

V-Tune Bluetooth Helmet FAQs

1. My unit won't turn on.

A. Have you charged the battery?

B. Are you pressing the function button long enough?

When turning unit on, press and hold the function button (big button) for at least 5 seconds, you will here a beep in the helmet when on.

Note: if your mic/speaker cable is not plugged in fully you will not hear the beep. See 4B below

2. The function button doesn't flash blue/red, and doesn't go into search mode.

Press and hold the function button for at least 10 seconds from the off position. If the unit is already on, push and hold the function button for 5 seconds. The light will begin flashing blue/red.

3. I have my helmet synched with my phone or paired with another helmet, but I can't hear anything thru the headsets and no one can hear me.

A. Have you charged your battery? A unit low on power will not be able to transit your voice signal.

B. Check your mic/speaker connection to the V-Tune Bluetooth Unit

i. Turn the helmet upside down so you are looking at the inside

ii. Remove the cloth liner part of the cheek pad (pull gently on snaps)

iii. You will see two sets of cables – the charging port cable (just under the neckroll) and the mic/speaker cables (between cheek EPS and head liner pad, about halfway towards the back of the helmet). Be careful, do not pull on the cables.

iv. Lift the neckroll, locate the B-Tune Bluetooth Unit –VTBU-- (small rectangular black box) behind the cheek EPS. It is marked with the FCC ID XFZ-VTCS-SLY101.

v. Using your finger or a small object check that the mic/speaker plug is fully inserted into the mic/speaker port on the VTBU. The mic/speaker port is located on the end of the VTBU that faces towards the back of the helmet. One of the metal screws that holds the VTBU to the helmet is located just to the neckroll side of the mic/speaker port. (If you have your helmet upside down, the screw will be above the mic/speaker port.) Ensure that the mic/speaker plug is not hung up on the screw. You may need to turn the mic/speaker plug slightly to get past the screw and plug completely into the mic/speaker port.

vi. Replace your cheek pad and turn helmet on.

C. Check your volume setting

4. When I'm trying to connect to my phone I'm seeing multiple Bluetooth devices coming up on my phone what do I do?

A. Move clear of other cell phones and other Bluetooth devices, your unit is picking up multiple signals.

B. If you are still seeing multiple devices just look for the device labeled sly101, and follow the steps in #3 above once you have found your helmet on your phone we suggest changing the name from sly101 to something that you will recognize as your helmet signal. Example "Brian's Helmet"

C. The Bluetooth receiver in the helmet is equipped with an automatic cancel of search mode after a amount of time with no activity, it will automatically drop out of search and return to on mode, if this happens simply press and hold the function button again to return to search mode

5. I have an incoming call, I hit the function button to answer but nothing happens?

There is usually a 5 to 7 second delay for the blue tooth unit to receive a call in your helmet

You can also wait 5 to 7 seconds for the Auto Answer feature to pick up the call

This same delay will be in effect when you first link up 2 helmets, 5 to 7 seconds after the initial link you will have simultaneous talking.

6. I would like to remove my liner for cleaning will this affect my Bluetooth unit?

No, just be careful not to disturb mic/speaker cable connection to the V-Tune Bluetooth Unit. when you pull out the liner. i. Detach the microphone from the liner

Then unsnap the cheek pads

Gently pull the chin strap through the cheek pads, then remove the speakers from their pockets

Undo the snaps at the back of the helmet near the neck roll, make sure you watch the microphone and speakers that you have removed from the liner

Gently pull the liner from the front of the helmet and remove liner from helmet

For washing the liner, hand wash in cold water with a mild detergent and air dry.

Double check mic/speaker and charging cable connections after re-installing liner.

7. Will my V-TUNE receiver work with other brands of communication devices for rider to passenger or rider to rider communications?

The V-Tune is not warranted to work with any other rider to passenger or rider to rider systems, but it doesn't hurt the unit to attempt to pair.

It will connect to Bluetooth devices such as MP3 players, Navigation and cell phones having compatible Bluetooth profiles: HSP, HFP, A2DP and AVRCP.

For information on Pairing, Two-way radio, Phone, and Audio functions, please refer to the V-Tune Bluetooth Headset Manual.

8. My speaker volume is not loud enough when connected to cell phone or MP3 player

A. Check your physical connections, see 3B

B. Start with both helmet and cell phone/MP3 volume turned all the way down. Raise cell phone/MP3 volume to max, then adjust helmet volume up.

9. There is static in my interphone communication.

There are many environmental factors that can contribute to static in the interphone units, and it may not be possible to control for all of these. These factors include surrounding traffic speed, size (big trucks) and quantity; interference from the frequency of your own or neighboring engines or electronics;

Interphone performance may not match Bluetooth clarity of cell phone/MP3 devices.