

mutalk

Online manual



Produced by Shiftall Inc.
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Preparation / Before Using

1. Introduction.

Thank you for choosing MUTALK.

Please read this manual well, follow the precautions and use mutalk properly and safely.

Please read "[Safety Precautions](#)" before use.

1.1 Safety Precautions

Please be sure to keep the following items in mind.

Safety Precautions :To reduce the risk of injury and harm, please be sure to carefully read and follow all these instructions.

Danger : High risk of death or serious injury

- Only use mutalk for its original purpose. Doing otherwise may result in damage to the equipment, accidents, or injury.
- Use the supplied USB cable to charge mutalk as specified in the online manual to avoid battery leakage, overheating, or rupture. This could result in fire or explosions and death or serious injury.
- Exposing the mutalk to water may result in electric shock. Do not use it in the kitchen, laundry room, bathroom, outside in the rain, etc. Electric shock can result in serious injury or death.

Warning: Risk of death or serious injury

- In the event of the following abnormalities or malfunctions immediately unplug the USB cable and discontinue use. If you continue to use the product it may cause a fire or electric shock. If there are any problems with the product contact the Shiftall support desk.
Beware of:
 - Smoke or unusual smells or sounds.
 - Microphone does not function properly.
 - Water or foreign matter inside the product.
 - Damage to the main unit or USB cable.
- Do not damage or modify the USB cable or charging connector.
Do not forcibly bend, twist, pull, or place heavy objects on cables. Do not allow cables to overheat. Using cables in a damaged condition may cause a fire due to short-circuiting.
- If you experience any unusual physical symptoms such as breathlessness, dizziness, headache, or nausea during use, discontinue use immediately.
- Do not disassemble or modify mutalk. Modifications, including placing metal objects inside the product, may result in malfunction, burns, or fire.
- Do not allow foreign objects, including water and other liquids, to enter the unit. A short circuit or overheating may cause a fire, electric shock, or malfunction. Be especially careful with children.
- Do not use this product while walking, driving a vehicle, or in any other place where you need to pay attention. Doing so may cause an unexpected accident.
- Do not use the product near automatic control devices such as automatic doors or fire alarms. Radio waves from the product may affect the automatic control devices causing accidents due to malfunction.
- Do not use it in hospitals or places where electrical medical equipment is located. Radio waves from this product may affect electrical equipment causing accidents due to malfunction.
- The radio waves from this product may affect the operation of cardiac pacemakers. Please keep the mutalk at least 6 inches away from any pacemaker.
- Do not use this product in crowded places, as there may be people with cardiac pacemakers in the vicinity. Radio waves from this product may affect the operation of the pacemaker.

Caution: This may result in minor injury or property damage

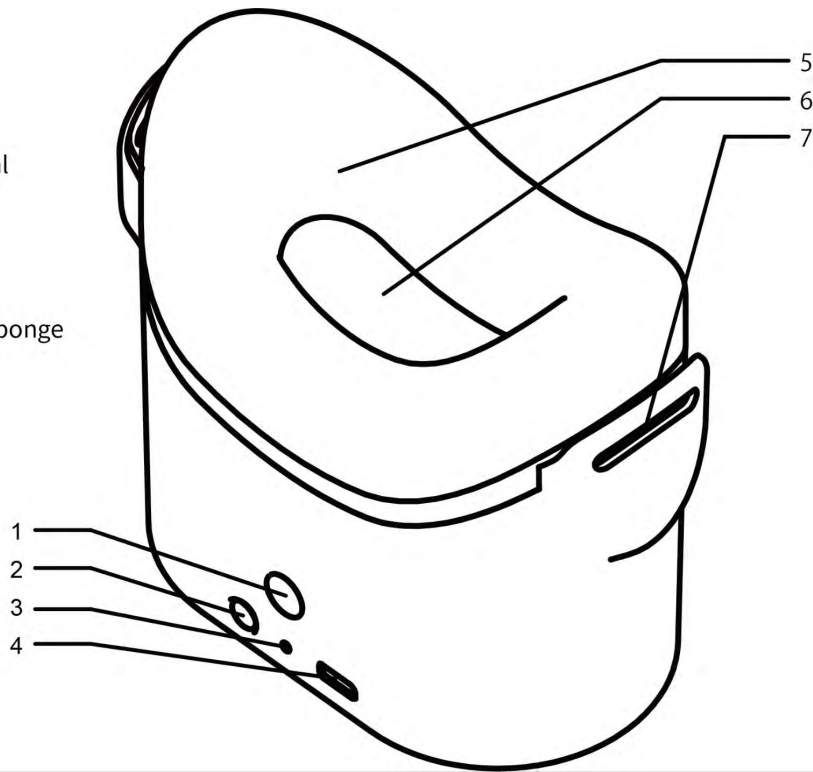
- Do not use the product in any place with high humidity, steam, oil smoke, or dust. Doing so may cause fire or electric shock.
- Do not place heavy objects on top of the product or the USB cable.
It may fall and cause injury. Also, it may deform the outer case or the plug of the cord and damage the internal parts and cause a fire or malfunction.
- Please be careful not to let the hook and loop fastener of the headband get on your clothing. If the hook and loop fastener touches knit or other clothing, it may damage the fabric.
- Do not place this product where infants or children can reach it.
It may cause unexpected accidents or injuries.
- The main unit is not waterproof.
After use, be sure to remove the mouse pad and moisture-absorbing cushion, turn the main unit on its side, and dry the inside well.
Moisture from exhaled air inside the unit will not only deteriorate performance and cause malfunctions but may also cause the growth of bacteria and foul odors, which may be hazardous to your health.
Please wash the removed mouse pad and moisture-absorbing cushion with water to keep them clean.
- Over-tightening the head-band may cause blood congestion.
Be careful not to tighten the belt too much when wearing this product for a long time.
- Do not leave the product in a place where the temperature is abnormally high.
Do not leave it inside a car or the trunk of a car, especially in hot weather.
Doing so may result in a fire.
Undue heat may cause deterioration of the outer case and internal parts.
- Do not use this product while sleeping.
Doing so may cause equipment damage, accidents, or injury.
- If you feel any abnormality on your skin touching this product directly, stop using the product. If you continue to use the product it may cause irritation or rash.

1.2 Contents

- mutalk 1
- USB cable for charging 1
- Head-band 1
- Extension band 1
- Safety Precautions / Warranty 1

1.3 Names of parts

1. Power button
2. Audio output terminal
3. LED Lamp
4. Charging terminal
5. Mousepad
6. Moisture absorbing sponge
7. Head-band hole



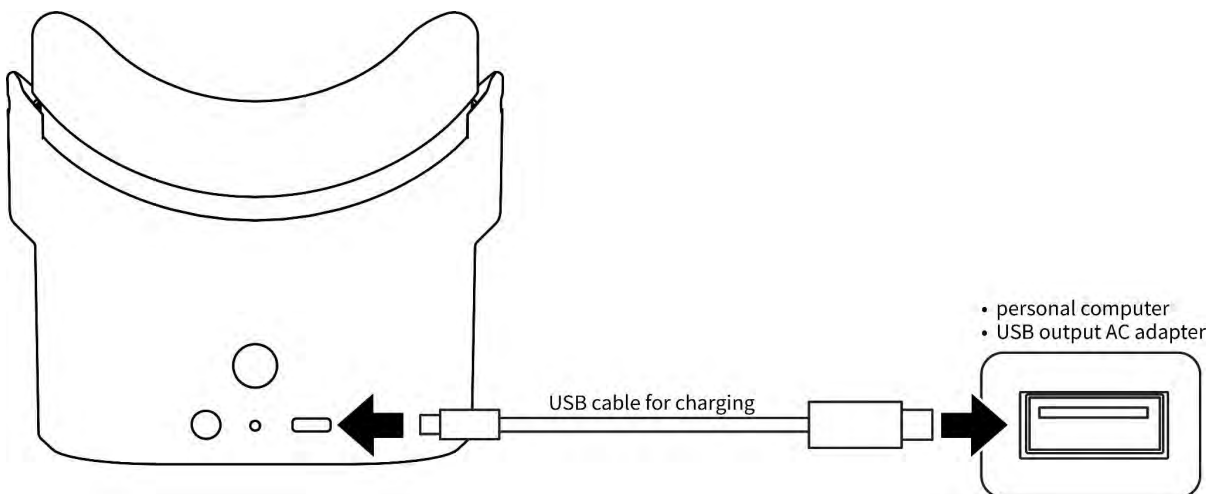
1.4 Charging

Before using the product, connect it to a PC or a commercially available AC charger to charge the battery. mutalk cannot be used as a microphone while charging.

The battery can be charged when the room temperature is between 10°C~35°C(50°F~95°F).

Do not use anything other than the supplied USB charging cable. If not, it may cause a trouble.

1.4.1 Charging Method



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 charging 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 charging 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. 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.

When the power is turned on, the LED lamp turns green three times in short 3-second cycles.

- At this time, if there is a smartphone or computer nearby that has already been paired with mutalk, it will automatically connect.
- If pairing has not been performed, the device will automatically enter the pairing waiting state.

2.2 How to turn off

Press and hold the power button on the main unit for about 3 seconds.

The LED light turns orange once and the power is turned off.

3. How to pairing

mutalk requires pairing (registration) with the smartphone or computer to be connected (hereinafter referred to as "Bluetooth® device") in advance.

- Bluetooth® devices should be kept within approximately 1m(3.3feet) of mutalk.
- If necessary, check the instruction manual of each Bluetooth® device for pairing operations.

3.1 Pair (register) and connect mutalk to a Bluetooth® device such as a PC or smartphone.

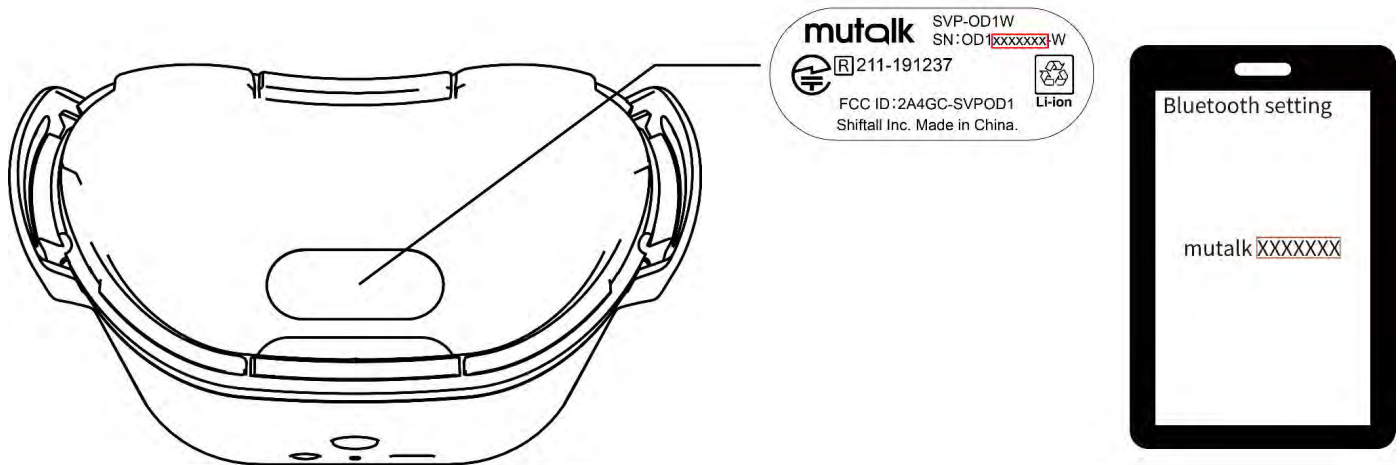
1. With mutalk turned off, press and hold the mutalk power button until the LED light flashes alternately red and green.

- When registering a device for the first time: press the power button for about 3 seconds.
- To register a second or later device: Press the power button for approximately 5 seconds.
- It will start searching for a Bluetooth® device to connect and the LED lamp will flash red and green alternately.

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 XXXX".

- XXXX shows the unique number of mutalk.
- If you want to see the unique number of mutalk when pairing multiple mutalks, remove the moisture absorbing sponge and refer to the sticker inside the mutalk unit.



4. Check the connection to the Bluetooth® device with mutalk.

- 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 5 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.

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.

3.2 Connecting with registered Bluetooth® devices

1. Turn on mutalk.

- Press and hold the power button on mutalk for about 5 seconds until the LED light flashes alternately red and green.

2. Proceed with steps 2 and 3 of "[Pair \(register\) and connect mutalk to a Bluetooth® device such as a PC or smartphone](#)".

- Pairing (registration) is complete when the LED (green) lamp blinks approximately 3 times.
- mutalk remembers the last device connected. If the Bluetooth function of a registered device is turned on and it exists nearby, it may connect automatically after step 1. In this case, please turn off the Bluetooth function of the relevant device.
- If the device connection is not completed within 5 minutes, the LED lamp will stop blinking and the connection mode with the Bluetooth® device will be terminated.
- To reconnect to the device again, turn the power off and on again.

4. Using mutalk

When mutalk is connected to a Bluetooth® device, it can be used as a wireless microphone.

When using mutalk, press the mouse 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.

See "[How to Install mutalk](#)" for information on how to install mutalk.

5. Other basic operations

5.1 How to check battery level

The battery level of mutalk 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 from the list and click "Connect".

2.3 The connected mutalk will display the battery level on the list.

3. Smart Phone

The battery level of the connected mutalk can be checked from the screen of the "mutalk" app for smartphones. Please [install the app](#) from each store.

5.2 Mute

It is possible to muting the input audio from mutalk 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 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.

5.3 Firmware update

To update mutalk's firmware, use the "mutalk" Android and iOS app.

If there is a firmware update, the update procedure will be displayed on the app when the app is launched on a smartphone that has been registered as a mutalk Bluetooth® device.

5.4 Smartphone application "mutalk"

An app is available for updating the firmware of this product from Android smartphones and iOS devices.

Please install the apps from the stores.

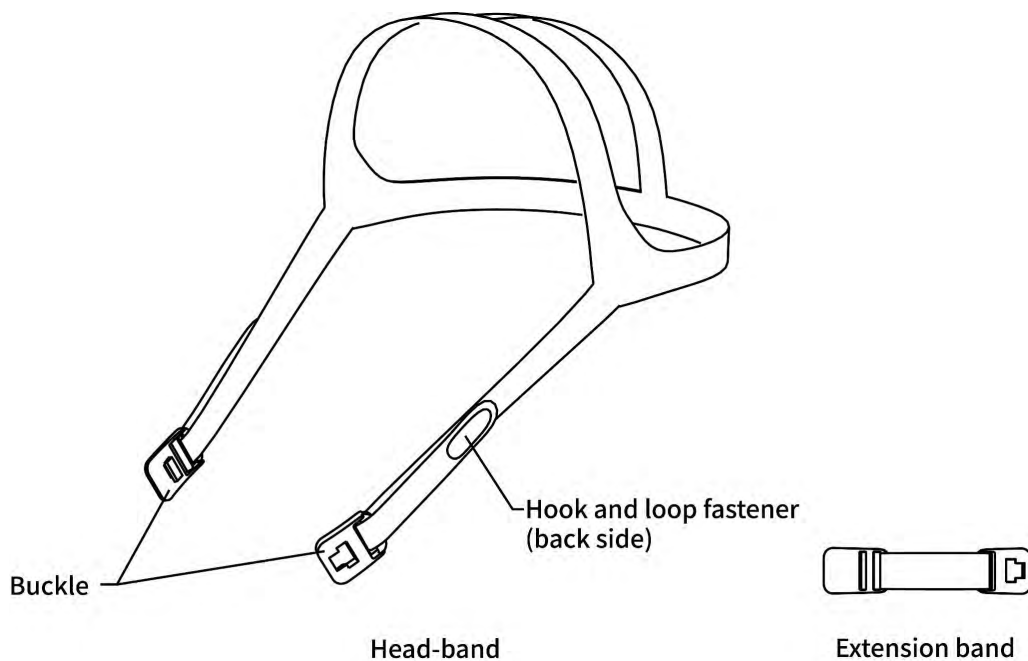


How to Install mutalk

6. Use headband

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

6.1 Names of parts related to headband



6.2 How to install the headband



1. Remove the buckle attached to the headband.

2. Attach the headband to mutalk.

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.



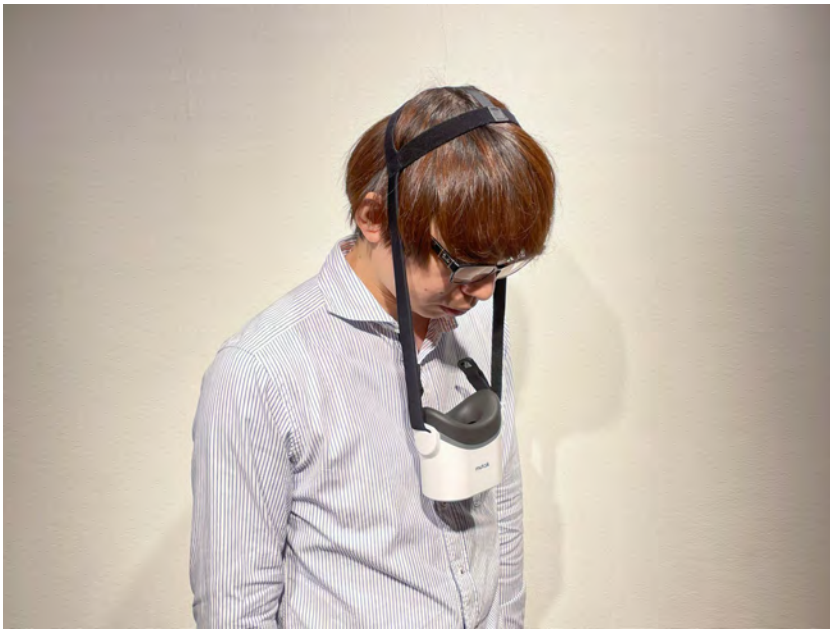
4. After attaching the fasteners, the headband installation is complete.



6.3 How to install mutalk

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 to the mouth.

Hold the buckles on either side and pull to attach mutalk.

*If you pull hard on one side of the headband, the mutalk may be displaced, and the original soundproofing performance may not be achieved.



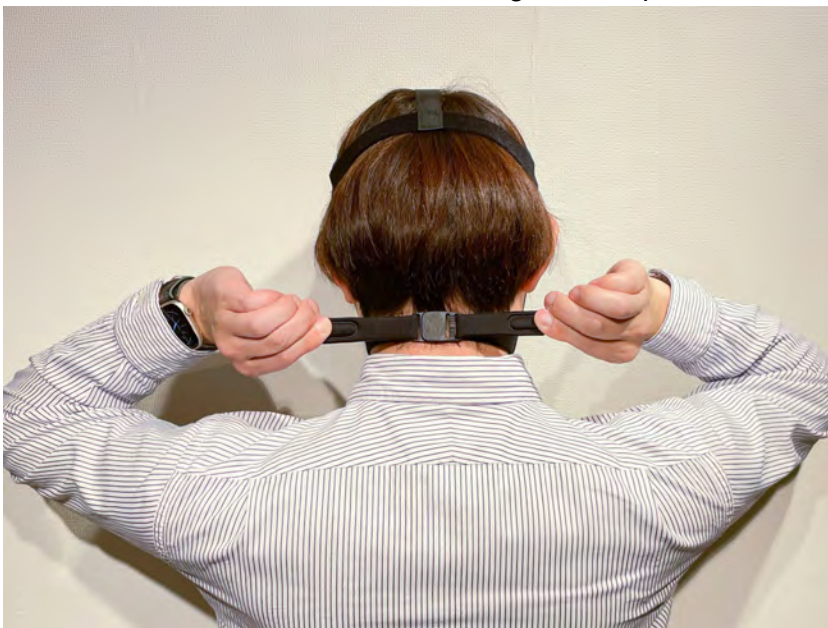
3. Fold the buckle behind the neck.

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.

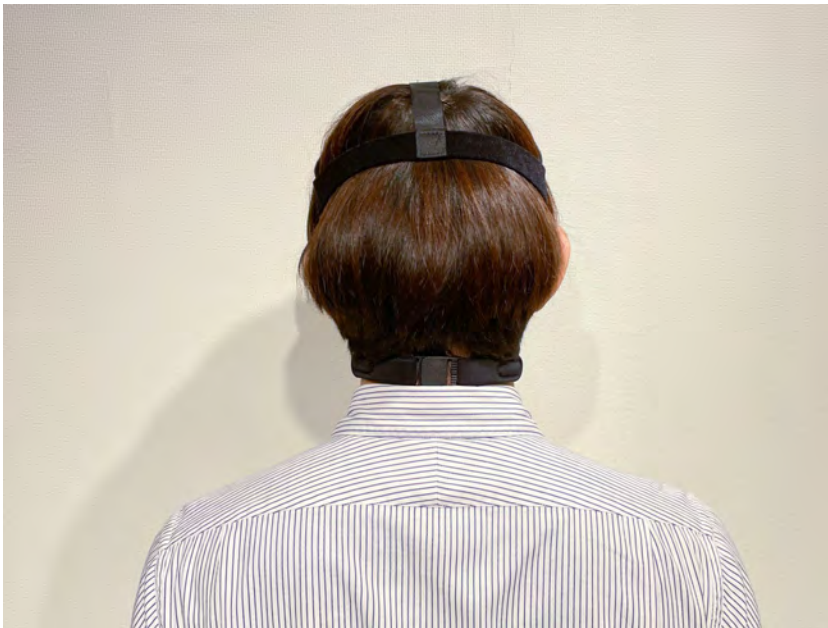
The band extending from the headband hole to the neck side can be pulled to provide more adherence to the mouth.

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.



6.4 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](#)" here.

Adjust the headband so that the extension band is centered on the neck.



7. Care and Maintenance

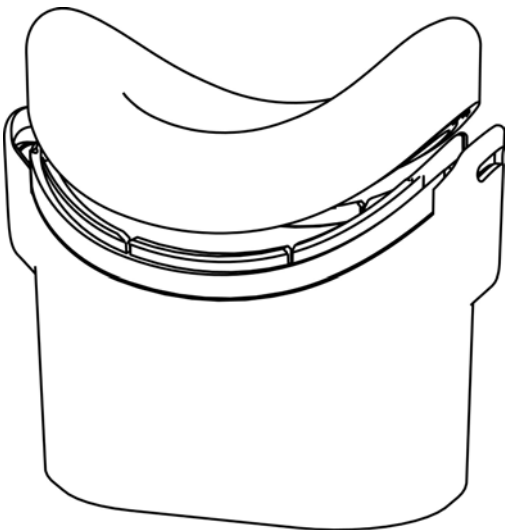
7.1 Care of the main unit

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.

7.2 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.



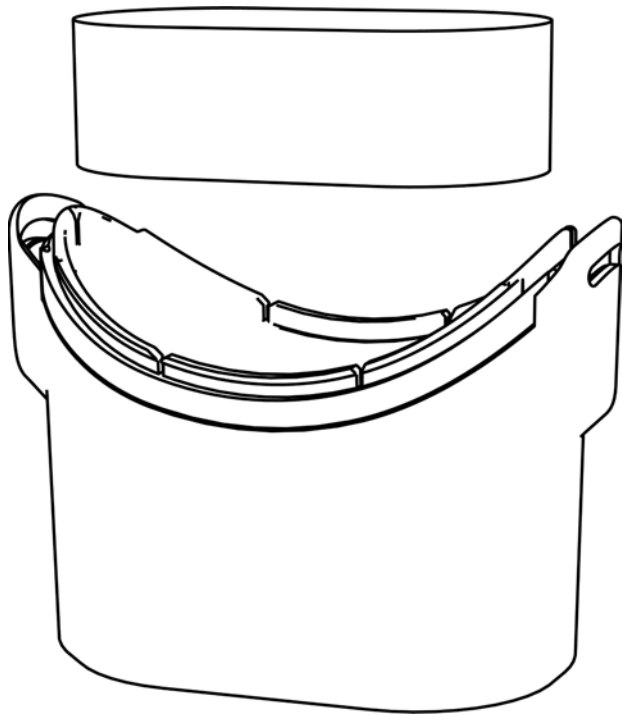
7.3 Cleaning of moisture-absorbing sponge and main unit

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

8. 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.

8.1 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

8.2 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.

8.3 Usage limitation

- Can be used only in Japan.
 - 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.
-

9. For use

9.1 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.

9.2 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.

9.3 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.

9.4 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.

10. 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.

11. Specifications

Product name	mutalk
Part number	SVP-OD1W
Battery Life	8 hours or more
Charging method	USB Type-C
Charging time	Approx. 1 hour
Mic Input Sensitivity	-51dB±3.5dB
Mic Frequency Response	100~10,000Hz
Size	W123mm×H107.5mm×D67mm
Weight	183g (6.4oz)*Main unit only
Wireless	Bluetooth® Ver.5.1
Supported profiles	HSP, HFP, HDVoice
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
App Supported OS	iOS13.4 or later / Android 10 or later

12. FAQ

質問	回答
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?	<p>If you purchased on the Shiftall website, we will know the date of purchase and will omit the warranty form.</p> <p>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.</p>
How to adjust the volume?	<p>The volume of speech using mutalk should be adjusted by the Bluetooth® device currently connected to mutalk.</p> <p>The volume control of the earphone speaker inserted into the earphone jack of mutalk should also be controlled by the Bluetooth® device currently connected to mutalk.</p>
Can't use it on my smartphone (I can hear my own voice but not the other person's).	<p>When using mutalk on an iPhone, Android, or other smartphone, the output (the other party's audio) for many call applications is specified as mutalk's 3.5mm earphone jack.</p> <p>When using mutalk with a smartphone call application, etc., please use mutalk with an earphone.</p>
Can it be used wired?	The microphone input for mutalk is only wireless via Bluetooth®.
Application does not output sound even though there is a Bluetooth connection with the smartphone.	<p>The application may not support HSP/HFP profiles. (e.g., music applications, game applications, etc.)</p> <p>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 unit.</p>

13. Troubleshooting

症状	原因と対応のしかた
LED lamp does not turn red during charging	<ul style="list-style-type: none"> Is the USB charging 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.	<ul style="list-style-type: none"> Is the USB charging 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.	<ul style="list-style-type: none"> If the charging time and operating time are reduced, the built-in battery in the unit may be depleted.
Power is not turned on.	<ul style="list-style-type: none"> mutalk can not be turned on while it is charging. Please disconnect the USB charging cable after fully charging the battery and turn on the power.

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

All company, system, and product names mentioned in this manual, with the exception of Shiftall and mutalk, are registered trademarks or trademarks of the respective companies and are not the property of Shiftall. In principle, "™" and "®" are omitted in the text and figures.

Shiftall Dec 2022