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1**GENERAL LAZER VELOVOX**

Q. What is VeloVox?

A. VeloVox is a communication device you connect to the straps of your bike helmet, allowing you to communicate with other riders and listen to music, eliminating the need to block the ear. You can control VeloVox with the device buttons, through the Cardo Connect App or with buttons on the handlebar*.

*With a compatible Shimano bike.

Q. Is VeloVox safe to use in traffic?

A. Unlike traditional earbuds, which sit in your ear canal, VeloVox allows open-ear listening to transmit sound through the air, eliminating the need to block the ear. This allows you to stay aware of your surroundings, increasing safety on the bike.

Q. Is VeloVox compatible with every bike helmet?

A. VeloVox is compatible with all Lazer helmets (not including full-face helmets) and helmets that have Y-shaped straps. The width of the straps should be between 15 and 18 mm.

Q. How do I install VeloVox on my helmet?

A. Please refer to the quick start guide [here](#).

Q. How do I switch on the Lazer VeloVox?

A. Press the top button on each side for 3 seconds until the VeloVox is switched on.

Q. How do I switch off the Lazer VeloVox?

A. Press the top button on each side for 3 seconds until the VeloVox is switched off.

Q. Does the Lazer VeloVox switch off automatically when not in use?

A. No, the device does not switch off automatically.

Q. Can I use the Lazer VeloVox on helmets for other sports?

A. While it is possible to attach VeloVox to the straps of some helmets designed for other sports we do not recommend this.

Q. Is the Lazer VeloVox waterproof?

A. The Lazer VeloVox is rated IP54, which means it is protected from limited amounts of dust and water splashes from all directions. You should not immerse the VeloVox in water.

Q. Should I use both speakers of the device?

A. Yes, you should always use both speakers. You cannot split the speakers between 2 users.

Q. Do I need a smartphone to use the Lazer VeloVox?

A. Yes, the Lazer VeloVox connects to your smartphone using Bluetooth and communicates with others through the cellular network. To use the Lazer VeloVox you need to keep it within Bluetooth range.

Q. What happens if there is no cellular phone coverage?

A. The Lazer VeloVox can still be used to listen to music downloaded on your phone, but you will not be able to have a group conversation.

Q. Can I change the language of the device?

A. Yes, you can install a different language using the Cardo Connect App. Go to Settings - Unit Language and choose between English, Spanish, French, German, Japanese, Chinese, Italian, Russian, Korean, Portuguese or Hebrew.

Q. Can I update the firmware of the device?

A. The Cardo Connect App will alert you when an update is available.

Q. How do I charge VeloVox?

A. You can charge the device while it is installed on the helmet with the included, Y-shaped USB cable or any USB-C charging cable.

Q. How long does the battery last?

A. The batteries will last up to 11 hours, depending on various factors such as environmental temperature, audio volume and duration of the communication.

Q. How long does it take to charge the battery?

A. Lazer VeloVox will be fully charged in 2.5h, or charge for 20 minutes for 2 hours operation.

2**BLUETOOTH CONNECTION TO SMARTPHONE**

Q. How can I pair the Lazer VeloVox with my smartphone?

A. Turn on Lazer VeloVox. Look for the Lazer VeloVox in the list of available Bluetooth devices on your smartphone and confirm the connection.

Q. Do I need to keep the Lazer VeloVox and my smartphone close together for pairing?

A. While pairing and during use you should keep the VeloVox within the Bluetooth range of your phone. Typically, this is about 10m.

Q. Do I need to pair my phone again each time I switch on the Lazer VeloVox?

A. No, after the first pairing Lazer VeloVox should pair again automatically. If needed, you can pair again by pressing both buttons on the right side for 5 seconds to initiate a new pairing.

Q. How can I connect the Lazer VeloVox to a different phone?

A. If needed you can initiate a new pairing by pressing both buttons on the right side for 5 seconds

Q. The LED is blinking yellow, what does this mean?

A. It means the device cannot pair with your phone. Make sure you activate Bluetooth on your phone, and you are within Bluetooth range. If you want to connect to a different phone or pair again press both buttons on the right side for 5 seconds.

3**Cardo Connect App**

Q. Where can I download the app?

A. Just scan the QR-code on the packaging or look for Cardo Connect App in the App Store or Play Store.

Q. Is the Cardo Connect App available for free?

A. Yes, the app is free to download and use.

Q. Is the Cardo Connect App available for both iOS and Android?

A. Yes, the app is available for both Apple iOS and Google android

Q. What are the minimum requirements of the operating system for the app?

A. iOS: 15.0 and above. Android 10.0 and above.

Q. Can I use the Lazer VeloVox without the App?

A. To enjoy the full functionality we recommend installing the app. You can however use Lazer VeloVox as traditional headphones to listen to music or make a phone call.

Q. Can I change the language of the Cardo Connect App?

A. The app will be installed in the language of the operating system of your phone. If this language is not available, it will install in English.

Q. How can I update the Cardo Connect App?

A. The app will prompt an update when available.

4 **PHONE CALLS & GROUP INTERCOM**

Q. Can I receive a phone call while listening to music?

A. Yes, VeloVox will pause the music during the phone call and will automatically resume after it.

Q. The volume level of my phone call is too low. How can I change this?

A. You can adjust the volume of a phone call in the Cardo Connect App in Settings> Audio Settings > Volume Levels.

Q. Can I save my frequently used contact numbers in the Cardo Connect App?

A. Yes, you can store 4 favorite phone numbers, the first one will appear in the Quick Access screen.

Q. How can I make a group for the group intercom function?

A. In the Cardo Connect App go to the Intercom tab, choose Create New Group and enter a name and an image for your group.

Q. How can I invite new members to a group?

A. In the Intercom tab, open the group, tap on the three small dots and choose Invite friends. You can share a link or show a QR code to join the group.

Q. How many members can a group have?

A. One group can have a maximum of 30 members.

Q. How can I switch groups?

A. Go to the Group Screen of your Cardo Connect app and click the group you wish to join. Alternatively, you can join a group by answering a request from that group. Once you join a group call, this group will become your default group.

Q. Is my group call private?

A. Yes, only group participants can hear and talk to each other.

5**LISTENING TO MUSIC**

Q. Which music source can I use?

A. You can listen to music stored locally on your phone using the Cardo Connect Player or you can listen to music on streaming. You can change the source in the Music tab by clicking the music source icon in the top right corner.

Q. Can I use Spotify with the Cardo Connect App?

A. Yes, you can change the source to Spotify in the Music tab by clicking the music source icon in the top right corner.

Q. Can I use a third-party music source with VeloVox?

A. Yes, you can change the source in the Music tab by clicking the music source icon in the top right corner. Choose Other music application as a source. You should first start the music in the source application to be able to use full functionality in the Cardo Connect App.

6**SHIMANO CONNECTIVITY TO BIKES WITH Di2 AND STEPS**

Q. What is the benefit of connecting the Lazer VeloVox with Shimano Di2 and Steps e-bike systems bicycles?

A. No more need for your hands to leave your handlebars. Lazer VeloVox allows you to connect the device to Shimano Di2 and E-bike system for easy handling. With a simple click of a button communication, music and phone calls can be controlled. You can also get an update on the current state of your bike and will get a warning when your Shimano system has some critical issues.

Q. Which bicycles are compatible with VeloVox?

If your Shimano equipped bike can connect to the Shimano E-TUBE PROJECT Cyclist App it is also compatible with the Lazer VeloVox. Meaning all Di2 and Steps systems with wireless communication capabilities are compatible (Shimano Di2 Generation 1 is not supported such as DURA-ACE 7970 and ULTEGRA 6770 series. For more information, please contact info@lazersport.com).

Q. How can I connect the Lazer VeloVox to my compatible bike?

A. Make sure the firmware of your Shimano Di2 or Steps system is up to date and set the button(s) you want to use to a D-Fly channel with the Shimano E-TUBE PROJECT Cyclist App. While the system is on and you are close to your bike press both buttons on the left speaker for 3 seconds. Lazer VeloVox will start pairing, and the LED will flash in magenta color when pairing is successful.

Q. My bike is not connecting to the Lazer VeloVox. What can I do?

A. Make sure you have updated the Shimano Firmware to the latest version by using the Shimano E-TUBE PROJECT Cyclist App.

A. While pairing, make sure there is only one bike near you and stand close to the bike.

A. Make sure you set the buttons you want to use to the correct D-Fly Channel. Refer to the online documentation of Shimano in your country for more information.

Q. Do I need to pair my bicycle and VeloVox each time I ride?

No, the bike and VeloVox will pair automatically after the first use. If needed, you can pair again by pressing both buttons on the left speaker for 3 seconds.

Q. What are the standard settings for the Shimano Connectivity, and can I change them?

A. The VeloVox comes with standard settings installed for the Shimano Connectivity so you can use it straight out of the box. You can check and customize these settings in the Cardo Connect App Settings tab under Customization>Shimano Connectivity. Each button can be programmed with three actions by using short press, double press and long press actions.

Q. What does Cycling Information mean?

A. One of the actions you can associate with a button is Cycling Information. On an e-bike, it will tell you the status of your light and the gear and the assist mode you are using. On a Di2 equipped bike it will tell you which gear you are using.

Q. How can VeloVox give me warnings about my connected Shimano system?

A. If connected to your bike, VeloVox can warn you about a low battery in your shifter or derailleur, an error or warning in your system, a maintenance alert or forced ECO mode. Actual warnings depend on which components you are using on your bicycle.

7**AUDIO QUALITY**

Q. Can I change the audio profile of the music?

A. Yes, you can change the audio profile in the Cardo Connect App Settings in the Audio Profiles page.

Q. How can I improve the audio quality while listening to music or during Group Communication?

A. Make sure the speakers are placed directly in front of your ears and helmets straps are tight. When riding in noisy environments, in hard wind or at high speeds some disturbance in the audio quality is inevitable.

8**SUPPORT & WARRANTY**

Q. Where can I find more info on how to install the device on my helmet?

A. In the Cardo Connect App you can find the Installation Guide in various languages under the Settings>Help>User Guides & Support page.

Q. Where can I find more info on how to use the product?

A. In the Cardo Connect App you can find the Pocket Guide in various languages under the Settings>Help>User Guides & Support page.

Q. What should I do when the device is not working correctly?

A. If you cannot solve your issue with this FAQ list you can perform a Factory Reset of your device. If this does not solve the problem, please reach out to your Lazer dealer.

Q. How can I restore the factory settings of VeloVox?

A. To perform a factory reset switch on both speakers and press both buttons on the RIGHT speaker for 6 seconds. The device will restart with factory settings.

Q. Who should I contact for warranty support?

If you cannot solve your problem with this FAQ list please reach out to your Lazer dealer for support.