

Introduction

Cardo PackTalk Edge Duo - for rider and Pillion.

I spent a long time before deciding to get a PackTalk Edge Duo, and was very clear about what I wanted my intercom to do:

- Be able to turn the headset on, and immediately be able to talk to my pillion.
- Be able to hear instructions from the satnav. Possibly, but rarely, music from the XT's MP3 player.
- Be able to receive phone calls on the move for when I am out by myself and family want to get in touch.
- To see filtered alerts on my XT screen. I rarely get texts messages - so any that come through are usually important.
- On occasions, be able to communicate in group rides.

I am not bothered about being able to give voice instructions to PackTalk or to Google. I don't use that at the best of times. For some this is important, but I don't have a use for it.

The documentation provided and available direct from Cardo is quite poor from my perspective. There is a pocket guide, and a sheet describing in small pictures and single line statements how to get the components and wires into the crash helmet. There is a manual available on line which goes into a bit more detail about the set-up of the PackTalk Edge.

It is all very straight forward -

- If you are using a phone and the Cardo;
- If the two Cardo Edges in the Duo Pack are going to be used by two riders on two bikes with two mobile phones.
- If you have a satnav that doesn't demand that it is at the centre of things.

But in my case, it is going to be used by rider and pillion, there is one mobile phone, and the Zumos do demand to be at the centre of operations in order to provide full functionality.

And the Cardos do allow all of this. But I did not find any information about it from Cardo or on the web.

So this is what I did to make it all work.

Quick Overview - Recommended to do this before installing in two helmets.

- Configure Edge 2** Make a BT connection to the Pillion Edge, name it appropriately. Use The Cardo Connect App to connect to the Pillion Edge and use it to set up the Intercom Mode (CMD) and set other parameters.
Delete the BT connection to Edge 2 from the Phone
- Configure Edge 1** Repeat the above for the Rider Edge, but this time leave the BT connection intact.
- Create a Group** Set up a new group using the Connection button on Edge 1. Within a minute use the connection button on Edge 2 to join the group. Progress can be monitored on the Connection App.
Delete the BT connection to Edge 2 from the phone. Turn off both Edges.
- Link XT & Edge 1** Use BT to connect the XT as the second phone on Edge 1. Not a GPS. Shows on XT as Media and Headset.
- Pair Phone Edge 1** Make a BT connection between Edge 1 and Phone 1. On Phone disable Calls, but allow audio.
- Link Phone to XT** Use BT to connect the Phone 2 to the XT. When complete, XT shows phone as Phone, Drive and Media. Edge 1 is shown as headset and media

Break the pairing between the Phone and the Edge2. This is important, otherwise the phone is connected as a phone to two devices. It will either not work, or as soon as a call is established, it will hang up.

I attempted to make the rider-pillion connection by BlueTooth, and although I succeeded in achieving this, I couldn't get it to retain the connection once the units had been turned off and then on again. It made more sense to create a group of two using the CDM system.

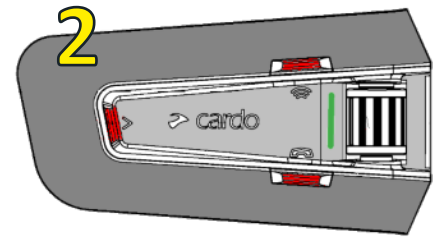
Note that my examples are using an Android Phone. I do not have an iOS phone on which I can check these steps.

Install the Cardo Connect App on the Smartphone

The blurb doesn't say that you need a Smartphone !

Nor does it mention an email address. I also found that I needed a computer - but I tend not to use my phone as a computer substitute.

Without them, you cannot set up the App, and without the App, you cannot configure the PT Edge.



Configure Edge 2

Connect Your Phone by BlueTooth to the Cardo Edge for the Pillion - "PT Edge 2"

This is just to set it up initially. It may be that it is set up to work out of the box, but it doesn't say so, and it certainly wasn't set up to do what I wanted it to do.

Put the PT Edge 2 in its cradle, connect a mic and the headphones.

Make sure PT Edge 1 is OFF - Hold down Left and Lower Button for 2 Seconds.

Turn on PT Edge 2 - Hold down the left button for 2 seconds.

Android Phone: Settings→Connections→Bluetooth→Scan

PT Edge 2 → Connect to Phone - Hold down the lower button for 5 seconds - earphone confirms - 3 beeps and a Pairing message.

'PT EDGE' Appears in list on phone - select to Pair - Pairing should be for Calls and Audio.

Rename the device on your phone - **Gear Icon / Rename**. Mine is **BT Phone 2**.

Turn off PT Edge 2 - Hold down left and lower buttons for 2 seconds. 3 beeps. Unit confirms with spoken battery status.

Wait and turn on again. (Left Button, 2 Seconds). Check that BT reconnects OK

Phone: Load the Cardo Connect App. Select Pair when requested.

The phone may bog down inside a utility to guide you through pairing. I found this irritating and confusing. Not least because the App didn't recognise the pairing immediately. If it does this, close the App down - swipe it off the screen, and reload it. It should find the connection quickly, and ask to pair. It says that PT EDGE is connected. and then displays the screen on the right.

Phone: Note that it calls the Cardo Packtalk - 'PT EDGE'. We need to change this.

Cardo Connect App: Click on the Gear Icon, top left. Click on the name PT EDGE. Click on the '>' alongside 'Unit Name'. Change the current name 'PT EDGE' to (eg) '**Pillion Edge 2**'. Click '**Save**' and go back to the settings screen.

The Settings Screen has a few other things that you may want to configure. Maybe for later. You may need to reset, which will lose your settings.

Audio Settings has options for the Volume. You may want to select 'Automatic adjust for background noise' for example, and change the microphone sensitivity.

Back at the main screen with the 5 large buttons. Press the blue helmet 'Intercom' Button. At the top of the next screen are two headings: 'DMC' and 'BLUETOOTH'. Make sure that **DMC** is underlined. If it isn't, click on it. It will tell you that you haven't created any groups yet. Ignore that - you just need to set the Edge to DMC mode rather than to Bluetooth.

Note that the Cardo Connect App now refers to this unit as **Pillion Edge 2**. It helps you to identify which Packtalk Edge is connected to the App when you make the changes. Having the other Edge turned off is another way.

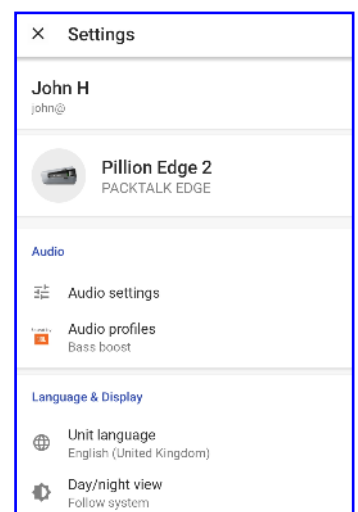
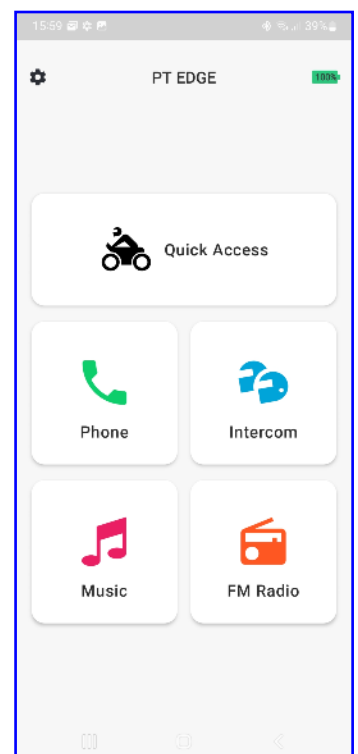
We have finished with this for now.

Close down the App on the phone. (Swipe it off the screen)

Turn off the Pillion Edge 2. (Front and lower buttons, 2 seconds, 3 beeps)

Wait a few seconds to allow the phone's BT to disconnect.

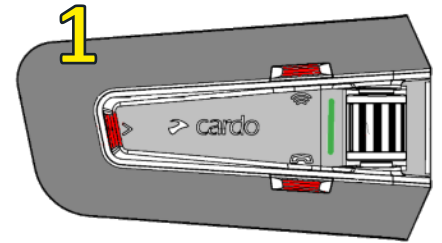
Unpair Pillion Edge 2 from your phone.



Repeat the process for PT Edge 1

It is almost the same, but not quite.

So although this text looks identical, it has a few important modifications.



Configure Edge 1

Connect Phone by BT to PT Edge 1

This is just to set it up initially. It may be that it is set up to work out of the box, but it doesn't say so, and it certainly wasn't set up to do what I wanted it to do.

Put the PT Edge 1 in its cradle, connect a mic and the headphones.

Make sure PT Edge 2 is OFF - (Hold down Left and Lower Button for 2 Seconds.)

Turn on PT Edge 1 - Hold down the left button for 2 seconds.

Android Phone: Settings→Connections→Bluetooth→Scan

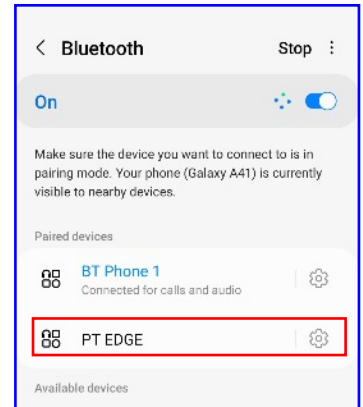
PT Edge 1 → Connect to Phone - Hold down the lower button for 5 seconds - earphone gives 3 beeps and confirms pairing.

'PT EDGE' Appears on phone - select to Pair - Pairing should be for Calls and Audio.

If this fails - it may be because the phone still has the previous PT EDGE in its list. Make sure that you select the PT EDGE which has just been discovered.

(This is why we rename the BT connection).

Rename the device on your phone - **Gear Icon / Rename**. Mine is **BT Phone 1**.



The PT EDGE connection here is a rogue. It no longer exists.

Turn off PT Edge 1 - Hold down left and lower buttons for 2 seconds, 3 beeps.

Unit confirms with spoken battery status.

Wait and turn on again. (Left Button, 2 Seconds) BT re-connects automatically.

Phone: Load the Cardo Connect App. Select Pair when requested.

If the App was already loaded, then close it down now and restart it.

The phone may bog - see what to do on the previous page. It should find the connection quickly, and ask to pair. It says that PACKTALK EDGE is connected. and then displays the screen with 5 large buttons (see prev page).

Phone: Note that App calls the Cardo Packtalk - 'PT EDGE'. We need to change this.

Cardo Connect App: Click on the Gear Icon, top left. Click the name, and then click the '>' alongside 'Unit Name'. Put the cursor where the current name 'PT EDGE' is and enter a different Name.

I am renaming it to '**Rider Edge 1**'. Click '**Save**' and back out of this screen to the settings.

Note that the 'Unit Settings' screen which shows the Unit Name, the software version and the Serial Number - also has an option to Reset to Factory Settings. I found this more reliable than holding down all 3 buttons for 10 seconds.

The Settings Screen has a few things that you may want to configure.

Audio Settings has options for the Volume. You may want to turn on the automatic adjust for Background noise for example, and change the microphone sensitivity. Maybe for later. You may need to reset the Edge.

Back at the main screen with the 5 large buttons. Press the blue helmet 'Intercom' Button. At the top of the next screen are two headings: 'DMC' and 'BLUETOOTH'. Make sure that DMC is underlined. If it isn't, click on it. It will tell you that You havne't created any groups yet. Get Connected and a button at the bottom to tell you to Start Grouping ! Don't do anything after selecting DMC - that is for the next section. Just make sure that DMC is selected.

Close down the Cardo Connect App (Swipe it off the screen)

Turn off the Packtalk Edge 1. (left, lower buttons, 2 secs, 3 bips, Battery Status Message)

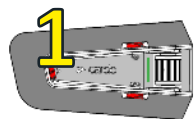
So we have now established a connection via BT with **both** of the PT Edge devices to the same phone. This was purely so that we can use the Cardo App in order to configure each Edge. But it was important to:

1. Turn on only the Cardo Edge that we wished to work with. Turn the other Off.
2. Close down the Cardo Connect App on the phone. Wait a few seconds , and then reload it.
3. Check the Packtalk Edge name before making changes. If it is not correct, start from #1 in this 3 item list !

Create a Group For Rider and Pillion

This can be achieved using the Connect App on the smartphone - but the following method is much easier.

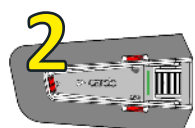
For a group, one member is the admin, the others are members. I want Rider Edge 1 to be the admin - this is the unit that will be fixed to my Helmet. I am more likely to make life more difficult by joining other groups without my pillion. So I need to be the one to reinstate it as it was - without my pillion having to do anything.



Turn on Rider Edge 1 - Left button, 2 secs.

Select Group Mode - Top Button, 5 secs, 3 bips.

Rider Edge 1 will say 'Grouping Initiated' and then repeatedly 'Searching for Group'. It is waiting for other Edge units to do the same thing. The LED will red and green alternately. If no units are found within 1 minute, it reports 'Grouping Failed'.



Turn on Pillion Edge 2 - Left button, 2 secs

Select Group Mode. Top Button, 5 secs, 3 bips. This can be done any time AFTER Rider Edge 1 starts to say 'Searching for Group', but before it gives up searching - which will be after 1 minute.

Pillion Edge 2 will say 'Grouping Succeeded' - it may take a little while, but mine connected almost immediately. Rider Edge 1 will continue to say 'Searching for Group' - looking for other Packtalk Units that may want to join the group.

That is it - for linking the two Cardos together for Rider and Pillion !

Test for Sound being broadcast

Scratch the mic of one unit, the sound will be heard in the earphones of the other unit. And vice versa. (There is a brief delay between the sound created and the sound in the earphone. Because of this, the person speaking does not get to hear their own voice.

2nd Test for retaining of connection

Turn both Rider and Pillion Edges off. (left and lower buttons, 2 secs). Wait a few seconds.

Turn both Rider and Pillion Edges on (left button, 2 secs).

Both units will say 'One group member connected', and the communication between the two units will start up without any further button pressing.

Emergency Plan

If for some reason the group function doesn't connect as expected, the quickest way to sort this out is to create a brand new group. This is easier than it sounds. Turn both units on, and then both rider and pillion press the top button for three seconds - at around the same time. This will create a brand new group, to which both units are a member. One will be admin, but it is impossible to predict which. That is not a problem with just two edges paired, but it makes it difficult if there are more than this, or someone wants to join later - as the admin of the group has to initiate the pairing - and if you don't know who that is

But for just rider and pillion, this doesn't matter. The problem that caused the issue can be sorted out later with the Cardo Connect App. This quick method just joins together anyone who presses their button in a new group.

The Mute 'Gotcha'

It is possible to mute the group activity, by pressing the roller wheel for 2 seconds. So be careful if you are attempting to adjust the volume with the wheel. In a Rider Pillion system, neither can talk neither can hear the other. So if you have muted mic and speakers, it is up to you to put them back again.

The Speakers sound a note and then different 3 notes when you have pressed the volume wheel for 2 seconds. It is best to listen to it so that you know.

Single Note — then up-down-down (A-G-E): for muting *Think of the three notes used for "Walking in the Air - AAGGE"*

Single Note — then up-down-up for (A-E-G): for unmuting.

This process will seem illogical to you. But it MUST be carried out in this order.

Unpair your Phone from both Edges.

This is important. We paired the phone with each Edge one at a time, so that we could use the Cardo Control App on the phone with the appropriate Packtalk Edge. And we needed that to set up each Edge. We no longer need to use the App. And we do not want either Edge to pair with the phone while we are doing this next bit.

So remove both Bluetooth connections to the Edges from your phone. (Forget / Unpair / Delete / Whatever). When you turn on either Edge, it must not be allowed to pair with your phone.

Pair your Phone with Edge 1 (to use 'Hey Google', not to make phone calls)

- **Rider Edge 1:** Press the lower button for 5 seconds.
- **Android Phone:**
 - Settings→Connections→Bluetooth→Scan
 - Select your Rider Edge 1 on the list to pair
 - Uncheck 'Calls'

Link the Zumo XT and Rider Edge 1

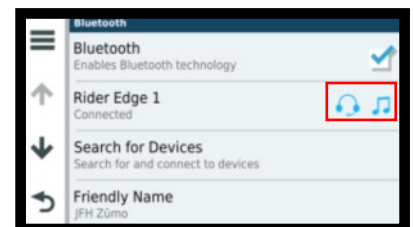
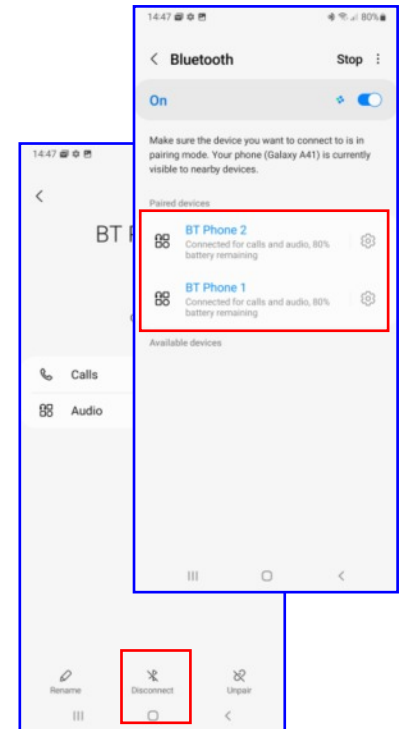
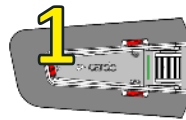
Turn your phone **OFF** and have the XT and the Rider Edge 1 **ON**

On the XT :

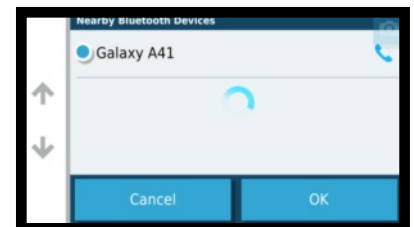
- Select **Settings→Wireless Networks→Bluetooth**
- Make sure that the Bluetooth checkbox is ticked.
- Select Search for Devices and OK.

On the Rider Edge 1 :

- Press the lower button for 5 seconds, 3 bips.
- Edge will say 'Phone Pairing'.
- Roll the volume wheel forward until the Edge says '**2nd Phone Pairing**'
This is correct - we want the Edge to treat the XT as a phone. Not as a GPS.
- Check the XT is showing Rider Edge 1, and click the circle if necessary and accept. It should show the media and the headphone icons in blue (see Pic on right). If not, click Rider Edge 1, and select Headphones and Media Audio manually. Play some sound - eg MP3 files or navigation on the XT. Make sure that it is playing through the Rider Edge 1 speakers. Pillion Edge 2 speakers should be silent if you turn on Pillion Edge 2.
- We can sort out the relative volumes later.



Rider Edge 1 - Paired with XT as a Phone

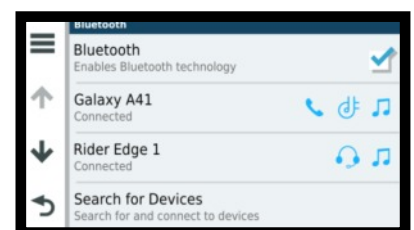


XT - Located the Phone

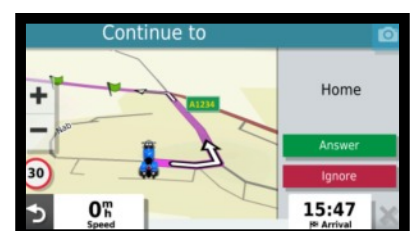
Pair your Phone with the Zumo XT : Turn the phone on again

Android Phone:.

- Settings→Connections→Bluetooth→Scan
- **Zumo XT:** Settings→Wireless Networks → Search for Devices
- Select your phone name from the XT screen.
- Select the Zumo XT from your phone
- Accept the request to pair on both devices.
- On the phone, allow Zumo to access contacts and call history.
- XT: - "Audio is detected from a BT connection". Your choice !
- Phone Bluetooth. XT = calls and contacts sharing, Rider Edge 1 = Audio
- On the Garmin Drive App, gear icon, tick options to send to the XT
- Call your mobile from another phone. Check that the message comes up on the XT Screen. Check that you can hear the conversation and that your voice is transmitted to the phone.
- Send yourself a text or an email from a different account. Don't have your phone open when it arrives. You won't see the notification if the phone is already open.



XT Correct BT connections for phone and Cardo Edge.
XT has found Garmin Drive on the phone.



XT - Incoming call when Navigating
(It answers automatically in a few secs).

Now Recharge Both of your Packtalk Edges

Setting up Cardo PackTalk Edge Duo for Rider & Pillion with a Phone and Zumo XT - jfheath

Some further Explanation and Limitations.

This solution isn't for everybody.

"Hey Google"

This set up allows Edge to transfer sound commands to your phone, while still diverting phone calls through your Zumo. However, Hey Google does not work if the screen is off or if the lock screen is on. You have to set these options on the phone itself. It is possible - at a security risk. If you do this, then Hey Google will work when you are using the Edge Intercom in your helmet.

Hey Cardo !

You would expect that - you are talking direct to the Cardo unit through the mouthpiece. Check out the list of commands that it recognises from the documentation.

You cannot hear yourself speak.

No you can't. This is a feature of Cardo. There is a delay while the received sound is processed and sent to the other unit. If you could hear yourself speak, that would be delayed too. If anything makes you sound like a drunken buffoon, it is hearing your own voice a fraction of a second late. Well, record it and find out what you sound like for yourself !

This method reconnects correctly every time you turn both units on.

Of course there will be times when it fails - like if one of you presses the buttons to connect to a group and it succeeds. Bang goes your set up.

Also if one of you presses the volume wheel for a few seconds - to mute your mic and speakers. Neither of you get to hear anything from the other person. And if it was done by accident..... well - just remember that is one place to look. But there are 4 combinations to work through Both on, Both off, 1on&2off, 2on&1off. Only one of these produces any sound.

This method does not allow the pillion to take part in a phone call.

This does not mean that it is impossible. I just haven't tried to do this. But there may be too many BT connections required for the Rider Edge. I do not know.

It would be easy to set up a separate pillion phone to the Pillion Edge. That is covered in the manual.

I haven't done that either, but the process is as described for linking the phone to Rider Edge 1.

A note about the final connections for the Rider and Edge 1

The order is important.

I am trying to make the XT to control phone calls. Not the Edge. The XT will show me who is calling, give me the opportunity to accept or cancel and let me see my call list, text messages and emails.

None of this should be done when riding of course, but stopping to make a phone call without taking off gloves and helmet is a real bonus. Providing your ignition is not on, of course.

But the Zumo has to be set up as a phone. Not as a GPS. There are three options for connected phones - Media, Headset and calls.

We need calls and headset to be handled by the Zumo

We need media to be sent to the Edge.

Setting up the XT first should be possible, but I found that setting up the phone to pair with the edge afterwards, immediately broke the connection to the XT. Setting up the Edge first grabs the media and calls options, but calls can then be removed.

Setting up the XT then grabs all three, but it doesn't remove the Edge from the list, so you can set up both devices to be connected and direct the calls away from the Edge, leaving it with Media. The XT gets the calls and the headset link.

Cardo Edge Software Updates

From <https://www.cardosystems.com/support/packtalk-edge-2/>

Release notes 3.2 -updated on our helmets 12 July 2023

Love Bluetooth brands that don't talk to each other? Neither do we! That's why the following release is one we are extremely proud of. On top of your current OBi connectivity, your device can now also seamlessly communicate with the latest generation Senas, directly via the standard Bluetooth intercom.

Forget the hassle of using Bluetooth devices of different brands. The experience will be as seamless as connecting and communicating between two devices of the same brand and won't require universal pairing on either side. Just pair, connect, and go.

Eat the cake and keep it whole! No more sacrificing the mobile connection channels, you will keep the ability to receive phone calls, and navigation instructions and listen to music or FM on either side (parallel audio is based on the support of specific models).

Please note that, just as music sharing is not supported between two different generations of Cardo products, it won't be possible to share music between different brands.

Release Notes 3.1 - Updated after purchased

Enjoy unnecessary wind noise? Neither are we! This release corrects a bug that resulted in more apparent wind noise breaking through the microphone.

* Critical bug fix for smartphones running Android 13 (Tiramisu) *

If your Android 13 smartphone has issues connecting your Cardo Communicator with the Cardo Connect mobile app, this release is for you!

The 3.1 release fixes these connection issues, but in order to download it to your phone, you'll need to choose one of the following two methods to update your unit.

Method 1 – via a non-Android 13 phone

Pair your unit to an iPhone or a non-Android 13 phone

Download and install Cardo Connect mobile app

Activate the app and follow the on-screen instructions

Method 2- via a laptop/desktop connection

connect a USB type C cable (such as the one that was supplied in the box) to a desktop or a laptop running Windows or macOS

Click [here](#) and follow the instructions