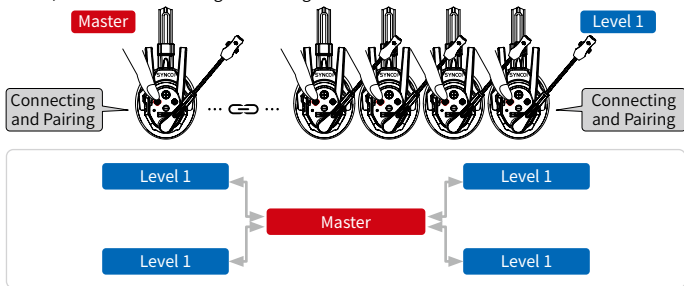


### 3.2 If Pair 6~13 headsets

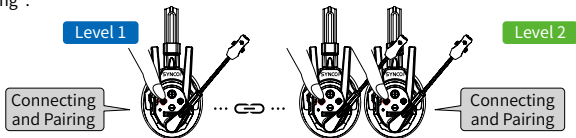
1) Set a Master, 4 Level 1 and 1~8 Level 2.



2) Long press the button A on Master and 4 Level 1 in 1 min, release after the 1st "Beep" sound, and hear "Connecting and Pairing".



3) After finishing pairing then restart the Master and 4 Level 1, long press the button A on Level 1 and level 2 in 1 min, release after the 1st "Beep" sound, and hear "Connecting and Pairing".

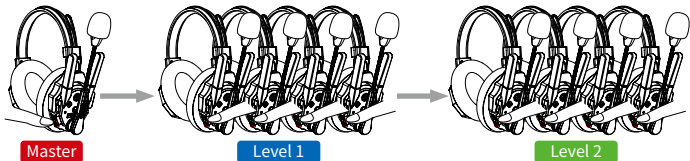




\* A Master can connect up to 4 Level 1, and a Level 1 can connect up to 2 Level 2.

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

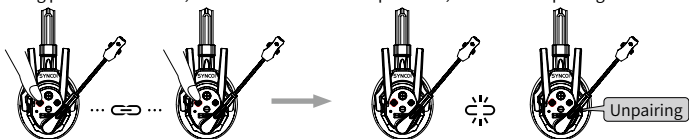
4) Restart all headsets to use. ( Turn them on in the sequence of Master → Level 1 → Level 2.)



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

### 3.3 Unpairing

Long press the button A, release after the 1st "Beep" sound, and hear "Unpairing".



## 4. Group Management

You can divide an Xtalk system into independent groups or merge multiple groups into one single group.

### 4.1 Divide Into Groups

- 1) Set the required number of Master based on the planned group count (see 2. Master Settings).
- 2) Set the Level 1/Level 2 for each group (see 2. Level 1/Level 2 Settings ).
- 3) Pair and restart each group one by one (see 3. Pairing/Unpairing).

#### **EG.** Divide XMax5 into 2 groups: 2-Person Group & 3-Person Group

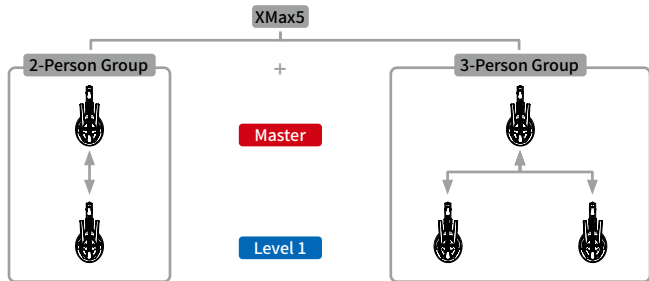
- 1) Set 2 Masters and 4 Level 1.
- 2) Pairing (\* Please pair and restart each group before pairing the next.).

#### 2-Person Group:

Long press the button A on a Master and a Level 1, release after the 1st "Beep" sound and hear "Pairing Succeed" then restart the headsets. (Power On Sequence: Master → Level 1)

#### 3-Person Group:

Long press the button A on a Master and 2 Level 1, release after the 1st "Beep" sound and hear "Pairing Succeed" then restart the headsets. (Power On Sequence: Master → Level 1)



**EG.** Divide XMax9 into 2 groups: 2-Person Group & 7-Person Group

1) Set 2 Masters, 5 Level 1, and 2 Level 2.

2) Pairing (\* Please pair and restart each group before pairing the next.).

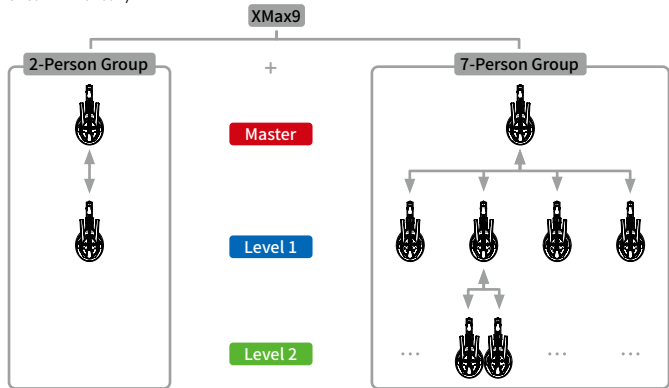
**2-Person Group:**

Long press the button A on a Master and a Level 1, release after the 1st "Beep" sound and hear "Connecting and Pairing", then restart the headsets. (Power On Sequence: Master → Level 1)

**7-Person Group:**

1) Pair the Master and Level 1: Long press button A on Master and Level 1, release after the first "Beep" sound and hear "Connecting and Pairing", then restart the headsets.

2) After finishing pairing then restarting the Master with Level 1, pair Level 1 with Level 2: Long press the button A on Level 1 and Level 2, release after the first "Beep" sound, and hear "Connecting and Pairing", then restart all headsets. (Power On Sequence: Master → Level 1 → Level 2)

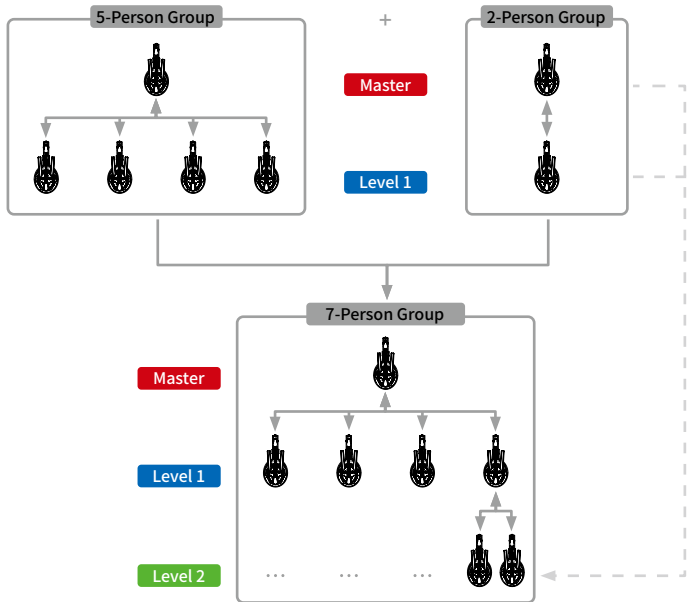


## 4.2 Combine Into One Group

- 1) Only keep one Master, and set the other headsets as Level 1 and Level 2 if needed. (See 2. Master/Level 1/Level 2 Settings).
- 2) Pair all headsets and restart (see 3. Pairing/Unpairing).

### **EG.** Combine 2 groups (A 2-Person Group and A 5 Person Group) into 1 group

- 1) Keep 1 Master, set 4 Level 1 and 6 Level 2 (See 2. Master/Level 1/Level 2 Settings).
- 2) Pair headsets in sequence: Pair Master with Level 1, then pair Level 1 with Level 2 (See 3. Pairing/Unpairing).
- 3) Restart all headsets after successfully connecting (Power on sequence: Master → Level 1 → Level 2).



## 5. Volume Settings

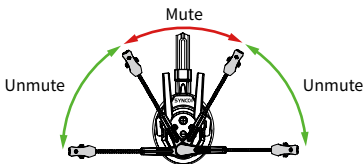
Short press the volume up/down button to increase/decrease the volume.

## 6. Noise Cancellation

Short press the B button to turn on/off the noise cancellation feature.

## 7. Mute/Unmute

Rotate the boom arm up/down (see the picture below) to mute/unmute.

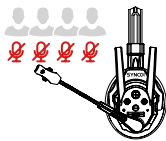


## 8. Dominant Mode

Press and hold the button B of Master to enter the dominant mode for muting other headsets. Other headsets are still available for listening and only the Master is available for speaking. Release the button B to exit dominant mode.



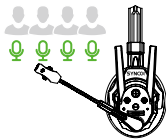
Master



Level 1/Level 2



Master



Level 1/Level 2

## 9. Boost Mode

When poor signal, switch the Boost Mode to amplify the signal, improving communication clarity and stability, and reducing interruptions and disconnections.

Long press the volume-, release after the 1st "Beep" sound to switch the mode and hear "Mode 1/Mode 2/Mode 3" .

\*The operation is only available by Master.

\* Mode 1 by default.

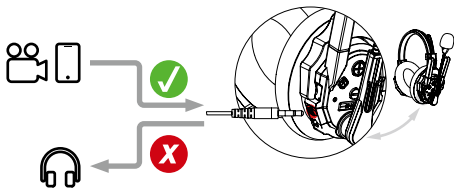
\*After changing the Mode, if Level 1/Level 2 is restarted, please pair it with the upper-level headset again to rejoin the communication group.



## 10. Real-Time Monitoring

Connect the device(Camera, Camcorder, etc.) with the Xtalk headset via 3.5mm TRS port for monitoring the audio from the device.

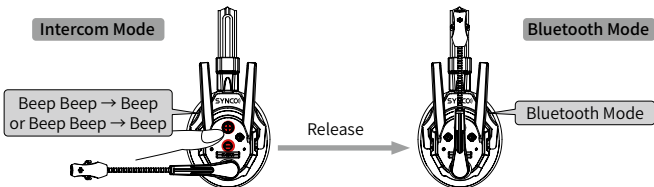
\*This port is only for monitoring and is not the outputting port.



## 11. Bluetooth Mode

### 11.1 Switch to Bluetooth Mode/Intercom Mode

Long press the button + and - simultaneously, release after hearing "Beep Beep" then "Beep" or "Beep Beep" then "Beep" to switch to Bluetooth Mode/Intercom Mode.



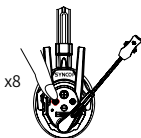
### 11.2 Bluetooth Pairing

After switching to Bluetooth mode, connect the Bluetooth "SYNCO" on your device.

\* The headset will enter the Pairing Mode after switching to Bluetooth mode. Or you can long press button A, release after the 1st "Beep" to hear "Pairing" to enter the Pairing Mode.

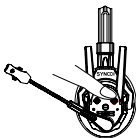
### 11.3 Unpairing

Press the button A 8 times to unpair the device.



### 11.4 Noise Cancellation

Short press the button B to turn on/off the noise cancellation feature.



## 11.5 Activate the Voice Assistant

Double press the button B to activate the voice assistant.

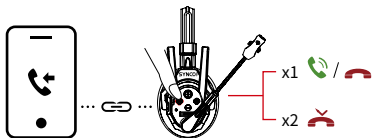


## 11.6 Call Control

### Pick Up/End/Reject the Call

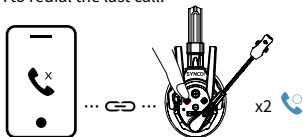
Short press the button A to pick up/end the call.

Double press the button A to reject the call.



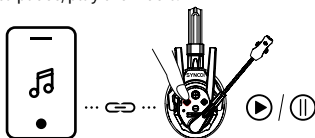
### Redial the Last Call

Double press the button A to redial the last call.



## 11.7 Music Control

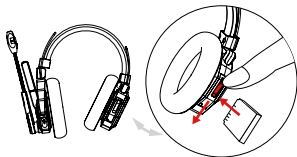
Short press the button A to pause/play the music.



## 12. Powering

### Via Replaceable Battery Power

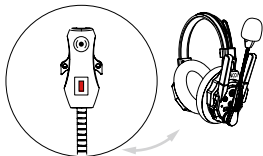
Push down the toggle of the battery case then pull the case door outward to place/remove the battery.



## 13. Indicator Light Status

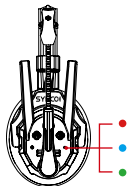
### Microphone Status Indicator

Green Light Steady	Connection Successful
Green Light Flashing Slow	Not Connected
Green/Yellow Lights Alternating	Noise Cancellation Off
Red Light Flashing Slow	Low Battery
Red Light Steady	Charging



### Master/LV.1/LV.2 Indicator

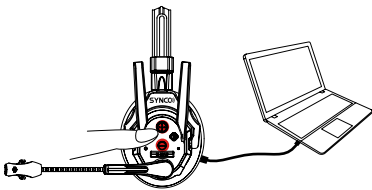
Red Light Steady	Master
Blue Light Steady	LV.1
Green Light Steady	LV.2



## 14. Firmware Update/Voice Pack Installation

**Note:** For the firmware update using EasyGo, please:

1. Switch the headset to intercom mode.
2. Open the SYNCO EasyGo and connect the headset. Click "XMAX Series" to open the XMAX firmware upgrade & voice package installation page.
3. Select the firmware package/voice package + Bluetooth voice package and click "Install" on SYNCO EasyGo and wait for the installation to complete.



If the update fails due to disconnection, please remove the cable and then reconnect to continue.

Please use a USB C cable that supports data transfer to connect it to the computer.

If the headset fails to connect, please try reversing the Type-C connector on the headset end.

## Specifications

Wireless Technology	Digital 2.4GHz
Transmission Mode	Full-Duplex
Operating Range	500m (LOS)
Frequency Band	2.4GHz
Approximate RF Sensitivity	<-90dBm
Radio Output Frequency	20dBm
Power	USB-C 5V
Battery Capacity	1050mAh Li-ion Battery
Working Time	24H
Charging Time	About 2.5H
Frequency Response	150Hz~7KHz
Signal-To-Noise Ratio	≥ 65dB
Distortion	<1 %
Microphone Type	Condenser Microphone
Max Input Sound Pressure Level	>115dBSPL
Output Sound Pressure Level	Typical 98+3dBSPL(at 94dBSPL 1KHz)
Weight	242g (Battery Included)
Temperature Range	0~+45°C (Working Status) -20~+60°C (Storage Condition)

# Packing List

## XMax1



Headset x1



Charging Cable  
x1



Carrying Bag  
x1



Rechargeable  
Battery x1



One-Ear Foam  
Cushion x1



Mic Windshield  
x1



Warranty  
Card x1

## XMax2



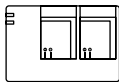
Headset x2



Charging Cable  
x1



Carrying Bag  
x2



Charging  
Station x1



One-Ear Foam  
Cushion x2



Mic Windshield  
x2



Rechargeable  
Battery x2



Warranty Card  
x1

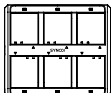
## XMax5



Headset x5



Storage Case x1



6-Slot Charging Station x1



Charging Adapter x1



Carrying Bag x5



Rechargeable Battery x5



One-Ear Foam Cushion x5



Mic Windshield x5



Data Transfer Cable x1



Warranty Card x1

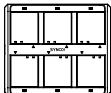
## XMax9



Headset x9



Storage Case x1



6-Slot Charging Station x2



Charging Adapter x2



Carrying Bag x9



Rechargeable Battery x9



One-Ear Foam Cushion x9



Mic Windshield x9



Data Transfer Cable x1



Warranty Card x1

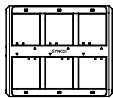
## XMax13



Headset x13



Storage Case x1



6-Slot Charging Station x2



Charging Adapter x2



Carrying Bag x13



2-Slot Charging Station x1



Rechargeable Battery x13



One-Ear Foam Cushion x13



Mic Windshield x13



Data Transfer Cable x1



Warranty Card x1

## Caring For Your SYNCO Product

- Please keep the product in a dry, clean, dust-free environment.
- Keep corrosive chemicals, liquids, and heat sources away from the product to prevent mechanical damage.
- Use only a soft and dry cloth for cleaning the product.
- Malfunction may be caused by dropping, the impact of external force.
- Do not attempt to disassemble the product. Doing so voids the warranty.
- Please have the product checked or repaired by authorized technicians if any malfunctions happen.
- Failure to follow all the instructions may result in mechanical damage.
- Warranty does not apply to human errors.

## WARRANTY

### Warranty Period

Thank you for purchasing SYNCO products.

1. Customers are entitled to free replacement or repair service in case of quality defect(s) found in the product under normal use within 30 days upon receipt of the product.

2. Original SYNCO products are entitled to 12-month limited warranty service. The warranty period begins on the date of purchase of brand new, unused products by the first end-user. Within the warranty period, if product defect or failure is attributable to material deflection or technological problem, the defective product or defective part will be repaired or replaced without charge (service and materials fee).

### **Warranty Exclusions and Limitations**


1. Faults resulted from inappropriate use of a product without following its operation specification
2. Artificial damage, e.g. crash, squeeze, scratch, or soaking
3. Modifications to a product by its user or a third party without prior written consent of SYNCO, e.g. replacement of element or circuit, label alteration
4. The code on product is inconsistent with that of warranty certificate, or the code on the product or warranty certificate is altered or torn off
5. All consumable accessory attached to a product, like cable, wind muff, battery
6. Faults as a result of force majeure, such as fire, flood, lightning, etc.


### **Warranty Claim Procedure**


1. If failure or any problem occurs to your product after purchase, please contact a local agent for assistance, or you can always contact SYNCO's customer service through email at [support@syncoaudio.com](mailto:support@syncoaudio.com).
2. Please retain your sales receipt and warranty certificate as proof of purchase. If any of these documents is missing, only sales return or chargeable service will be provided.
3. If the SYNCO product is out of the warranty coverage, the service and the parts cost will be charged.

## Guangzhou Zhiying Technology Co., Ltd

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 Room 2401, 24 / F, South Tower, Lisheng Plaza, No. 68 Huadi Avenue, Liwan District, Guangzhou, China, 510000

 support@syncoaudio.com

 www.syncoaudio.com

 <https://www.facebook.com/syncomicrophones>