mutalk 2

Online manual

Preparation / Before Using

1. Introduction.

Thank you for choosing mutalk 2.
Please read this manual well, follow the precautions and use mutalk 2 properly and safely.
Please read "Safety Precautions" before use.

1.1 Contents

- mutalk 2 main unit   1
- USB cable   1
- Nose cover mouth pad   1
- mutalk 2 dongle   1
- Head-band   1
- Extension band   1
- Safety Precautions / Warranty   1

1.2 Names of parts

1. Power button
2. Audio output terminal
3. LED Lamp
4. Charging terminal
5. Mouthpad
6. Moisture-absorbing sponge
7. Headband hole
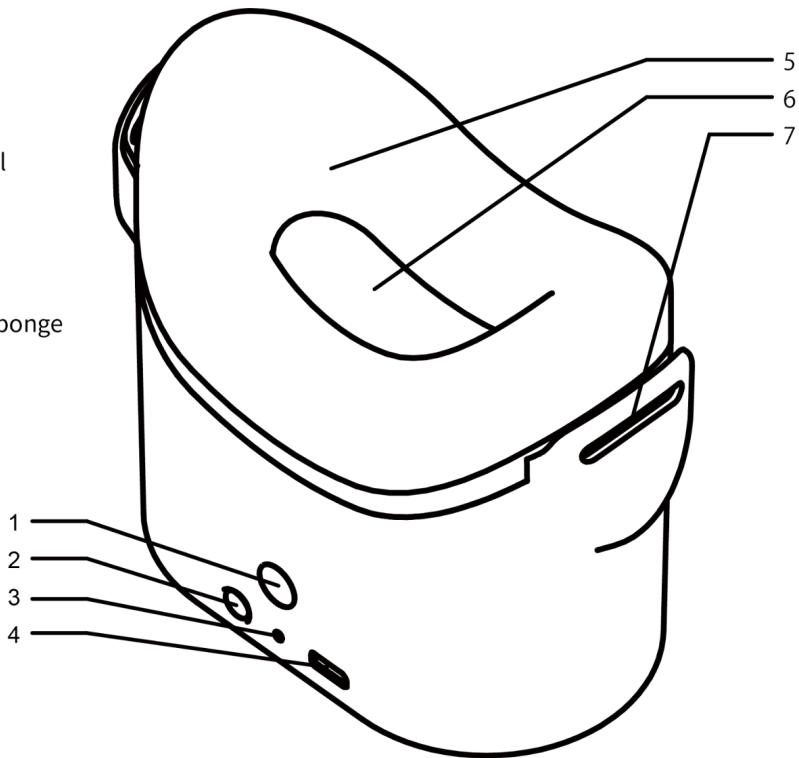
1.3 Charging

Before using the product, connect it to a PC or a commercially available USB charger to charge the battery.
☀ The battery can be charged when the room temperature is between 10°C~35°C(50℉~95℉).
☀ Do not use anything other than the supplied USB cable. If not, it may cause a trouble.

1.3.1 Charging Method

• personal computer
• USB output AC adapter

USB cable for charging
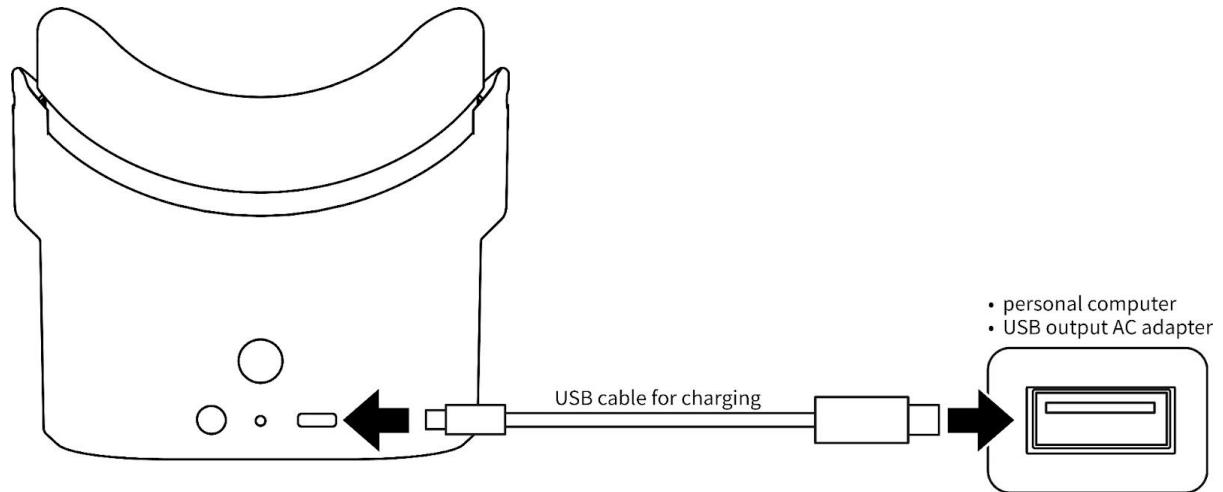
1. Charge the battery by connecting the USB terminal of the PC or a commercially available USB output AC adapter to the charging terminal of the main unit with the supplied USB cable.
2. The LED lamp lights continuously red during charging.
3. When charging is complete, the LED lamp will turn off.

☀ Make sure the USB cable is facing the right way, and plug it in and out straight, holding the plug. Inserting the cable at an angle or reversing the direction may cause deformation of the terminals, resulting in malfunction.

How to use mutalk 2

2. How to turn on/off the power

2.1 How to turn on

When the power is off, press and hold the power button on the main unit (approx. 3 seconds) to turn the power on.

- Lights up orange in the mutalk 2 dongle connection mode and green in the Bluetooth® connection mode. When the power is turned on, it enters the connection waiting state and the LED lamp blinks green every second.
- At this time, if it is possible to connect to a mutalk 2 dongle, it will automatically connect to the mutalk 2 dongle.
- If no connection is found, mutalk 2 will continue to wait for a connection. Please insert the mutalk 2 dongle into your smartphone or PC, or connect to your smartphone or PC via Bluetooth®.

2.2 How to turn off

Press and hold the power button on the main unit for about 3 seconds.
The LED light turns red for 3 seconds and the power is turned off.

3. Switching communication mode

mutalk 2 connects to a smartphone or PC via a mutalk 2 dongle or Bluetooth®. To switch to either communication mode, perform the following operation.

- Press mutalk 2's power button three times briefly.
- The LED lamp lights red for 3 seconds to turn off the power, then the mode switches and the power is turned on. At this time, the LED lamp turns orange in the mutalk 2 dongle connection mode and green in the Bluetooth® connection mode.

4. How to pairing

4.1 Connect to a paired mutalk 2 dongle.

The included mutalk 2 dongle and mutalk 2 have already been paired and shipped. To pair mutalk 2 again, please refer to "4.2 Pairing mutalk 2 to the mutalk 2 dongle for connection".

1. Turn on mutalk 2.
- In the mode that connects to the mutalk 2 dongle, the LED lamp lights up orange for 3 seconds when the power is turned on. To switch the operation mode, see "3. Switching Communication Mode.
- After turning on the power, the LED lamp blinks green every second to indicate that it is waiting for connection.

2. Connect the mutalk 2 dongle to the PC.
- Paired mutalk 2 dongle automatically connect to mutalk 2.

3. LED light flashes 3 times every 3 seconds when connection is complete.

4.2 Pair and connect with a mutalk 2 dongle.

- ☀ Switch the communication mode to the mutalk 2 dongle connection mode before performing the pairing operation.

1. With mutalk 2 turned off, press and hold the mutalk 2 power button until the LED light flashes alternately red and green.
2. Connect the mutalk 2 dongle to the PC and press and hold the button on the mutalk 2 dongle until the LED light flashes alternately white and blue.
3. When pairing is complete and the connection is established, the LED light will flash three times every three seconds.

4.3 Pair (register) and connect mutalk 2 to a Bluetooh® device such as a PC or smartphone.

To connect mutalk 2 to a smartphone or PC (hereinafter referred to as a Bluetooth device®), it is necessary to perform pairing (registration) with the Bluetooth® device in advance.

- Bluetooth® devices should be kept within approximately 1 m from mutalk 2.
- If necessary, check the instruction manual of each Bluetooth® device for pairing operations.
- ✳ Switch the communication mode to Bluetooth® connection mode before performing the pairing operation.

1. with mutalk 2 turned off, press and hold mutalk 2's power button until the LED light flashes alternately red and green.
2. Turn on the Bluetooth® device and enable the Bluetooth® function.
3. From the Bluetooth® menu of the Bluetooth® device, select the device name "mutalk 2".
4. Check the connection to the Bluetooth® device with mutalk 2.

- LED lamp alternately flashes red and green until the connection with the device is completed.
- Pairing (registration) is complete when the LED (green) flashes three times.

If the device connection is not completed within 2 minutes, the LED lamp will go out and the pairing (registration) mode with the Bluetooth® device will end.

- ✳ To pair (register) with a device again, turn the power off and on again.
- ✳ Up to 8 Bluetooth® devices can be registered to mutalk 2.
- ✳ If the maximum number of registrations is exceeded, the order in which the Bluetooth® connections are made will be overwritten from the oldest to the newest.

4.4 Connecting with registered Bluetooth® devices

1. Turn on mutalk 2.

- In the mode that connects to Bluetooth® devices, the LED lamp is green and lights up for 3 seconds when the power is turned on. To switch the operation mode, see "3. Switching Communication Mode".
- The LED lamp blinks green every second to indicate that it is waiting for connection.

2. Proceed with steps 2 and 3 of "[Pair (register) and connect mutalk 2 to a Bluetooh® device such as a PC or smartphone](#)".
3. When the connection is complete, the LED lamp will flash 3 times every 3 seconds.

- If already paired, some Bluetooth® devices will automatically connect to mutalk 2.

4.5 Connect using a USB cable

1. Connect mutalk 2 to a PC with a USB cable while the mutalk 2 is turned off.

- If the USB cable is connected while mutalk 2 is turned on, the connection mode will not be changed and only the unit will be charged.

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5. Using mutalk 2

When using mutalk 2, press the mouth pad tightly against your mouth with enough force to lightly crush it, and speak clearly into the built-in microphone. The tips are to move your lips and jaw more than usual to avoid a

nasal or caged sound. However, the soft mouthpad will flexibly follow the movements of the muscles around the mouth, so you can use it without hesitation.

Since we designed it with loud voices so that it will be easy to hear you, a quiet voice may be muffled or difficult to understand you. We recommend that you speak clearly and loudly, with a voice that is the same or slightly louder than that used in daily conversation.

5.1 Main operations

When mutalk 2 is turned off, the power button can be used to perform the following operations.

Press and hold once (about 3 seconds)	Power on
Press and hold once (about 6 seconds)	Pairing Mode Pairing is performed in the connection mode that was selected at the last startup.

When mutalk 2 is turned on, the power button can be used to perform the following operations.

1 time short press	Receiving/Ending Talk
2 time short press	Check remaining battery level
3 time short press	Connection mode switching (Bluetooth®, mutalk 2 dongle)
Press and hold once (about 3 seconds)	Power off
One short press, followed by one long press (about 1 seconds)	Auto mute function on/off switching
Two short press, followed by one long press (about 1 seconds)	initialization

See "How to Install mutalk 2" for information on how to install mutalk 2.

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6. Other basic operations

6.1 multipoint connection

In Bluetooth® connection mode, mutalk 2 supports multipoint connections for up to two devices, allowing you to take a call on your smartphone while you are in a meeting on your computer.
To receive a call, press the mutalk 2 power button once when the Bluetooth® connected smartphone is receiving.
To end a call, press the power button once again.
- When using mutalk 2 to make a call, please use earphones to hear the voice.

6.2 How to check battery level

The battery level of mutalk 2 while connected to a PC or smartphone can be checked as follows.

1. Windows 10
The following procedure is an example for a PC with built-in Bluetooth. If you are using an external USB Bluetooth adapter, please refer to its instruction manual.

1.1 Select "Windows"Key > "Settings" > "Devices" > "Bluetooth and Other Devices".
1.2 Select"Bluetooth".
1.3 The battery level is displayed on the device list.

2. MacOS

2.1 Select Apple Menu > "System Preferences" and click on "Bluetooth".
2.2 Select mutalk 2 from the list and click "Connect".
2.3 The connected mutalk 2 will display the battery level on the list.

3. Check with mutalk 2 LED

Press the mutalk 2 power button twice and the LED will blink red. The number of times it blinks is in three stages; the more times it blinks, the more battery power remaining.

6.3 Mute

It is possible to muting the input audio from mutalk 2 temporarily. The automatic mute function will not work properly in environments where there is constant shaking, such as trains and automobiles.

1. Mute

Place mutalk 2 on a flat surface, such as a desk top, with the mouth pad of the main unit facing up.
It will mute in about 3 seconds.
While muted, the LED on the main unit lights briefly in orange three times every three seconds.

2. Unmute

Lift or attach from the muted state.
Mute is released when tilt is detected for more than 3 seconds.

3. Auto mute on/off setting

The auto mute function is set to on at the time of shipment. To toggle the auto mute setting, press the mutalk 2 power button twice and then press and hold it once.

6.4 State information

mutalk 2 provides status information via LED lamps, voice guidance or notification tones from the audio output terminal.

How to Install mutalk 2

7. Use headband

This product can be used hands-free by attaching the included headband.

7.1 Names of parts related to headband

Hook and loop fastener
(back side)

Buckle

Head-band

Extension band
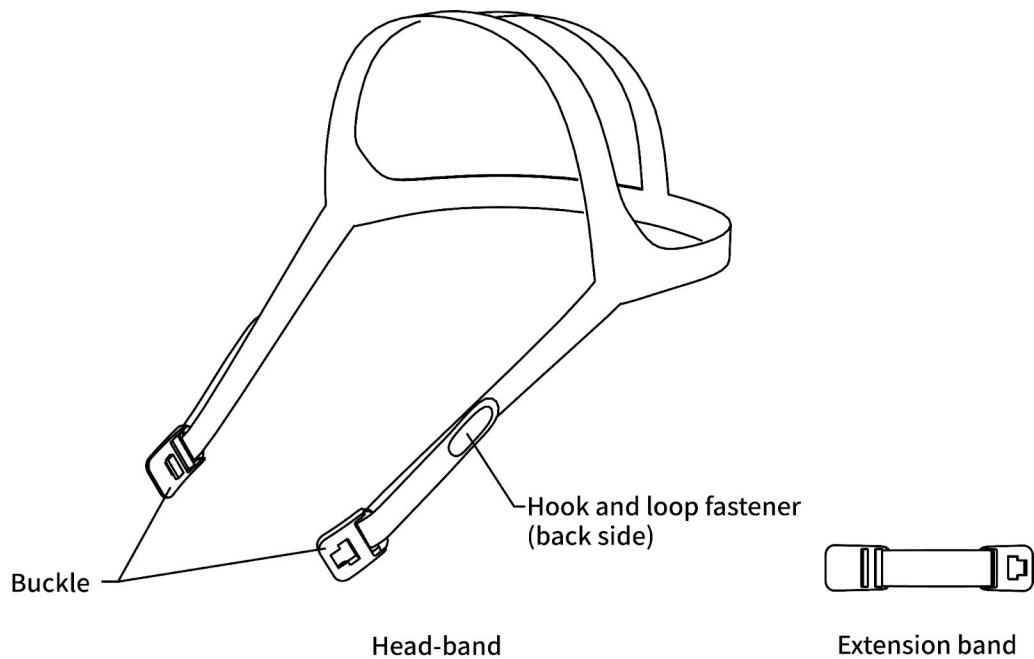
7.2 How to install the headband

1. Remove the buckle attached to the headband.

2. Attach the headband to mutalk 2.
Slip the band through the headband hole so that the fastener is facing outside.
Insert the other side through the headband hole on the same way.

3. Attach the buckle to the headband.
Attach the buckle by paying attention to the direction of the buckle.
See image for details.

4. After attaching the fasteners, the headband installation is complete.

7.3 How to install mutalk 2

1. Attach the headband to your head.
Tilt your head as shown in the image and attach the headband to your head.
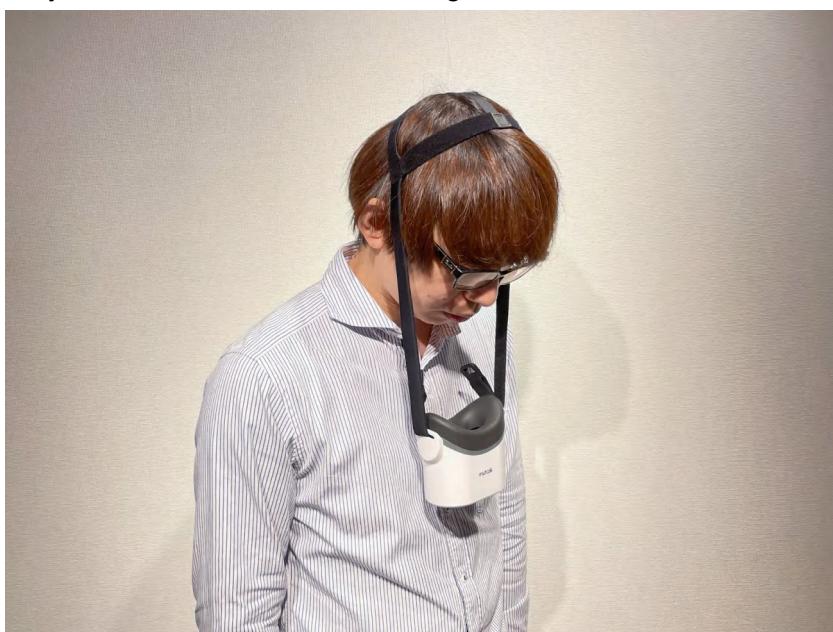

2. Attach mutalk 2 to the mouth.
Hold the buckles on either side and pull to attach mutalk 2.
*If you pull hard on one side of the headband, the mutalk 2 may be displaced, and the original soundproofing performance may not be achieved.

3. Fold the buckle behind the neck.
Pull slightly until it clicks.
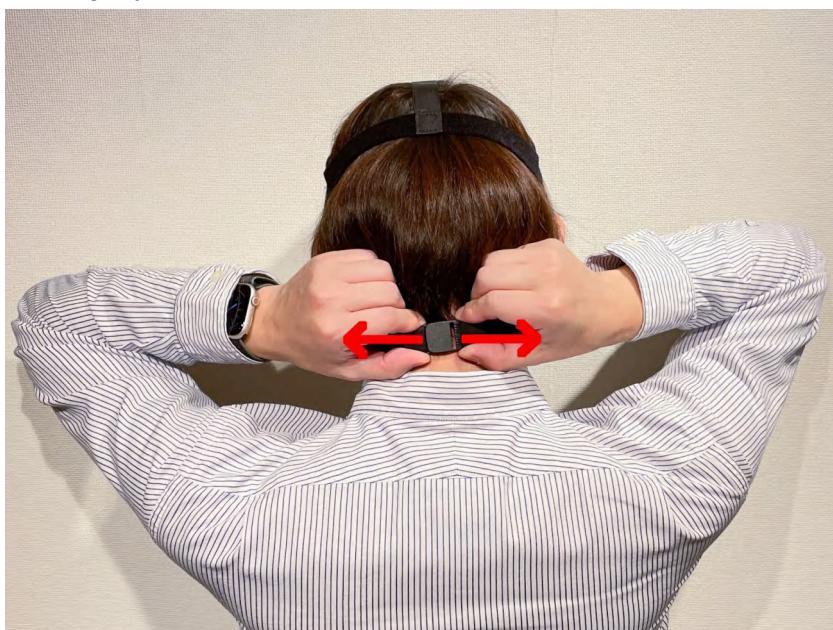
4. Adjust the tightness of the headband.

Remove the fasteners on the left and right sides, pull them off, and attach them to the headband.

5. Pull the band on the neck side to adjust the degree of adhesion to the mouth.
The band extending from the headband hole to the neck side can be pulled to provide more adherence to the mouth.
The neck side will loosen, so please remove the fastener again and adjust.

6. Adjust the buckle position.
Adjust the headband so that the buckle is centered behind the neck.
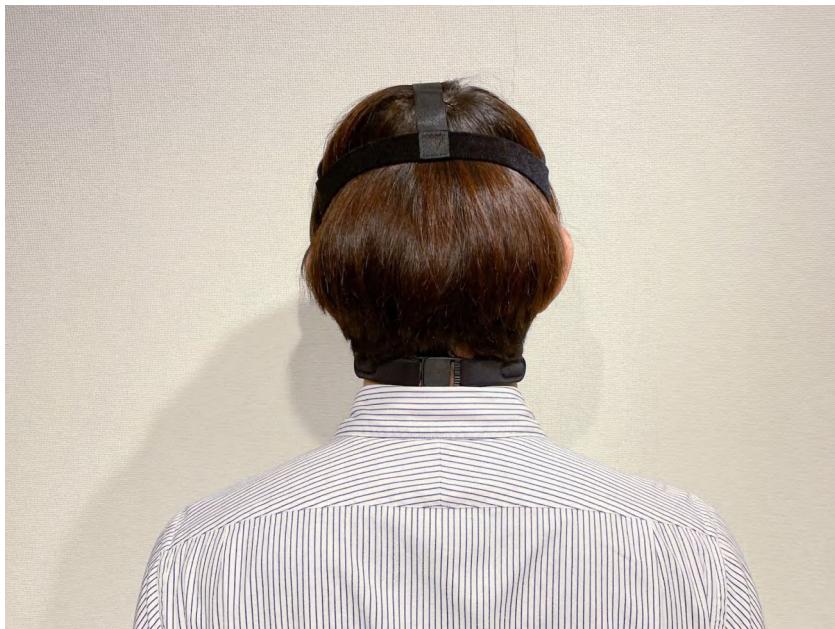
7. Installation is complete.

7.4 How to install the extension band

Use when the supplied headband is not long enough.
The length can be extended by attaching it to the buckle of the completed headband in "How to install the Headband".

1. Attach the extension band to the headband buckle.

2. Adjust the position of the extension band.
Please do item 6 of "How to install mutalk 2" here.
Adjust the headband so that the extension band is centered on the neck.
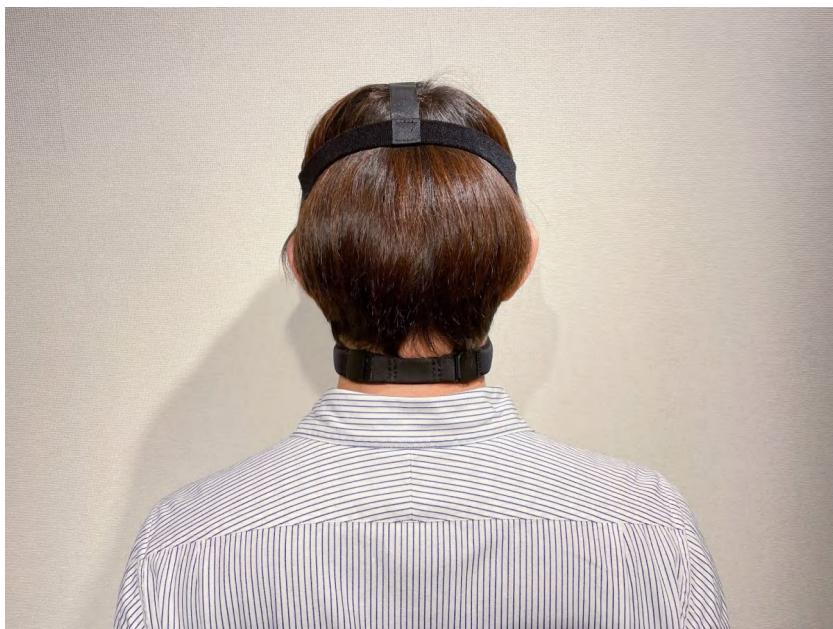
8. Care and Maintenance

8.1 Care of the main unit

Wipe the main unit with a soft, dry cloth. If the stain is severe, wring out a cloth soaked in water and wipe off the stain, and then wipe with a dry cloth. Be careful not to allow water to get inside.Do not use solvents such as benzene, thinner, alcohol other than for disinfection, kitchen detergent, or chemical rags, as they may alter the exterior or peel off the paint.

8.2 Cleaning of mouth pad

The part that touches the mouth should be wiped with commercially available wet wipes, etc., or pulled up and removed and washed entirely in water.
After washing with water, dry the product well and attach it to the mouth pad by aligning the slit of the main unit with the mouth pad.
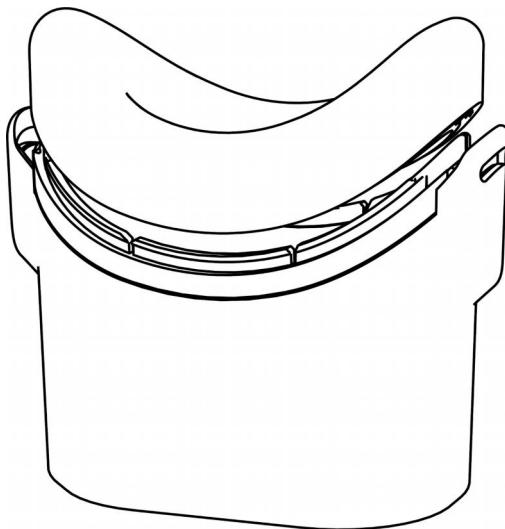

8.3 Cleaning of moisture-absorbing sponge and main unit

The moisture-absorbing sponge can be removed and washed in water.
When washing the moisture-absorbing sponge, wash it by hand gently with water.
After washing with water, dry the product well naturally before use.
*Do not use a washing machine or dryer to wash the moisture-absorbing sponge.
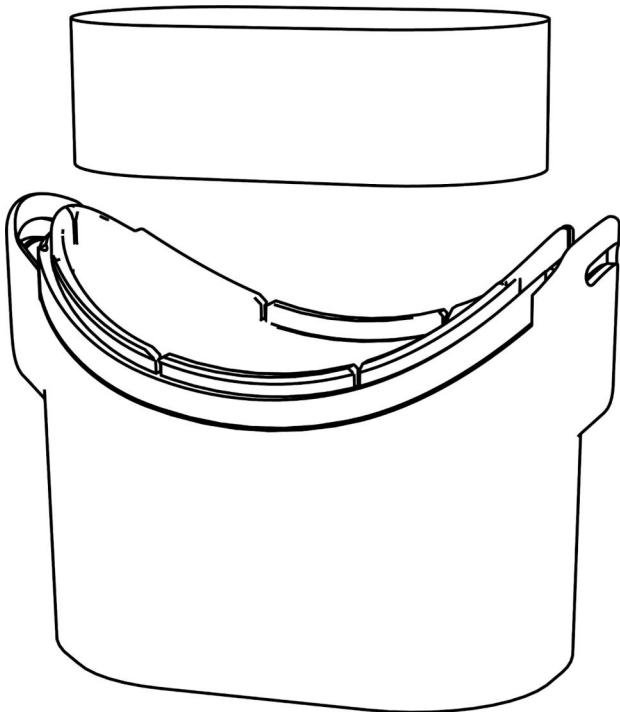
Terms of Use

9. Bluetooth®

- The radio wave range of this product is approximately 10m(approx. 32.8ft) in a horizontal sight distance with no obstacles. Actual operable distance may be shorter than this depending on obstacles, installation environment, PC performance, etc.

9.1 Environments that do not work properly

- This product may not operate properly if any of the following conditions exist near the product.
    1. When using Bluetooth® devices such as cell phones, PHS phones, smartphones and tablets
    2. When using bells and motors driven by DC voltage
    3. When using home appliances such as microwave ovens, PCs, office automation equipment, wireless LAN-enabled devices, and other devices that use 2.4 GHz band radio waves
    4. When using a microwave therapy device

- When a partition or the like is blocking the space between the smartphone/tablet to be operated and the product.
- When the smartphone/tablet for operation and this product are surrounded by furniture, metal cabinets, etc.
- When using the product in a high electric field area near a TV or radio transmitting station, or in a location where there are various radio stations nearby

9.2 Radio Waves

- In the frequency band used for this product (2.4 GHz), there are a number of radio stations for use in industrial, scientific, and medical equipment such as microwave ovens, as well as in factory production lines for the identification of mobile devices (radio stations requiring a license), specified low-power radio stations (radio stations not requiring a license), and amateur radio stations (radio stations requiring a license).

- ○ Before using this product, please make sure that there are no mobile radio stations, specified low-power radio stations, or amateur radio stations in operation nearby.
- ○ If an instance of harmful radio interference occurs from this product to a mobile identification premises radio station, stop emitting radio waves.

9.3 Usage limitation

- Can be used only in Japan and the US.
- Wireless communication with all Bluetooth® compatible devices is not guaranteed.
- Bluetooth® function compatible devices for wireless communication must conform to the standards set by Bluetooth SIG, Inc. and must be certified. However, even if a device conforms to the standard, it may not be able to connect due to device specifications or settings, and the operation method, display, and operation are not guaranteed.
- Although this product supports security functions compliant with the Bluetooth® standard, security may not be sufficient depending on the operating environment and settings. Please be careful when communicating wirelessly.
- Please note that we are not responsible for any data or information leakage that occurs during wireless communication.

10. For use

10.1 Use and storage location

- Do not put the product in places where the temperature is very high, such as in direct sunlight or near a heater.
- Do not drop, hit, or otherwise subject the product to strong shocks.
- Do not use or store in dusty or vibrating places or in damp places such as bathrooms.

10.2 Mounting

- When wearing this product, do not apply external force. Use of the product while sleeping or lying down may cause abnormal load and damage to the product.

10.3 Care and Maintenance

- Wipe the main unit with a soft, dry cloth. If the unit is heavily stained, please wipe it with a cloth soaked in water, then wipe the stain with a dry cloth after wringing it out well. Be careful not to allow water to get inside.
- For parts that come in contact with the mouth, wipe with commercially available wet wipes, etc., or remove and rinse the entire product in water. After rinsing, dry well before use.
- The moisture absorbing sponge can be removed and washed in water. After washing in water, please dry the sponge naturally before use.
- After hand washing, the headband should be immediately shaped and hung to dry in the shade. Do not use a washing machine. Do not soak, bleach, or scrub.
  Do not hand wash with other clothing. The fastener may come in contact with other clothing and damage the fabric.
- Do not use solvents such as benzene, thinner, alcohol other than for disinfection, kitchen detergent, or chemical rags, as they may alter the exterior or peel off the paint.

10.4 Disposal

This product contains a lithium-ion battery. For disposal, do not dispose of the product with general garbage (noncombustible garbage), and follow the rules of your local area.

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11. Copyrights, etc.

- The Bluetooth® word mark and logo are registered trademarks owned by Bluetooth SIG, Inc. and Shiftall Corporation uses these marks under license.
- Windows is a registered trademark or trademark of Microsoft Corporation in the United States and other countries.
- All other names, company names, product names, etc. mentioned herein are trademarks or registered trademarks of their respective companies.

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12. Specifications

Product name	mutalk 2
Part number	SVP-OD2B
Battery Life	10 hours or more
Charging method	USB Type-C
Charging time	Approx. 2 hour
Mic Input Sensitivity	-51dB±2dB
Mic Frequency Response	50～20,000Hz
Size	W123mm×H107.5mm×D67mm
Weight	188g (6.6oz)*Main unit only
Wireless	Wireless: Bluetooth® Ver.5.3 / mutalk 2 dongle (USB Type-A)
	Wired connection: USB (USB Audio)
Supported profiles	HSP, HFP, A2DP
Earphone jacks	3.5mm stereo mini
OS	Windows 10 or later
	macOS v11 or later / macOS v10.13 or later
	iOS 13.4 or later / iPadOS 13.4 or later
	Android 10 or later

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13. FAQ

Q	A
What is the warranty period for the product?	The warranty period is one year from the date of purchase. If you have made a pre-order, it is one year from the date of shipment of the product.
There is no store name or other information on the warranty card, is that OK?	If you purchased on the Shiftall website, we will know the date of purchase and will omit the warranty form. If you purchased it at a store, you can receive the warranty within the warranty period by providing a document that proves the date of

	purchase, even if the name of the store and the date of purchase are not written down.
How to adjust the volume?	The volume of speech using mutalk 2 should be adjusted by the Bluetooth® device currently connected to mutalk 2. The volume control of the earphone speaker inserted into the earphone jack of mutalk 2 should also be controlled by the Bluetooth® device currently connected to mutalk 2.
Can't use it on my smartphone (I can hear my own voice but not the other person's).	When using mutalk 2 on an iPhone, Android, or other smartphone, the output (the other party's audio) for many call applications is specified as mutalk 2's 3.5mm earphone jack. When using mutalk 2 with a smartphone call application, etc., please use mutalk 2 with an earphone.
Application does not output sound even though there is a Bluetooth connection with the smartphone.	The application may not support HSP/HFP profiles. (e.g., music applications, game applications, etc.) The other party's voice during a call can be heard by connecting your earphones or headphones to the 3.5mm stereo mini jack on the mutalk 2 unit.

14. Troubleshooting

Phenomenon	How to deal with
LED lamp does not turn red during charging	- Is the USB cable well connected? (→Refer to "Charging") - Please charge the battery at room temperature between 10°C and 35°C. - The LED lamp will turn off when charging is complete. - If the above methods do not correct the symptoms, please contact support.
Takes time to recharge.	- Is the USB cable well connected? (→Refer to "Charging") - Please charge the battery at room temperature between 10°C and 35°C. - Use a USB AC adapter with a power supply capacity of 5V/1A or higher.
Operating time became shorter.	If the charging time and operating time are reduced, the built-in battery in the unit may be depleted.
Power is not turned on.	mutalk 2 can not be turned on while it is charging. Please disconnect the USB cable after fully charging the battery and turn on the power.
Does not connect to Bluetooth device	- Delete the product registration information from the Bluetooth® device and re-register it. - In Windows, go to Windows menu > Settings > Devices, select mutalk 2 from "Bluetooth and other devices", and then "Remove Device". Then, please try again to make the Bluetooth connection. (→ Pair (register) mutalk 2 to Bluetooh® device for connection)

For all other inquiries, please contact Shiftall Customer Support.

Shiftall Support Contact Form
https://forms.gle/WMU54Jz6RN5dU84XA

15. FCC CAUTION

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-Reorient or relocate the receiving antenna.
-Increase the distance between the equipment and receiver.
-Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure conditions without restriction.

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