

Thank you for contacting the Cardo Systems Support Center.

We aren't aware of any issues between the scala rider Q1 and that version of the TomTom Rider. I would recommend to use the following steps to reset your devices, create a new pairing, and test further.

To reset your scala rider Q1 headset:

1. Turn the scala rider Q1 module on by pressing and holding the IC button until three (3) blue flashes appear.
2. With the Q1 flashing slowly in blue, press and hold the Volume Up button until you receive a red and blue alternating flash.
3. Release the Volume Up button. With the device flashing red and blue alternating, press and hold the MM button for approximately three (3) seconds. The red and blue flashing should change to a slow, solid purple flash.
4. The headset will flash purple slowly, approximately five (5) times, followed by three (3) red flashes.
5. The module should then be powered off, indicating that the reset has been completed. Repeat these steps with both headsets.

To create a new pairing between your scala rider Q1 headsets:

1. Turn both scala rider Q1 modules on by pressing and holding the IC button until three (3) blue flashes appear on each headset.
2. Make sure both modules are in stand-by mode, which is indicated by a single blue flash every three (3) seconds.
3. From one Q1 module, press and hold the IC button until the module begins to flash red rapidly. You will see three red flashes like the device is powering off, but keep the button held in until it flashes red rapidly. This is the Intercom Pairing mode.*
4. Repeat step 3 on the second Q1 module.
5. Both modules should continue to show a rapid red flash until they have found each other. At that time, each module will simultaneously show a solid red light for a few seconds. Both headsets will return to stand-by mode simultaneously after that, indicating that the pairing process has been completed.**

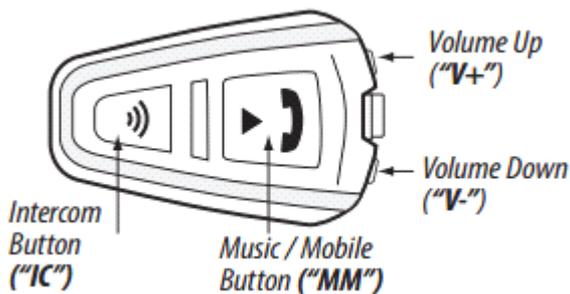
*Once the Q1 module is in Intercom Pairing mode, it will return to stand-by automatically after two (2) minutes if a pairing is not completed.

**If both modules do not show a solid red for a few seconds and one headset returns to stand-by mode before the other, the headsets did not complete the pairing process successfully.

To reset your TomTom Rider: To resolve a Bluetooth issue, you will also need to reset your GPS to factory settings. On most TomTom Riders, this can be done by through the settings menu. (Note: This reset will restore the devices to its factory settings. All user data will be erased. Please refer to the TomTom manual for instructions on backing up any data you wish to save).

To pair a scala rider Q1 headset with your GPS:

1. Turn the scala rider Q1 module on by pressing and holding the Control button until three (3) blue flashes appear.
2. With the Q1 flashing slowly in blue, press and hold the Volume Down button until you receive a red and blue alternating flash.
3. Once the Q1 module is flashing red and blue alternating, search for/Add a Bluetooth 'audio' device/headset from your GPS.
4. The GPS should momentarily discover the 'scala rider Q1'. If prompt for a pass key, this will be four zeros (0000).
5. The GPS should momentarily confirm that the pairing has been completed, and the headset should return to stand-by mode.



Please feel free to contact us if we can assist you with any other questions.

Best regards,

Technical Support

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