SENA

USER GUIDE

Firmware Version: 1.4.x

Last updated on Mar 17, 2025

50S

MOTORCYCLE BLUETOOTH®
COMMUNICATION SYSTEM WITH MESH INTERCOM™

SOUND BY
harman/kardon®

The firmware version 1.4.x indicates that this manual is applicable to all firmware updates within the version 1.4 series.

BEFORE GETTING STARTED

Sena Motorcycles App

Download the **Sena Motorcycles App** from the **Google Play Store** or the **App Store**.

WAVE Intercom App

Download the **WAVE Intercom App** from the **Google Play Store** or the **App Store**.

For detailed information on the **Wave Intercom™**, please refer to the **Wave Intercom User Guide** at **sena.com**.

50 Series Updater Software for Windows PC or Mac

Download the **50 Series Updater Software** at **sena.com**.

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1. ABOUT THE MOTORCYCLE BLUETOOTH COMMUNICATION SYSTEM WITH MESH INTERCOM

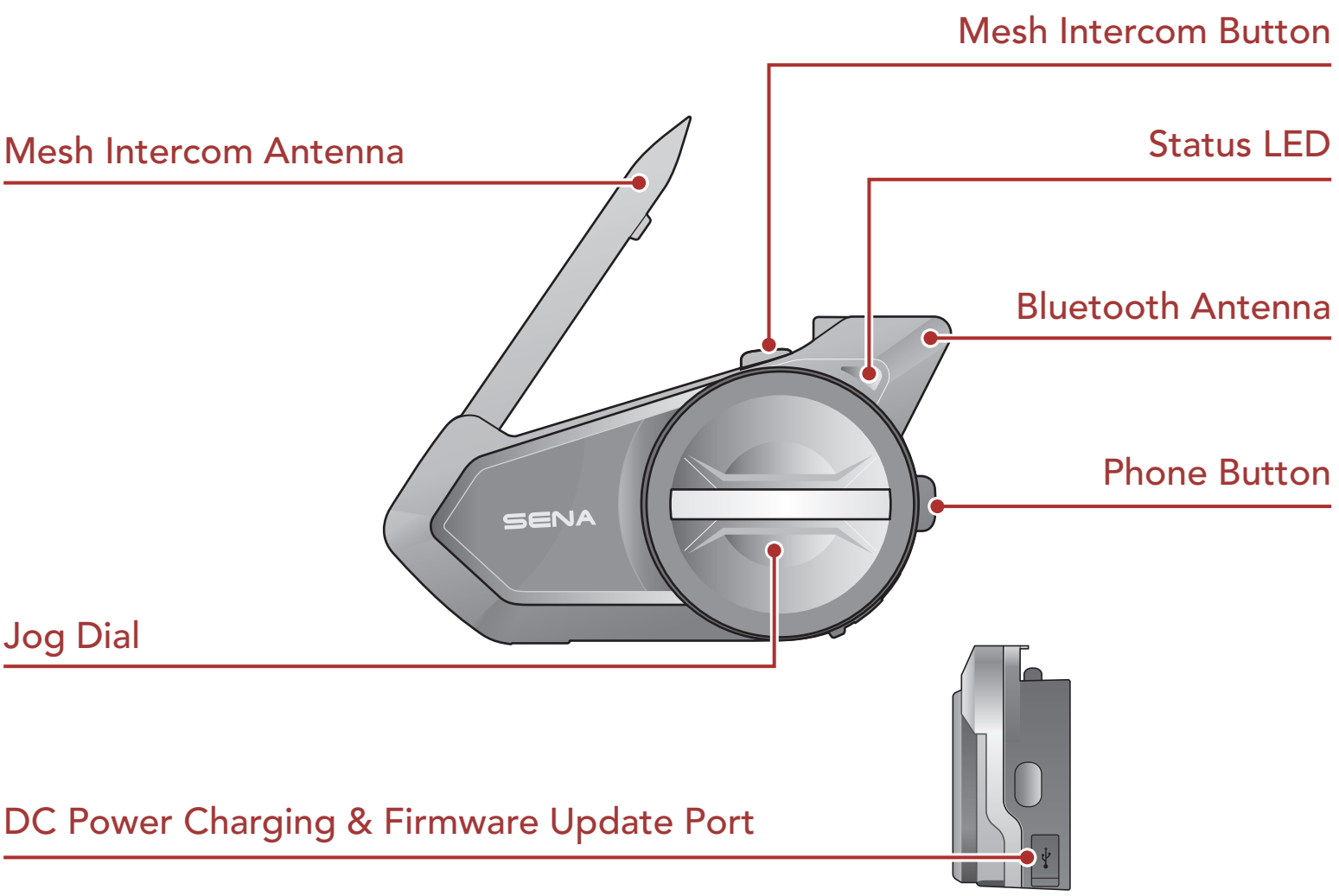
1.1 Key Features

- Bluetooth® 5.0
- Wave Intercom Compatible
- Multi-Way Intercom
- Mesh Intercom up to 1.2 mi (2 km)*
- Intercom up to 1.2 mi (2 km)*
- Audio Multitasking™
- Multi-Language Voice Command
- Support Siri and Google Assistant

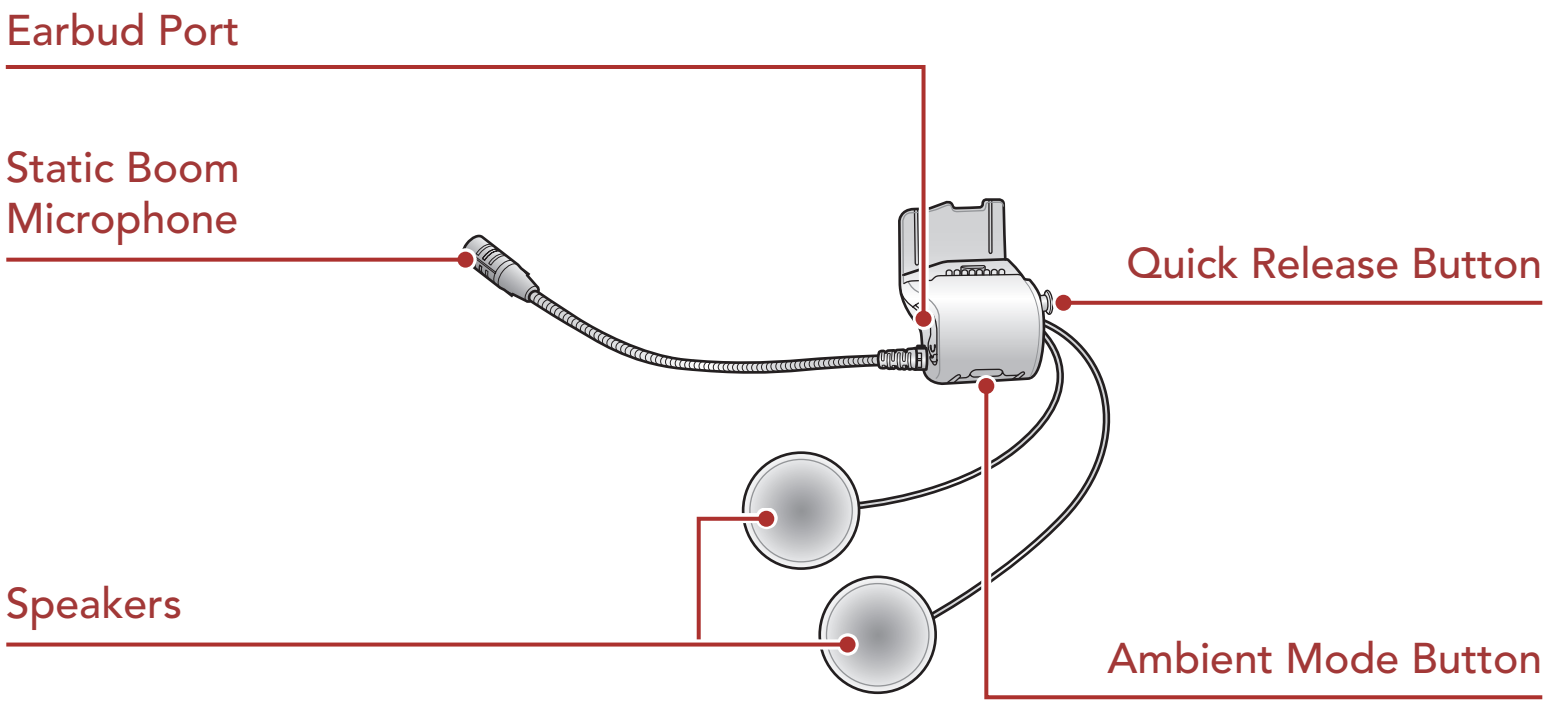
* in open terrain

1.2 Product Details

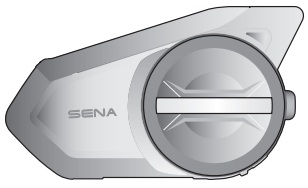
1.2.1 Headset Main Unit



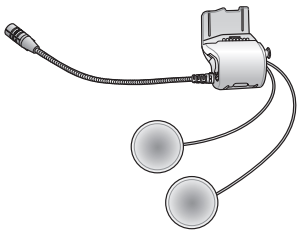
1.2.2 Universal Clamp Kit



1.3 Package Contents



Headset
Main Unit



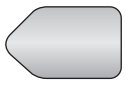
Universal
Helmet Clamp



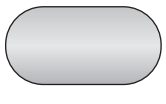
Wired Boom
Microphone



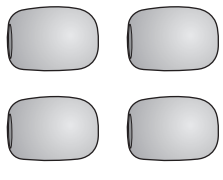
Wired
Microphone



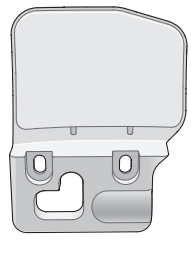
Hook and Loop
Fastener for
Boom Microphone



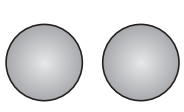
Hook and Loop
Fastener for
Wired Microphone



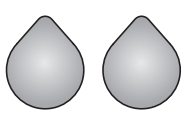
Microphone
Sponges



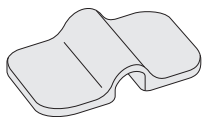
Glued Surface
Mounting
Adapter



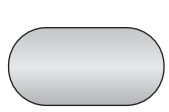
Speaker Pads



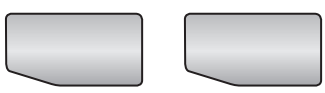
Hook and Loop
Fasteners for
Speakers



Boom
Microphone
Holder



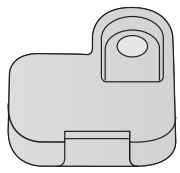
Hook and Loop
Fastener for
Holder



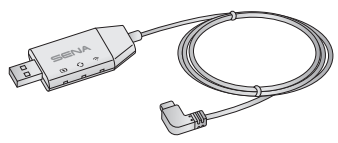
Rubber Pads



Allen Wrench



Speaker
Port Cover



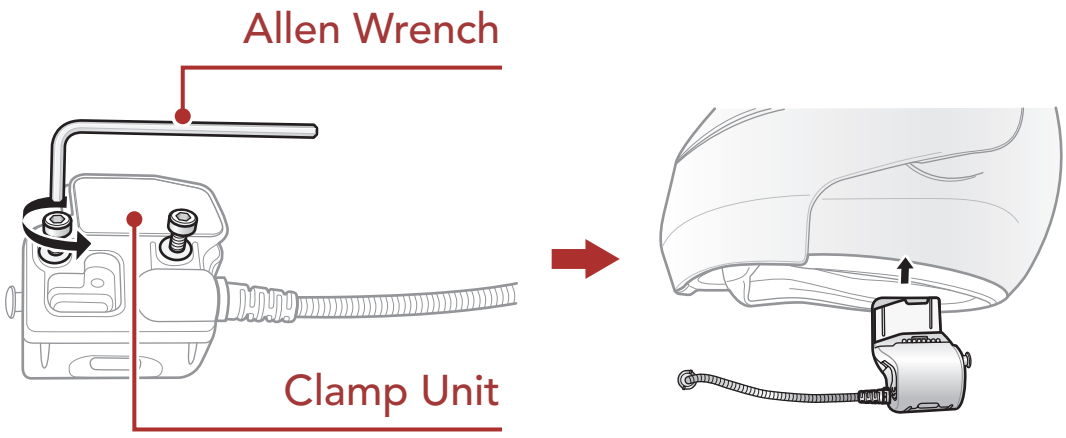
WiFi Charging
Cable

2. INSTALLING THE HEADSET ON YOUR HELMET

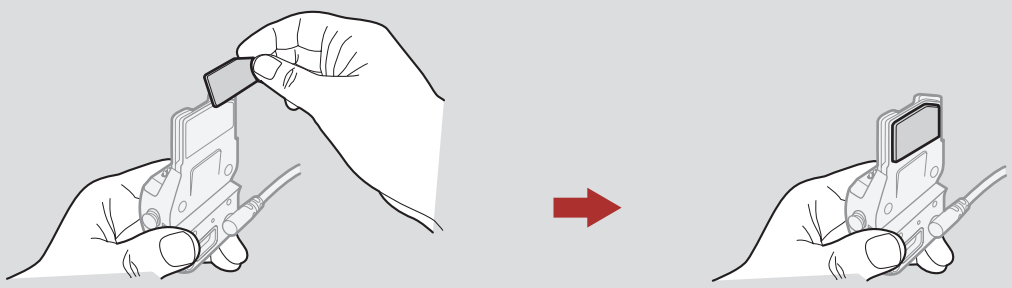
2.1 Helmet Installation

To securely install the headset on the helmet, please follow this procedure.

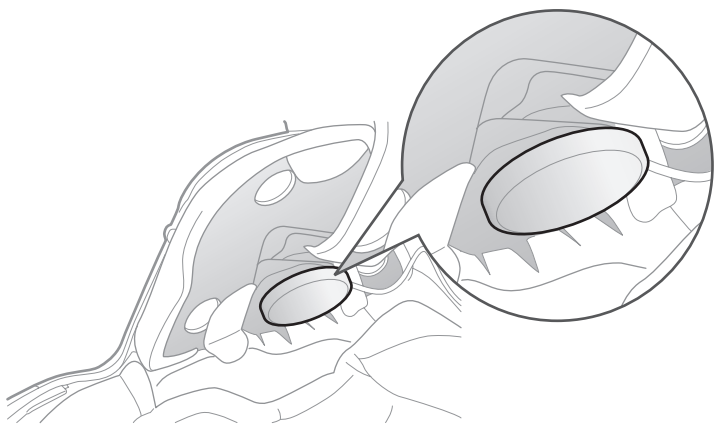
1. Insert the back plate of the clamp unit between the internal padding and the external shell of the helmet, and tighten the two screws.



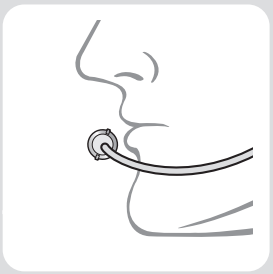
Note: Depending on the size and shape of your helmet, you may need to change the thickness of the rubber pad between the clamp plates using the two extra rubber pads in the box. To increase the overall thickness, attach the thinner one to the original rubber pad or replace the original rubber pad with the thicker one.



2. Place the helmet speakers along with the hook and loop fasteners, centered to your ear, in the ear pockets of the helmet. If the helmet has deep ear pockets, you can use the speaker pads to place the speakers closer to your ears.



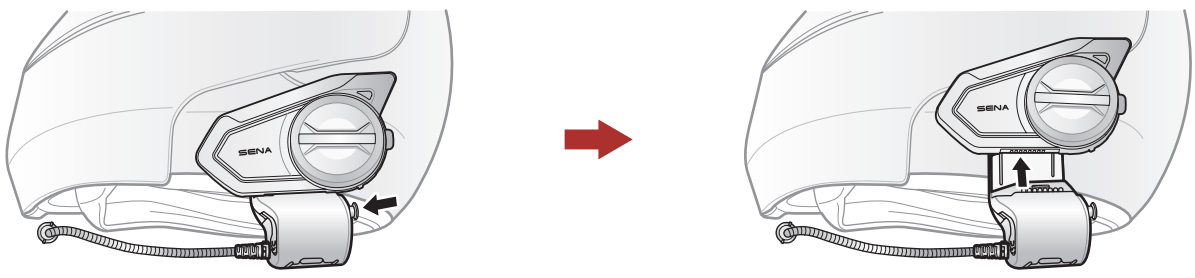
Note: Make sure that the microphone is located properly close to your mouth when you wear the helmet.



3. Attach the headset main unit to the clamp unit. Slide the main unit down onto the clamp unit until it clicks firmly into the bottom portion of the clamp unit.



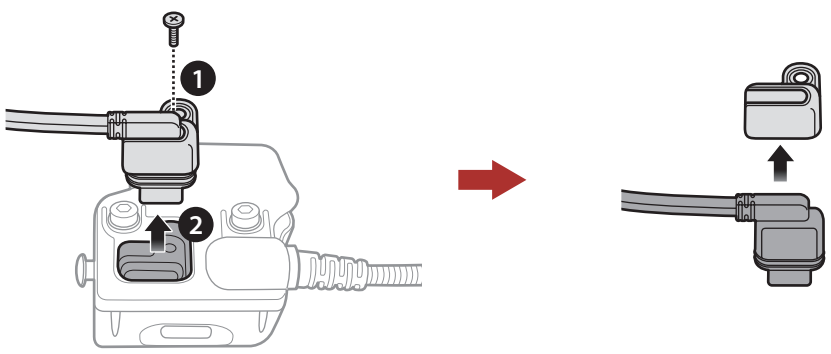
4. To remove the main unit from the clamp unit, press the Quick Release Button to slide it off the clamp unit.



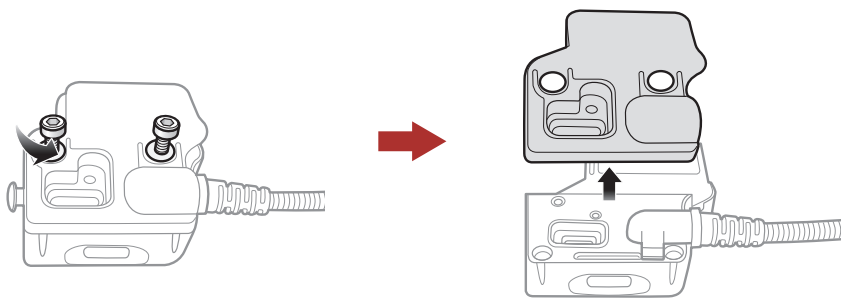
2.2 Using the Glued Surface Mounting Adapter

If you have any problem equipping the clamp unit on the helmet for any reason, you may use the glued surface mounting adapter to attach the clamp unit on the external surface of the helmet.

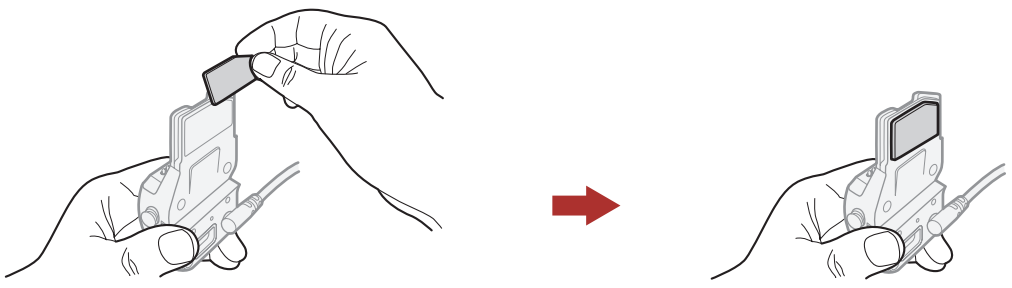
1. Remove the speaker unit.



2. Remove the back plate.

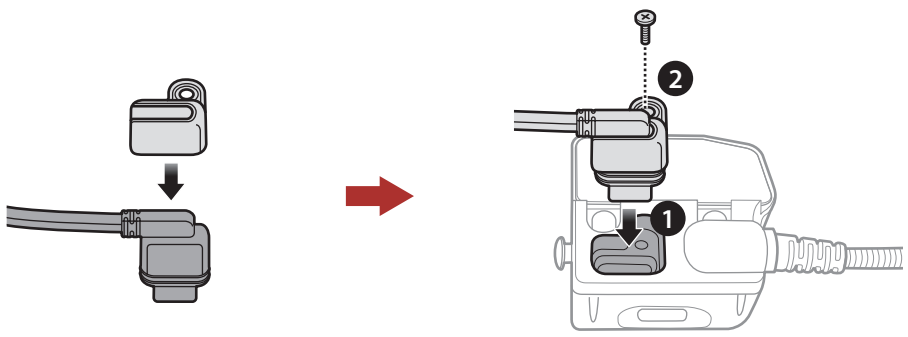


3. Remove the rubber pad and replace it with the thicker rubber pad included in the package.



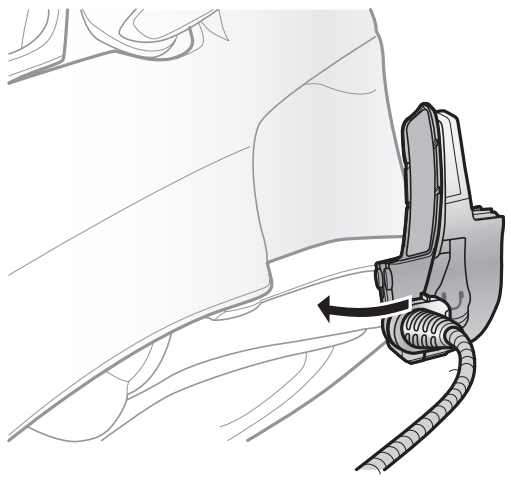
4. Hook on the adapter to the clamp unit then screw in the glued external adapter to the clamp unit.

5. Reconnect the speaker cable to the speaker port.



6. Locate a proper surface on the helmet to attach the unit then clean the helmet surface location with a moistened towel and allow it to dry thoroughly.

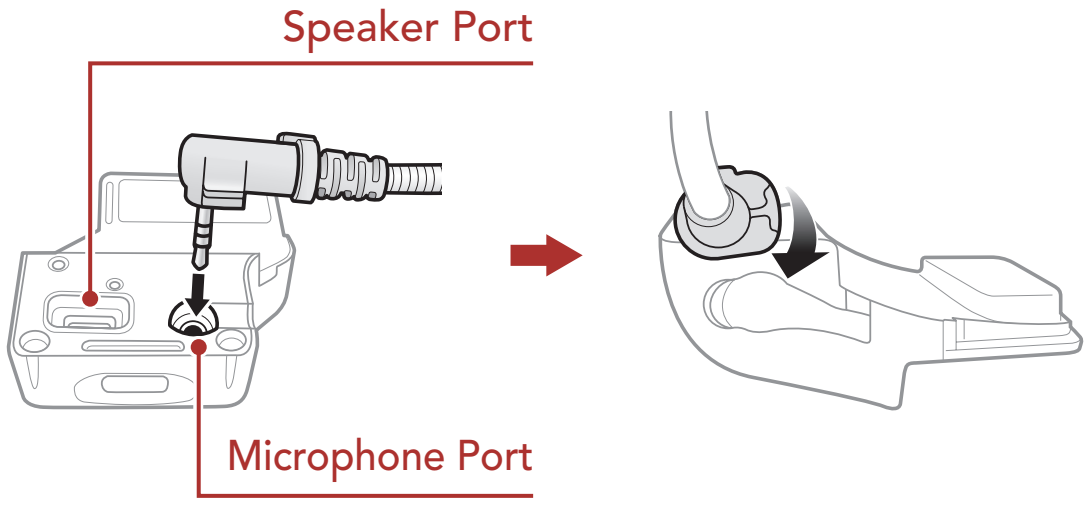
7. Peel off the cover of the adhesive tape of the adapter and attach the unit on the proper surface of your helmet.



2.3 Switching the Microphone

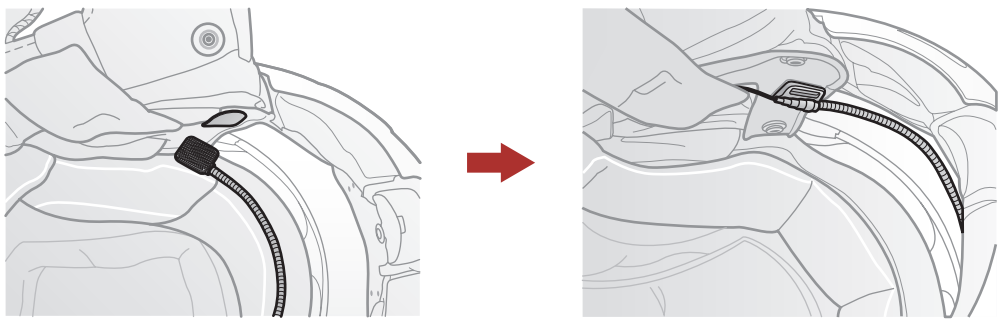
If you want to use a different microphone instead of the static boom microphone, please refer to the following steps.

1. Remove the back plate of the clamp unit.
2. Connect the microphone according to your helmet type.
3. Lock the microphone to the clamp.
4. Reattach the back plate to cover the microphone and the speaker port.



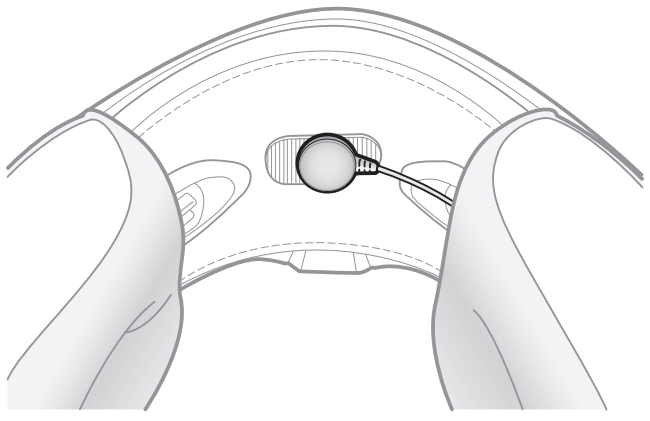
2.3.1 Wired Boom Microphone

When installing the included wired boom microphone, place the hook and loop fastener at the end of the boom microphone between the internal helmet cheek pad and the internal wall of the helmet shell. The boom microphone should be mounted so it is facing close to your mouth when you wear the helmet.



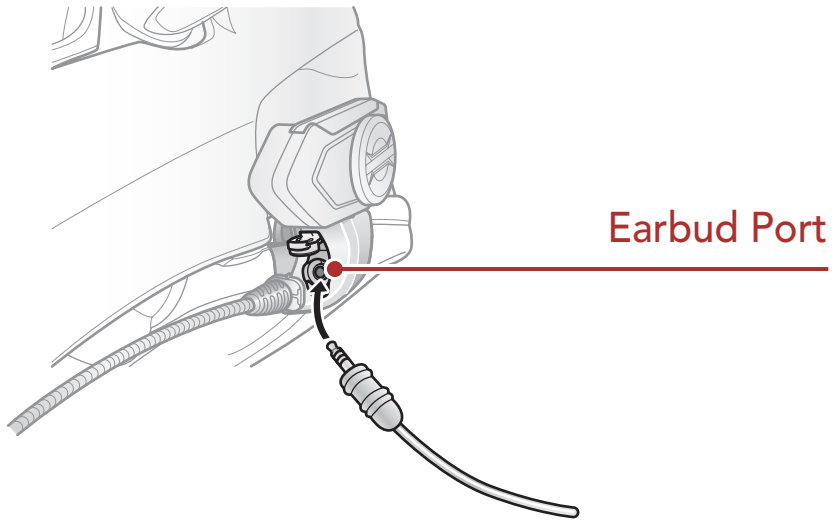
2.3.2 Wired Microphone

In case of the wired microphone, attach the enclosed hook and loop fastener for the wired microphone to the inside of the chin guard for full-face helmets. Place the wired microphone on the hook and loop fastener and connect it to the connector of the clamp unit.



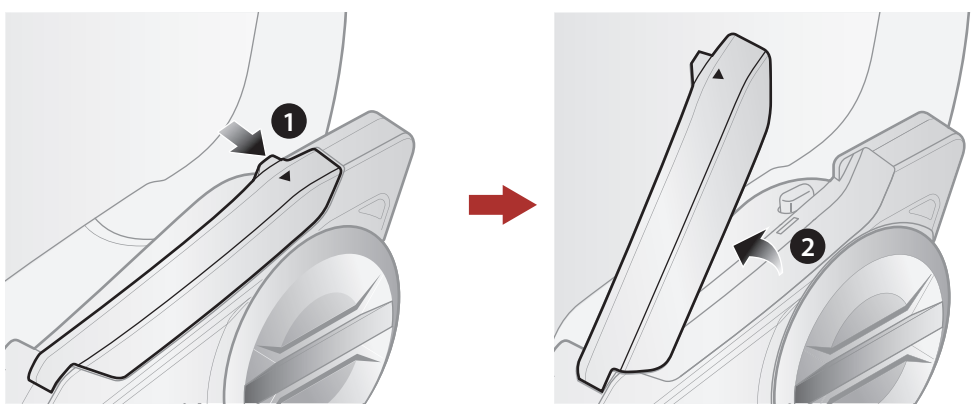
2.4 Earbuds

You can connect your earbuds to the clamp while having the speakers connected to the clamp. The sound of the earbuds will be active while the sound of the outer speakers becomes inactive.



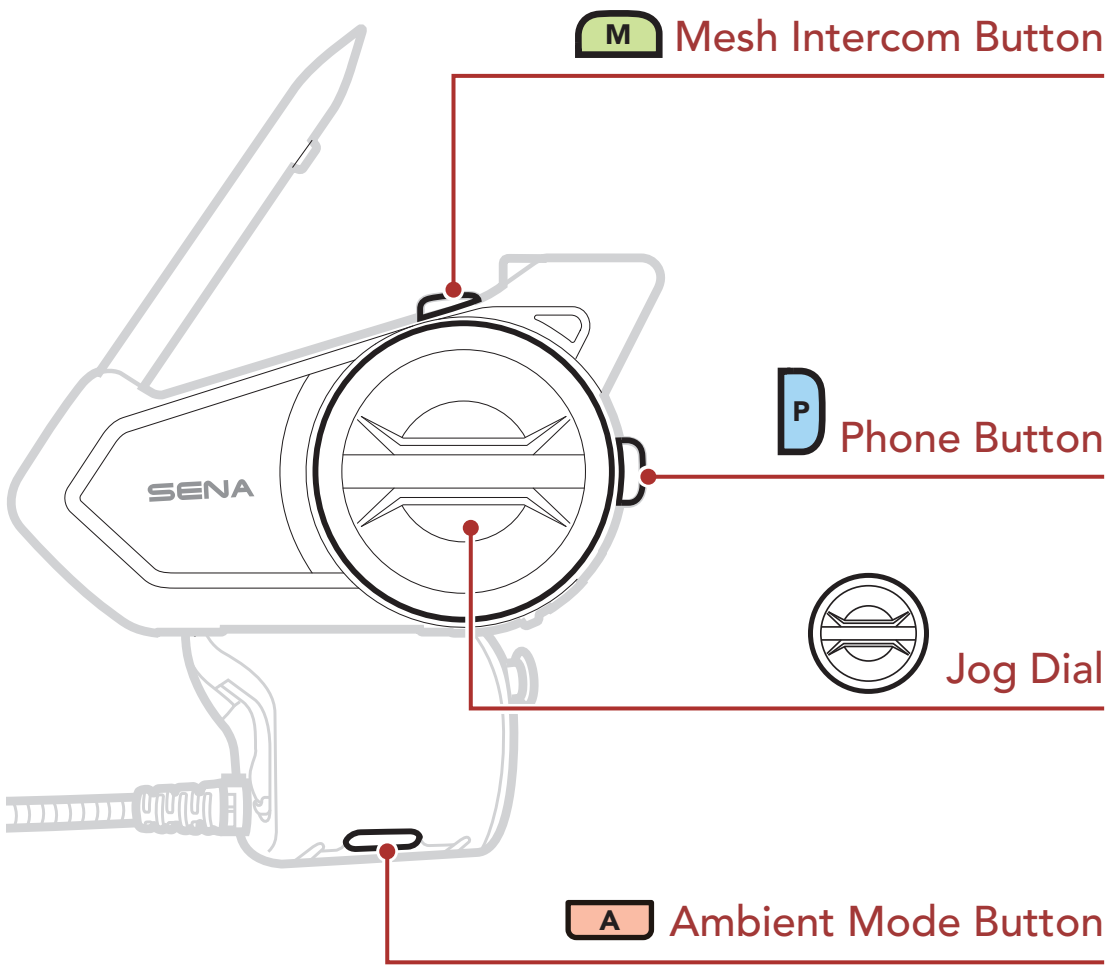
2.5 External Mesh Intercom Antenna

Pull the **Mesh Intercom** Antenna outwards slightly to unfold it.



3. BASIC OPERATION

3.1 Button



3.2 Legend

TAP 1x — **Tap** Button/Jog Dial the specified number of times

HOLD 3s — **Press and Hold** Button/Jog Dial for the specified amount of time

ROTATE L / ROTATE R / ROTATE — **Rotate** Jog Dial clockwise (right) or counterclockwise (left).

ROTATE L / ROTATE R / ROTATE — **Rotate while Pressing** Jog Dial clockwise (right) or counterclockwise (left).

"Hello" — **Audible prompt**

3.3 Powering On and Off

Press and hold the **Jog Dial** and **Phone Button** at the same time to turn the headset on or off.

Powering On

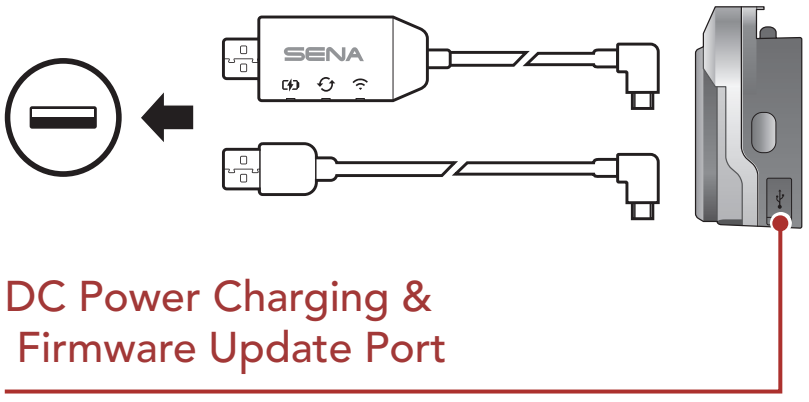


Powering Off



3.4 Charging

Charging the Headset



You can charge the headset by connecting the **WiFi Charging Cable** or a **USB Power & Data Cable (USB-C)**.

A **USB Power & Data Cable (USB-C)** is not included in the package.

The headset will be fully charged in about 2.5 hours. (The charging time may vary depending on the charging method.)

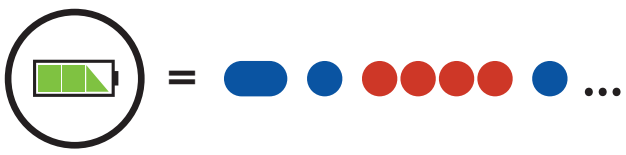
Note: Any 3rd party USB charger can be used with Sena products if the charger is approved by either the FCC, CE, or IC.

3.5 Checking the Battery Level

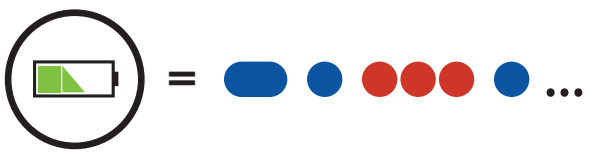
Instructions are for when powering the headset on.

Visual Method





HIGH



MEDIUM



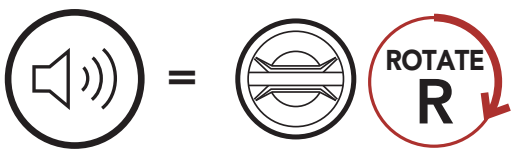
LOW

Note: When the battery is low while in use, you will hear a voice prompt saying **"Low battery."**

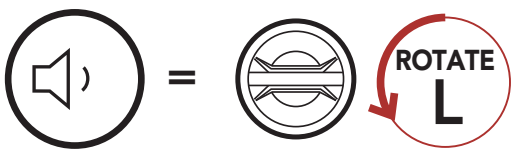
3.6 Volume Adjustment

You can raise or lower the volume by rotating the **Jog Dial** clockwise or counterclockwise. Volume is set and maintained independently at different levels for each audio source (i.e., phone, intercom), even when the headset is rebooted.

Volume Up



Volume Down

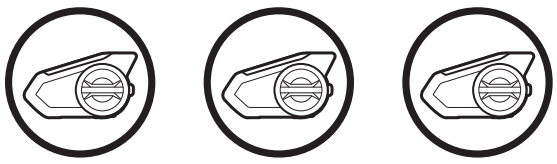


4. PAIRING THE HEADSET WITH OTHER BLUETOOTH DEVICES

When using the headset with other Bluetooth devices for the first time, they will need to be "paired." This enables them to recognize and communicate with one another whenever they are within range.

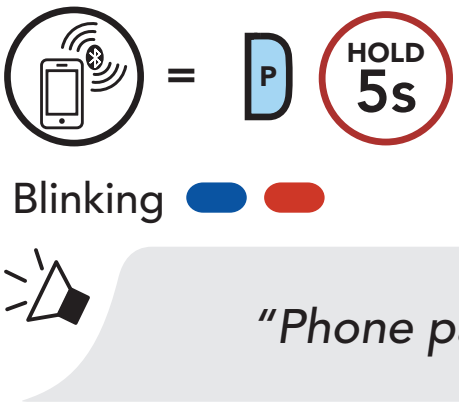
The headset can pair with multiple Bluetooth devices such as a mobile phone or GPS via **Mobile Phone Pairing, Second Mobile Phone Pairing** and **GPS Pairing**. The headset can also be paired with up to three other Sena headsets.

Pairs with up to Three Sena Headsets

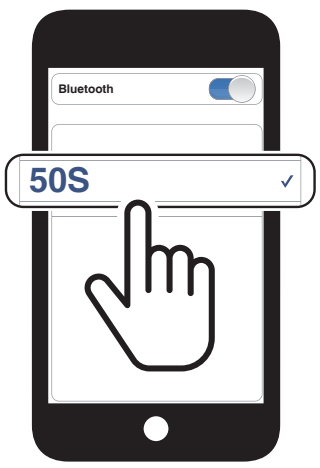


4.1 Phone Pairing

1. Press and hold the **Phone Button** for **5 seconds**.



2. Select **50S** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



Note:

- When you turn on the 50S for the first time or reboot it after a factory reset, the 50S will automatically enter phone pairing mode.
- To cancel phone pairing, press any button.

4.2 Second Mobile Phone Pairing

1. Press and hold the **Jog Dial** for **5 seconds**.

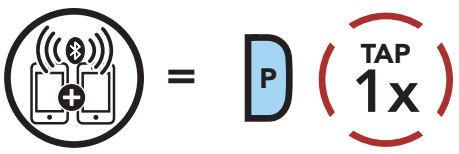


Blinking



"Intercom pairing"

2. Tap the **Phone Button**.



Blinking



"Second mobile phone pairing"

3. Select **50S** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.

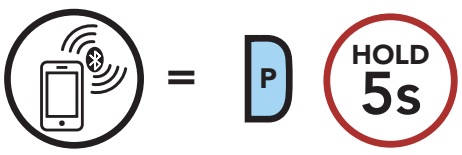


4.3 Advanced Selective Pairing: Hands-Free or A2DP Stereo

Phone Pairing allows the headset to establish two Bluetooth profiles: **Hands-Free** or **A2DP Stereo**. **Advanced Selective Pairing** allows the headset to separate the profiles to enable connection with two devices.

4.3.1 Phone Selective Pairing - Hands-Free Profile

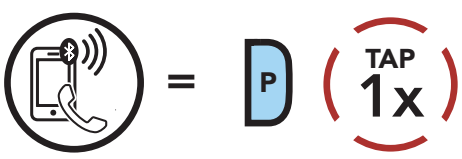
1. Press and hold the **Phone Button** for **5 seconds**.



Blinking

"Phone pairing"

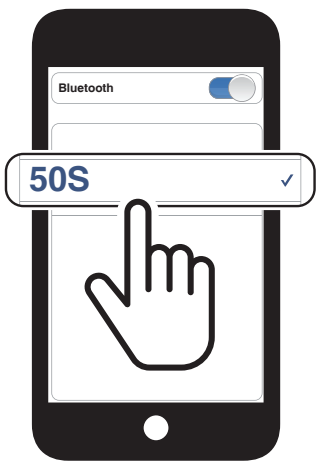
2. Tap the **Phone Button**.



Blinking

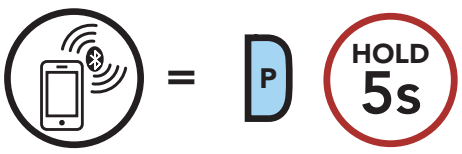
"Phone selective pairing"

3. Select **50S** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



4.3.2 Media Selective Pairing - A2DP Profile

1. Press and hold the **Phone Button** for **5 seconds**.

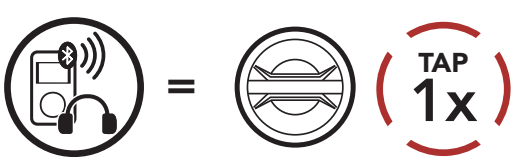


Blinking



"Phone pairing"

2. Tap the **Jog Dial**.



Blinking



"Media selective pairing"

3. Select **50S** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



4.4 GPS Pairing

1. Press and hold the **Jog Dial** for **5 seconds**.

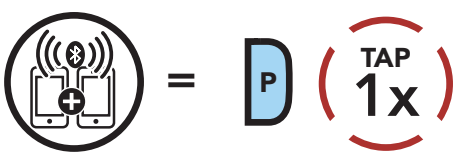


Blinking



"Intercom pairing"

2. Tap the **Phone Button**.

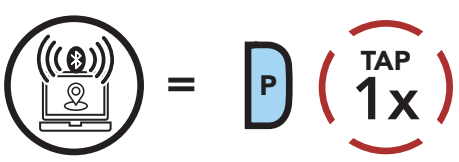


Blinking



"Second mobile phone pairing"

3. Tap the **Phone Button**.



Blinking



"GPS pairing"

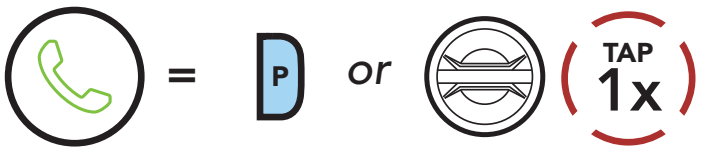
4. Select **50S** in the list of devices detected. If your Bluetooth device asks for a PIN, enter 0000.



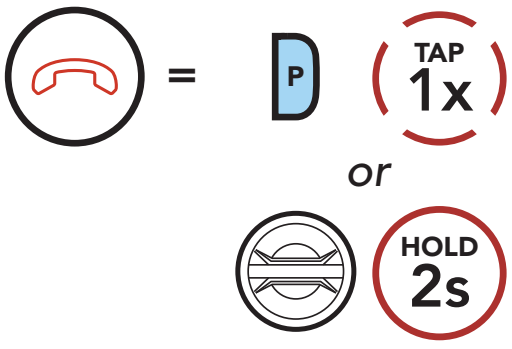
5. MOBILE PHONE USAGE

5.1 Making and Answering Calls

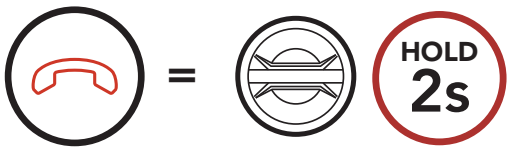
Answer a Call



End a Call



Reject a Call



5.2 Siri and Google Assistant

The **50S** supports the **Siri** and **Google Assistant** access directly.

You can activate the **Siri** or **Google Assistant** using the voice through the headset's microphone, a wake word will be used. This is a word or a group of words such as **"Hey Siri"** or **"Hey Google."**

Activate the Siri or Google Assistant Installed on Your Smartphone



5.3 Speed Dialing

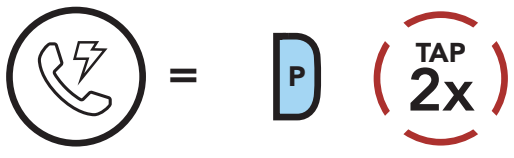
5.3.1 Assigning Speed Dial Presets

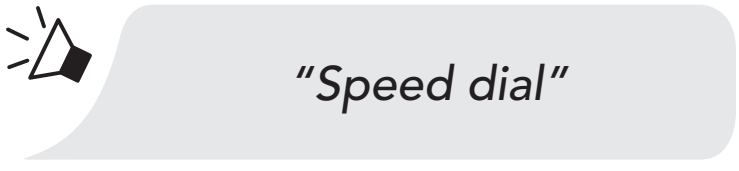
Speed Dial Presets could be assigned in the settings menu, accessible through the **Sena Motorcycles App**.

5.3.2 Using Speed Dial Presets

1. Enter into the **Speed Dial** menu.

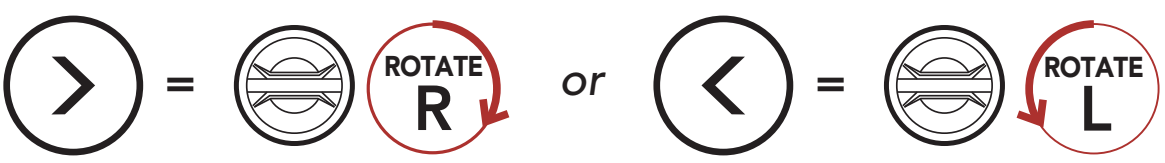
Enter Speed Dial Mode





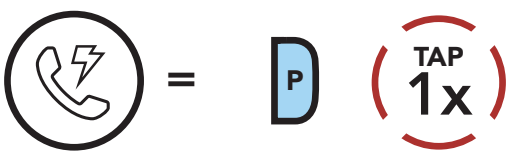
2. Navigate between the **Speed Dial Preset**.

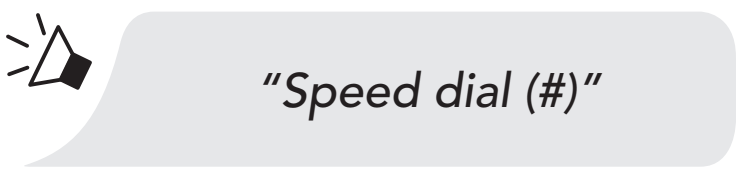
Navigate Forward or Backward through Speed Dial Preset Numbers



3. Call one of your **Speed Dial Presets**.

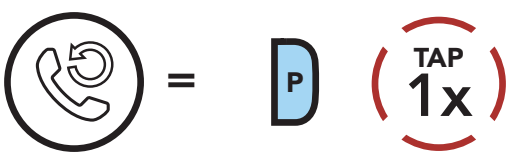
Call a Speed Dial Preset Number

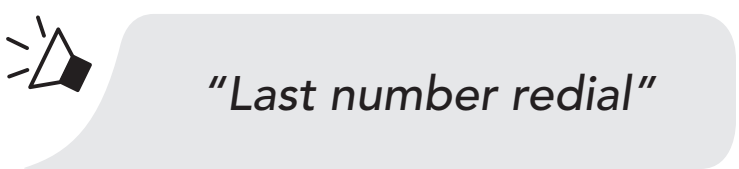




4. Redial the last number called.

Redial Last Number



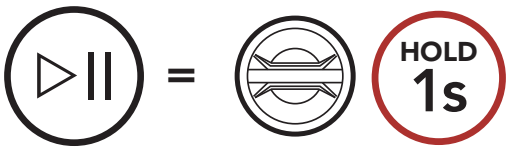


6. STEREO MUSIC

6.1 Playing Music with Bluetooth Devices

1. Play or pause music.

Play/Pause Music

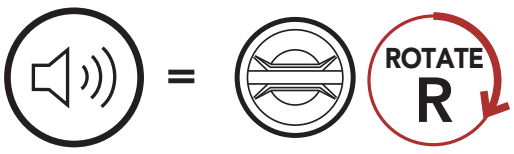




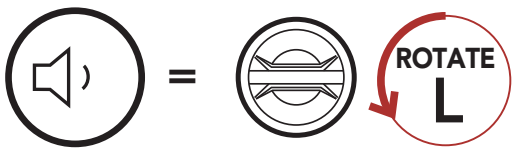
"[Beep, Beep]"

2. Adjust the volume.

Volume Up/Down

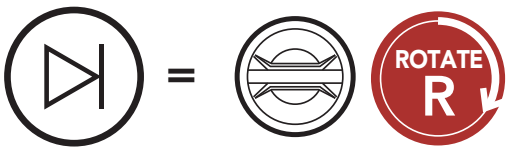


or

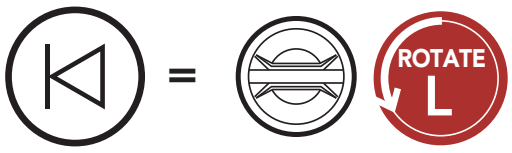


3. Track forward or back.

Track Forward/Backward



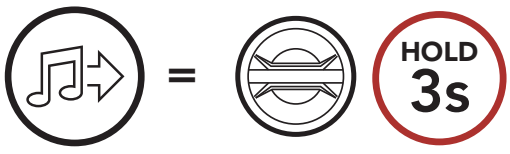
or



6.2 Music Sharing

You can start sharing music with one intercom friend using Bluetooth stereo music during a two-way intercom conversation and one participant of a Mesh. Both you and your intercom friend can remotely control music playback such as track forward and track back. If you start sharing music while Bluetooth intercom and Mesh Intercom are running at the same time, then music shared during Bluetooth intercom will take priority over music shared during Mesh Intercom. The Creator will send a request message to a headset connected during Mesh Intercom and will share music with the first participant that accepts the request.

Bluetooth Intercom Music Sharing

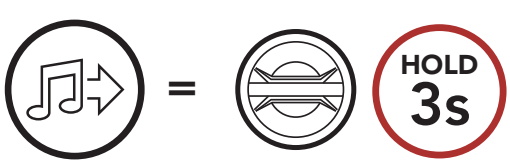




"Music sharing on"

Mesh Intercom Music Sharing

[Creator]



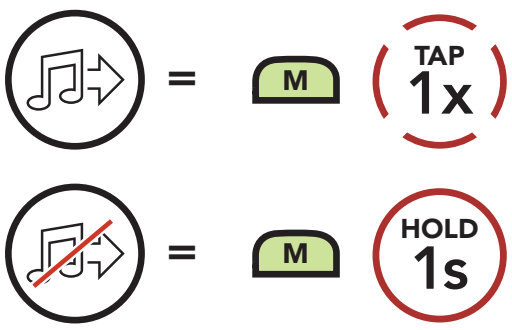


"Music sharing on"

[Participant]



"Would you like to accept music sharing?"



7. MESH INTERCOM

7.1 What is Mesh Intercom?

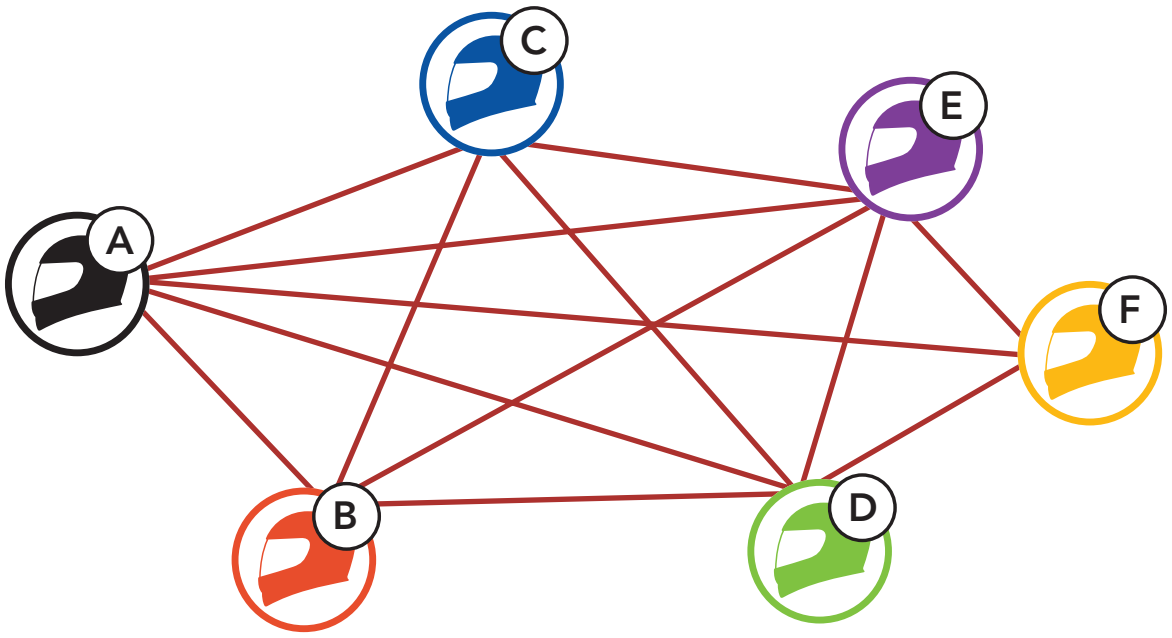
Mesh Intercom is a dynamic communication system created by Sena that provides instant and effortless bike-to-bike communication without a pre-grouping process. **Mesh Intercom** allows users to connect and communicate with nearby users without the need to pair each headset together.

The working distance between each **50S** in **Mesh Intercom** can be up to 2 km (1.2 miles) in open terrain. In open terrain, the **Mesh** can be extended up to 8 km (5 miles) between a minimum of six users.

Users can communicate in two modes:

- Open Mesh™ for open group intercom conversations.
- Group Mesh™ for private group intercom conversations.

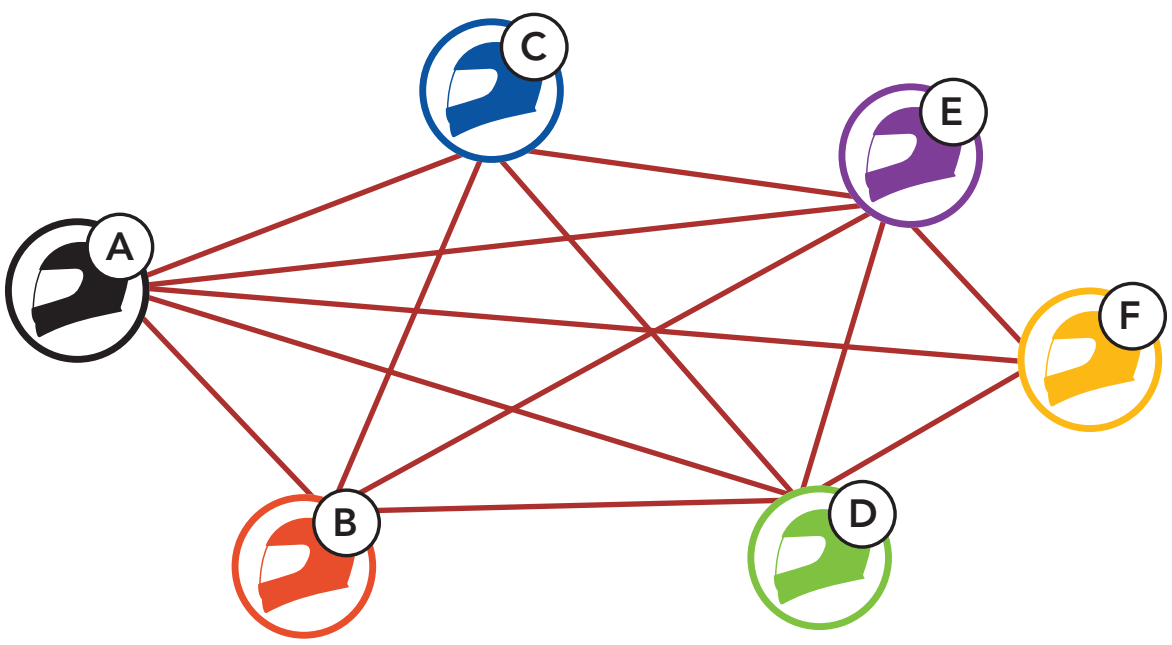
Mesh Intercom

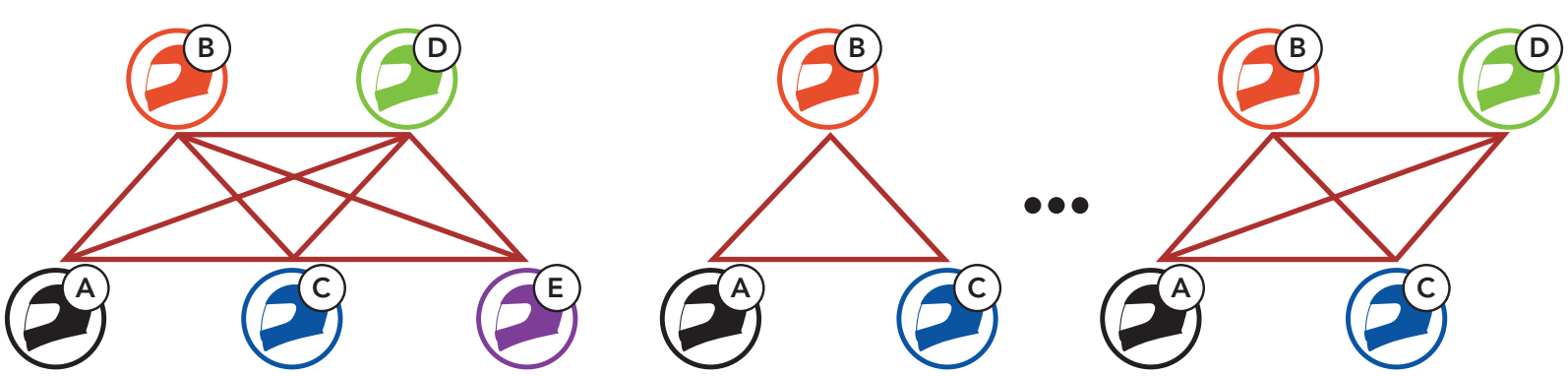


7.1.1 Open Mesh

Open Mesh is an open group intercom function. Users can freely communicate with each other in the same **Open Mesh** channel and select which channel (1-9) to use through the headset.

It can connect with a virtually unlimited number of users in each channel.



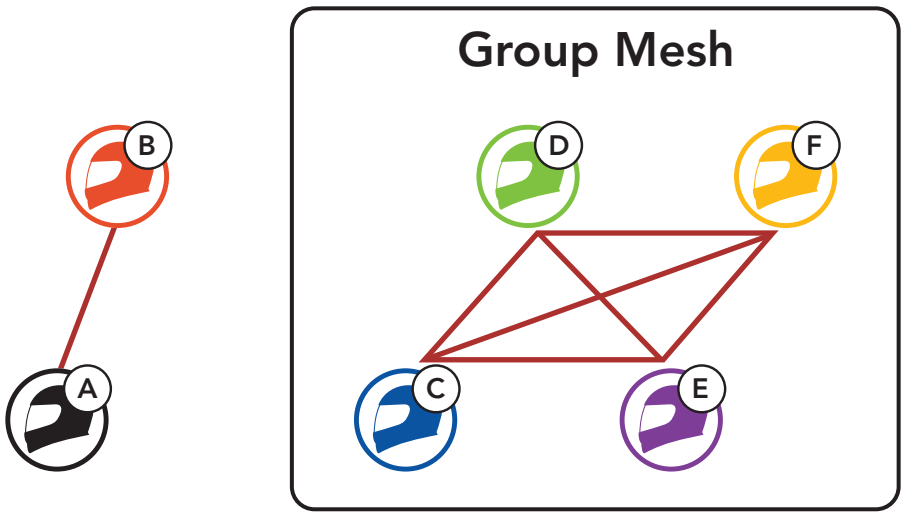


Channel 1 Channel 2 ••• Channel 9

7.1.2 Group Mesh

Group Mesh is a closed group intercom function that allows users to join, leave, or rejoin a group intercom conversation without pairing each headset. Users can freely communicate with each other in the same private group in **Group Mesh**.

For closed intercom conversations using **Mesh Intercom**, a **Group Mesh** needs to be created by the users. When users create a private group in **Group Mesh** by **Mesh Grouping**, the headset automatically switches from **Open Mesh** to **Group Mesh**. Up to 24 users can all be connected in each private group.



7.2 Starting Mesh Intercom

When **Mesh Intercom** is enabled, the **50S** will automatically connect to nearby **50S** users and allow them to talk to each other.

Mesh Intercom On

= M TAP 1x

"Mesh intercom on"

Mesh Intercom Off

= M TAP 1x

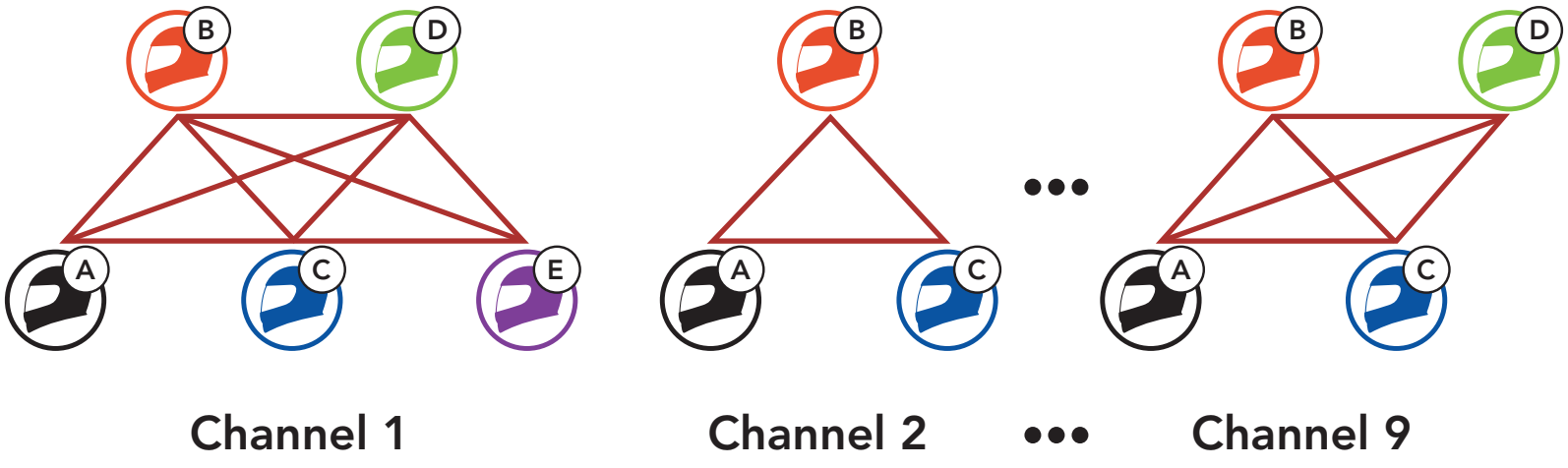
"Mesh intercom off"

7.3 Using the Mesh in Open Mesh

When **Mesh Intercom** is enabled, the headset will be in **Open Mesh (default: channel 1)** initially.

7.3.1 Channel Setting (Default: channel 1)

If the **Open Mesh** communication experiences interference because other groups are also using **channel 1 (default)**, change the channel. You can select from channels 1 to 9.



Enter into the Channel Setting

= M TAP 2x

"Channel setting, 1"

Navigate Between Channels
(1 → 2 → ••• → 8 → 9 → Exit → 1 → •••)

= ROTATE R *or* = ROTATE L

"#"

Save the Channel

= TAP 1x

"Channel is set, channel #"

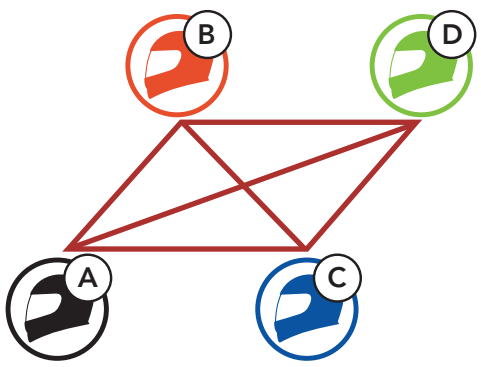
Note:

- **Channel Setting** always starts with channel 1.
- If you do not press any button for approximately **10 seconds** in a specific channel, the channel is automatically saved.
- If you want to cancel during **Channel Setting**, tap the **Phone Button**.
- The channel will be remembered even if you turn off the **50S**.

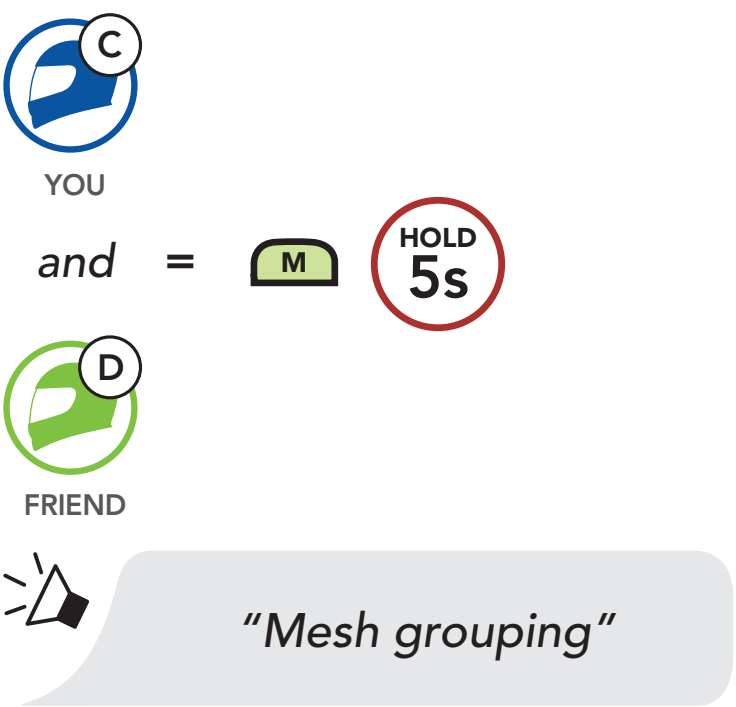
7.4 Using Mesh in Group Mesh

7.4.1 Creating a Group Mesh

Creating a **Group Mesh** requires **two or more Open Mesh users**.



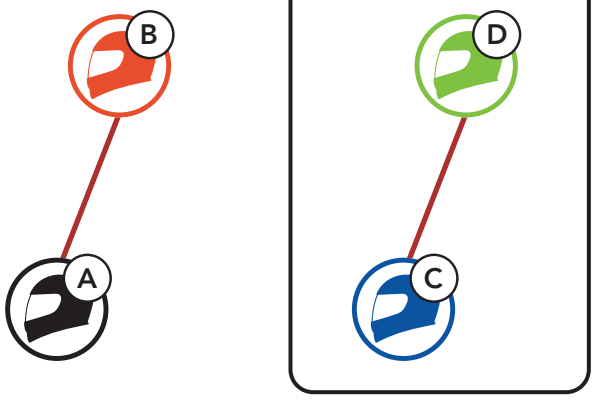
1. Enter into **Mesh Grouping** to create a **Group Mesh**.



2. The headsets complete **Mesh Grouping** and automatically switch from **Open Mesh** to **Group Mesh**.

"Group Mesh"

Open Mesh **Group Mesh**



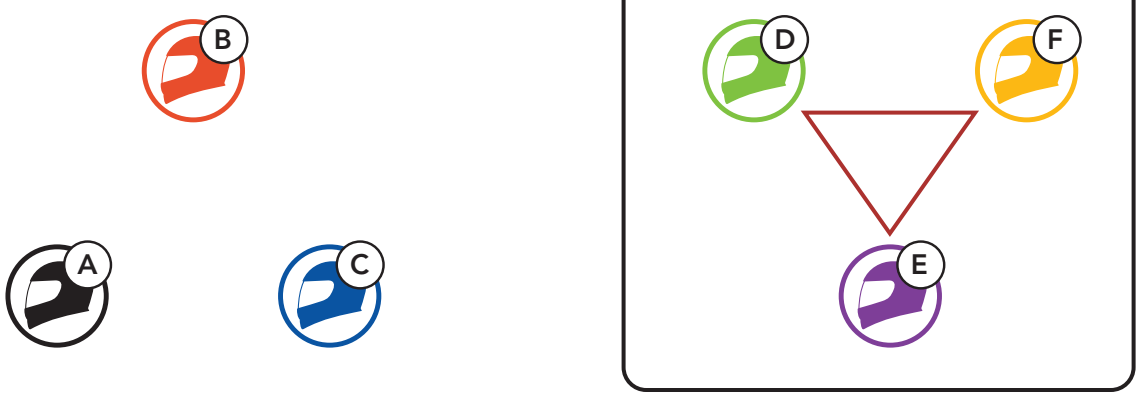
Note:

- If the **Mesh Grouping** is not completed within **30 seconds**, users will hear a voice prompt, **"Grouping failed."**
- If you want to cancel during the **Mesh Grouping**, tap the **Mesh Intercom Button** or the **Phone Button**.

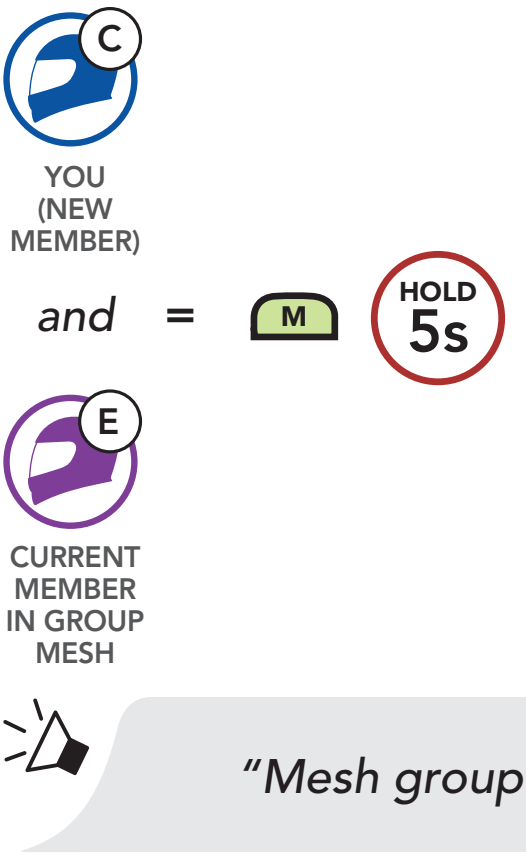
7.4.2 Joining an Existing Group Mesh

One of the members in an **Existing Group Mesh** can allow new members in **Open Mesh** to join the **Existing Group Mesh**.

New Members **Existing Group Mesh and Current Members**

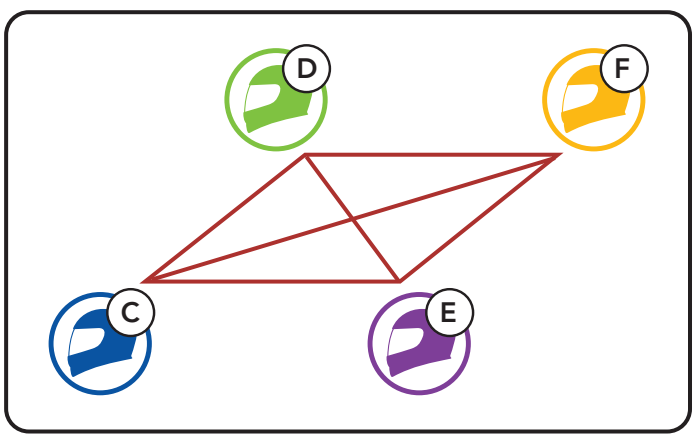


1. **One of the current members** and a **new member** enter into **Mesh Grouping** to join the **Existing Group Mesh**.



2. The headsets complete **Mesh Grouping**. The new members will hear a voice prompt as their headsets automatically switch from **Open Mesh** to **Group Mesh**.



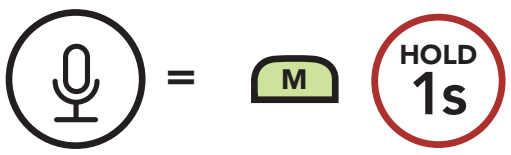


Note: If the **Mesh Grouping** is not completed within **30 seconds**, the current members will hear low-toned double beeps and the new member will hear a voice prompt, **"Grouping failed."**

7.5 Enable/Disable Mic (Default: Enable)

Users can enable/disable the microphone when communicating in a **Mesh Intercom**.

Enable/Disable the Microphone

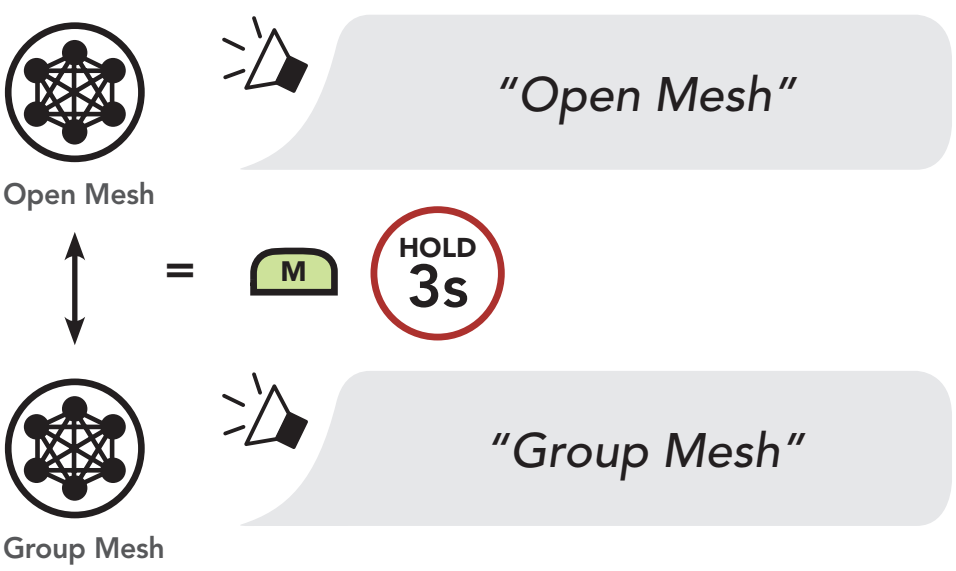


7.6 Toggling Open Mesh/Group Mesh

Users are able to toggle between **Open Mesh** and **Group Mesh** without resetting the **Mesh**. This allows users to keep the **Group Mesh Network** connection information while in **Open Mesh**.

Users can toggle to **Group Mesh** to communicate with participants from the stored **Group Mesh Network** connection information.

Toggle Between Open Mesh and Group Mesh

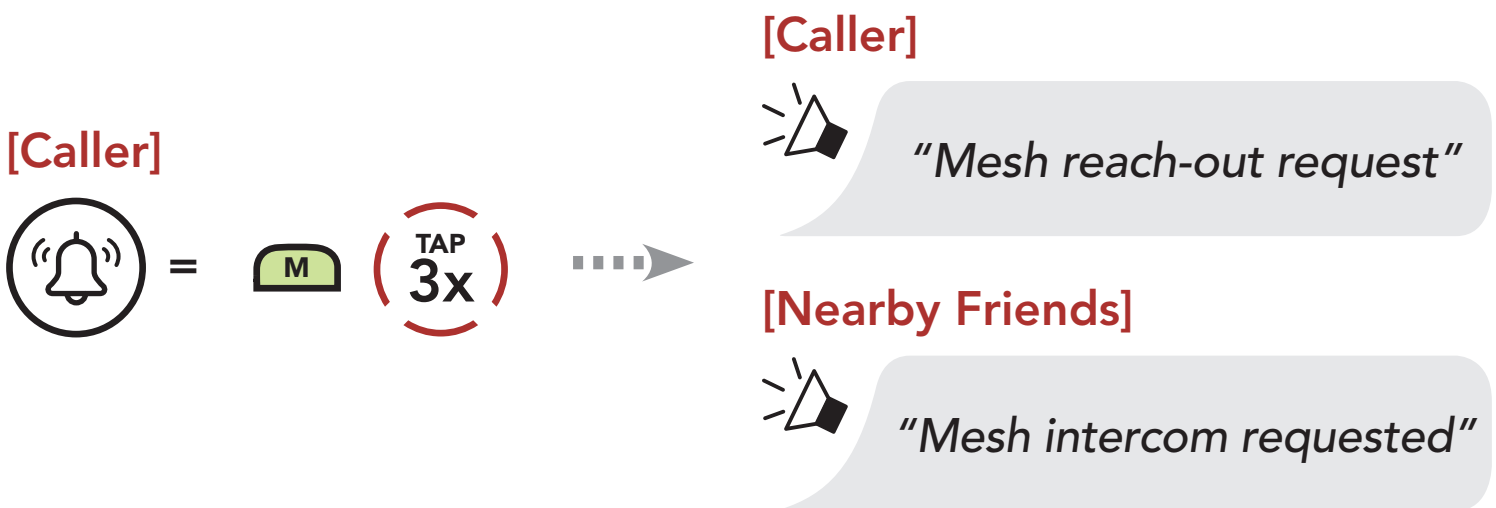


Note: If you have never participated in **Group Mesh**, you cannot toggle between **Open Mesh** and **Group Mesh**. You will hear a voice prompt, **"No group available."**

7.7 Mesh Reach-Out Request

You (caller) can send a request message to turn on the Mesh Intercom to nearby* friends who have it turned off.

1. If you want to send or receive a request message, you need to enable **Mesh Reach-Out** on the **Sena Motorcycles App**. Please refer to **Section 15.2: "Software Configuration Setting."**
2. While your headset's Mesh Intercom is on, you (caller) send a request message using the **headset's Button** or the **Sena Motorcycles App**.



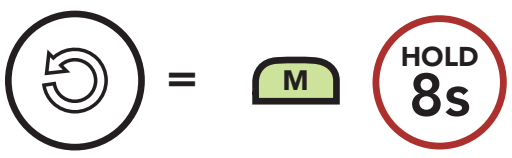
3. Friends who receive the request message need to manually turn on their Mesh Intercom using the **headset's Button** or the **Sena Motorcycles App**.

Note:

- *: Up to 100 m (109 yds) in open terrain
- To use the **Mesh Reach-Out Request** function, **you (caller) who sends a request message and the friends who receive the request message must update the headset to the latest firmware version and the app to the latest version**.

7.8 Reset Mesh

If a headset in an **Open Mesh** or **Group Mesh** resets the **Mesh**, it will automatically return to **Open Mesh (default: channel 1)**.



8. WAVE INTERCOM

Wave Intercom enables open communication using cellular data. For detailed information, please refer to the **Wave Intercom User Guide** on **sena.com**.

8.1 Starting Wave Intercom

To start Wave Intercom, you must open the **WAVE Intercom App** first. Then, double-tap the **Mesh Intercom Button** to join Wave Intercom. You will hear a voice prompt, **"Wave Intercom on."**

When Wave Intercom is enabled, you will automatically connect with random users in the Wave Zone. The Wave Zone covers a 5-mile radius in North America, and an 8-mile radius in Europe.

To end Wave Intercom, single-tap the **Mesh Intercom Button**. You will hear a voice prompt, **"Wave Intercom off."**

8.2 Switching between Wave Intercom and Mesh Intercom

You can easily switch between Mesh Intercom and Wave Intercom with a single tap on the **Jog Dial**.

When switching from Mesh Intercom to Wave Intercom, you will hear a voice prompt, **"Mesh Intercom off. Wave Intercom on."**

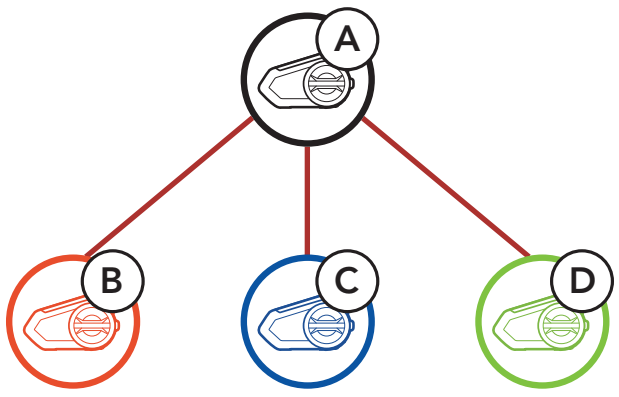
When switching back, you will hear a voice prompt, **"Wave Intercom off. Mesh Intercom on."**

Note: When the **WAVE Intercom App** is in use, the Bluetooth Intercom becomes temporarily disabled.

9. BLUETOOTH INTERCOM

Up to three people can communicate via intercom with the headset simply by pairing their headsets.

Pairing with Intercom Friends



9.1 Intercom Pairing

There are two ways to pair the headset.

9.1.1 Using the Smart Intercom Pairing (SIP)

SIP allows you to quickly pair with your friends for intercom communication by scanning the QR code on the **Sena Motorcycles App** without remembering the button operation.

1. Pair the mobile phone with the headset.
2. Open the **Sena Motorcycles App** and tap (**Smart Intercom Pairing Menu**).
3. Scan the **QR code** displayed on your friend **(B)**'s mobile phone.
   - Your friend **(B)** can display the QR code on the mobile phone by tapping > **QR code** ( ) on the **Sena Motorcycles App**.



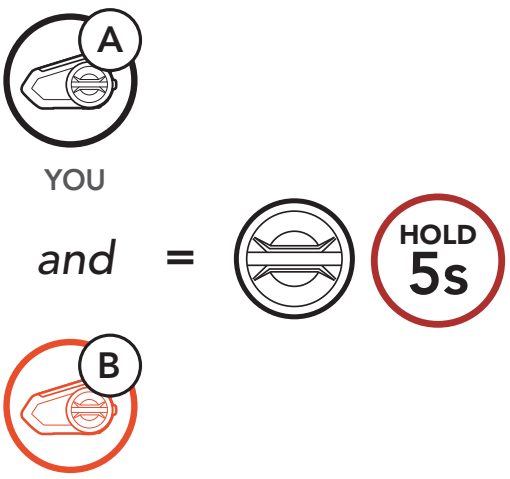
4. Tap **Save** and check that your friend **(B)** is paired with **you (A)** correctly.
5. Tap **Scan** (📷) and repeat steps 3-4 to pair with **Intercom Friends (C)** and **(D)**.

Note: The **Smart Intercom Pairing (SIP)** is not compatible with Sena products that use **Bluetooth 3.0** or **below**.

9.1.2 Using the Button

1. Press and hold the **Jog Dials** of two headsets for **5 seconds** until you hear a voice prompt, **"Intercom pairing."**

Pairing Headset A with Headset B



"Intercom pairing"

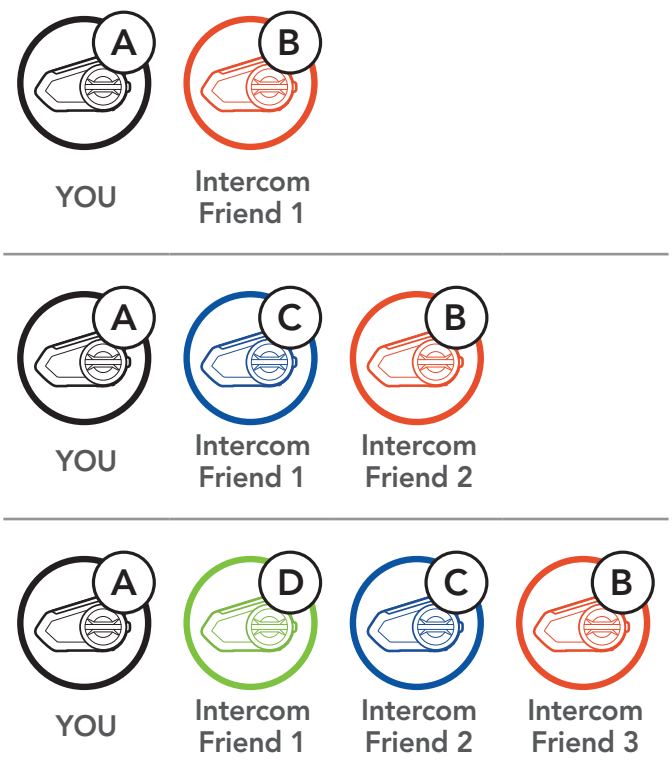
= Red flashing light indicates **device is now discoverable**.

The **50S** will automatically pair with a Sena headset.

= Flashing blue LED confirms **intercoms are paired.**

2. Repeat step 1 to pair with **Intercom Friends** C & D.

Last-Come, First-Served

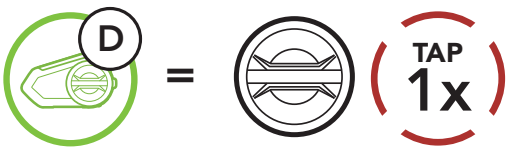


9.2 Two-Way Intercom

You can start or end an intercom conversation with an Intercom Friend by tapping the **Jog Dial**.

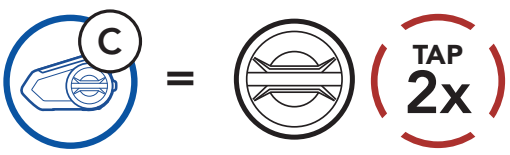
1. Tap once for Intercom **Friend 1**.

Start/End with Intercom Friend 1



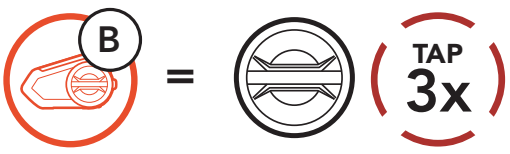
2. Tap twice for Intercom **Friend 2**.

Start/End with Intercom Friend 2



3. Tap three times for Intercom **Friend 3**.

Start/End with Intercom Friend 3



9.3 Multi-Way Intercom

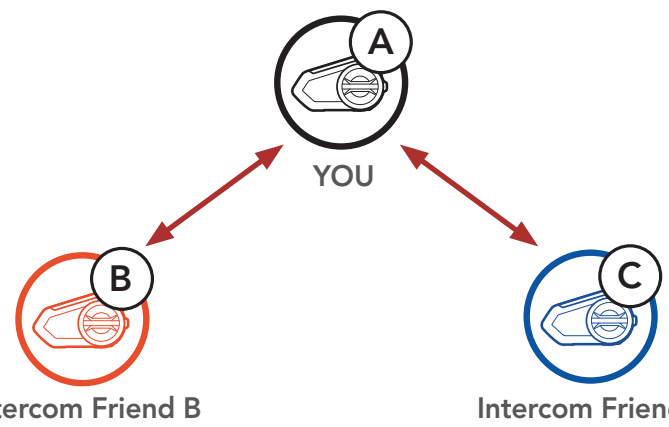
Multi-Way Intercom enables conference-call-style conversations with up to three **Intercom Friends** at the same time. While **Multi-Way Intercom** is in progress, mobile phone connection is temporarily disconnected. However, as soon as **Multi-Way Intercom** terminates, the mobile phone connection will be reestablished.

9.3.1 Starting a Three-Way Intercom Conference

You (A) can have a **Three-Way Intercom Conference** with two other **Intercom Friends (B & C)** by establishing two intercom connections simultaneously.

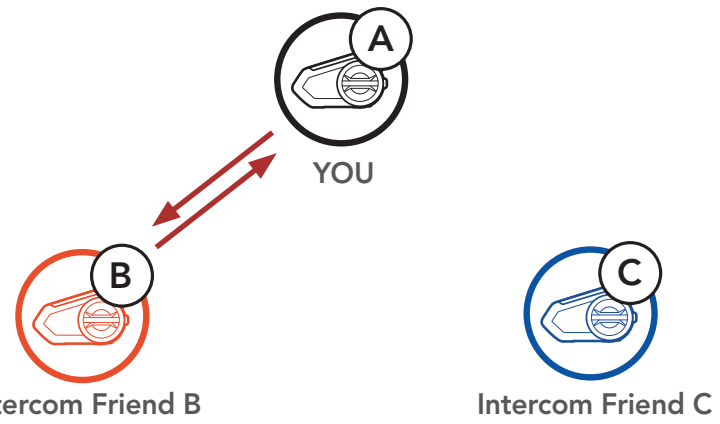
1. Pair your headset (A) with those of two other **Intercom Friends (B & C)**.

Pair with Intercom Friends B & C



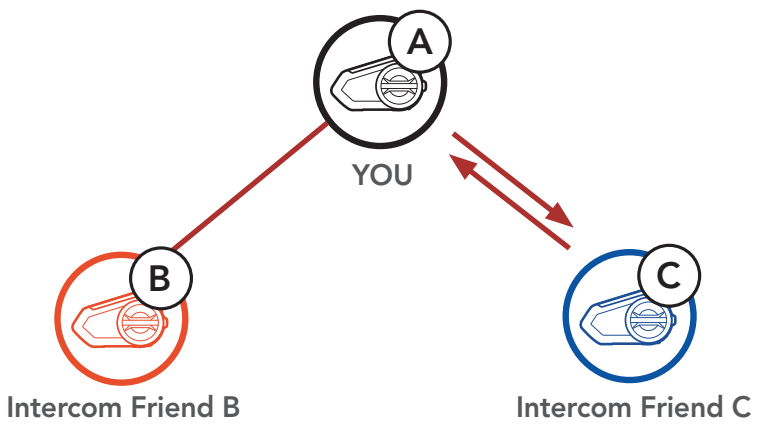
2. Start an intercom conversation with one of the two friends in your intercom group. For example, **you (A)** may start an intercom conversation with the **Intercom Friend (B)**. Or, **Intercom Friend (B)** may start an intercom call with **you (A)**.

Starting an Intercom Conversation with Intercom Friend B



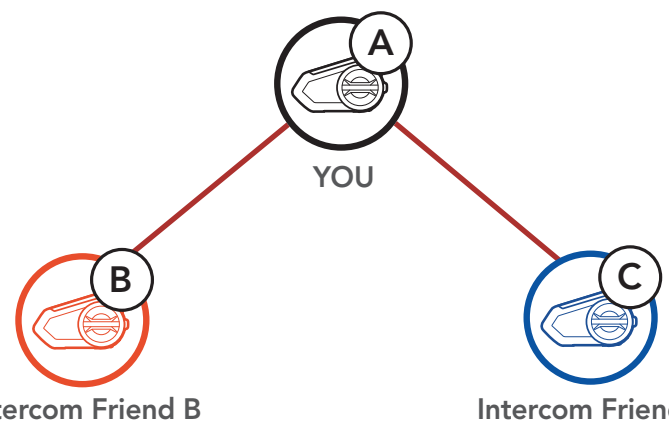
3. Then, **you (A)** can call the second **Intercom Friend (C)**, or the second **Intercom Friend (C)** may join the intercom by making an intercom call to **you (A)**.

Starting an Intercom Conversation with Intercom Friend C



4. Now **you (A)** and two **Intercom Friends (B & C)** are having a **Three-Way Intercom Conference**.

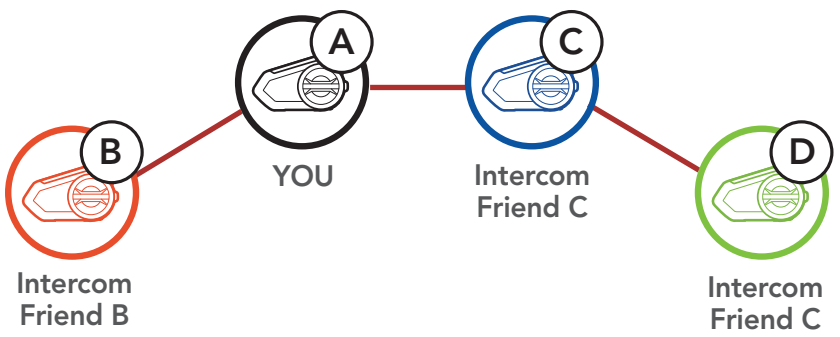
Three-Way Intercom



9.3.2 Starting a Four-Way Intercom Conference

With three **Intercom Friends** connected, a new participant **(D)** can make it a **Four-Way Intercom Conference** by making an intercom call to either **(B)** or **(C)**.

Starting a Four-Way Intercom



9.3.3 Ending Multi-Way Intercom

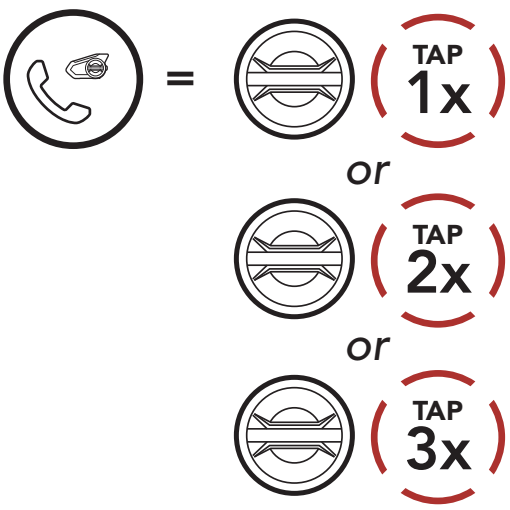
1. Press and hold the **Jog Dial** for **1 second** until you hear a beep to terminate all intercom connections.
2. Tap the **Jog Dial** to disconnect from your first **Intercom Friend**. Double tap the **Jog Dial** to disconnect from your second **Intercom Friend**.

9.4 Three-Way Conference Phone Call with Intercom Users

You can have a **Three-Way Conference Phone Call** by adding an **Intercom Friend** to the mobile phone conversation.

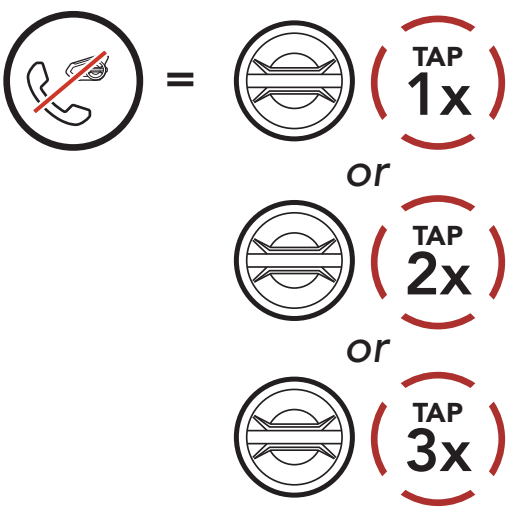
1. During a mobile phone call, tap the **Jog Dial once, twice or, three times** to invite one of your **Intercom Friends** to the conversation.

Invite an Intercom Friend into Phone Conference



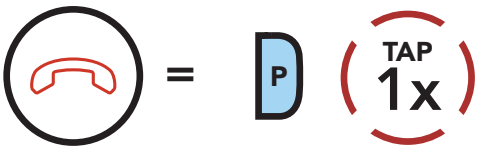
2. To disconnect the intercom during a conference phone call, tap the **Jog Dial once, twice or three times**.

Disconnect Intercom Friend from Conference



3. To disconnect the mobile phone call during a conference phone call, tap the **Phone Button**.

End Phone Call from Conference



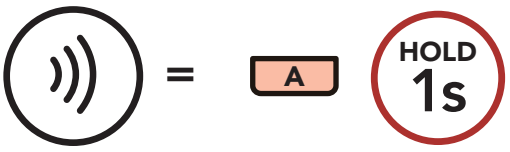
Note: When you have an incoming intercom call during a mobile phone call, you will hear high-toned double beeps.

9.5 Group Intercom

Group Intercom allows you to instantly create a **Multi-Way Conference Intercom** with three of the most recently paired headsets.

1. Go through intercom pairing with up to three headsets you want to have **Group Intercom** with.
2. Press and hold the **Ambient Mode Button** for **1 second** to begin **Group Intercom**. The LED will flash green and you will hear a voice prompt, **"Group intercom."**

Start Group Intercom





"Group intercom"

3. When all of the headsets are connected together, everyone will hear a voice prompt, "**Group intercom connected**."



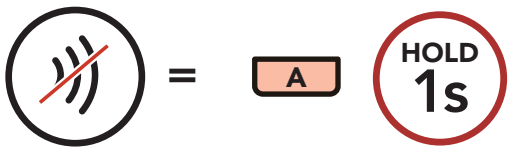
"Group intercom connected"

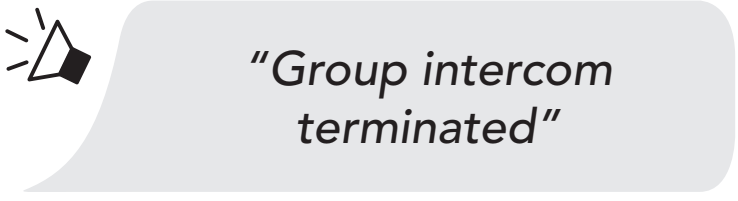


Green LED Flashing

4. To terminate **Group Intercom**, press and hold the **Ambient Mode Button** for **1 second** during **Group Intercom**. You will hear a voice prompt, **"Group intercom terminated."**

End Group Intercom

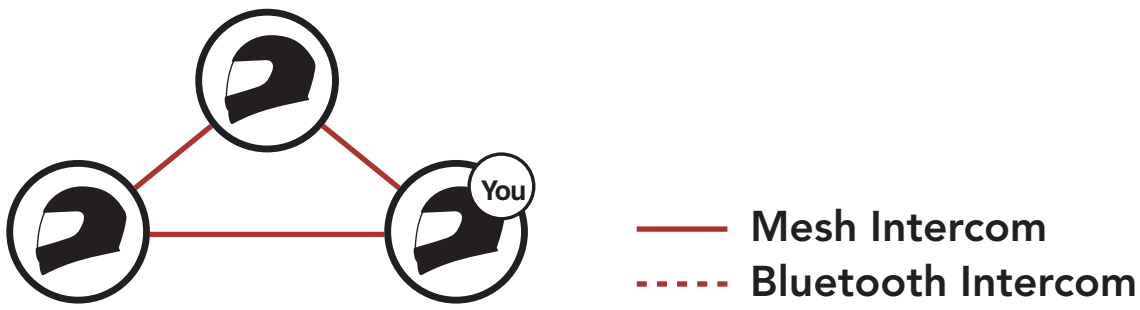




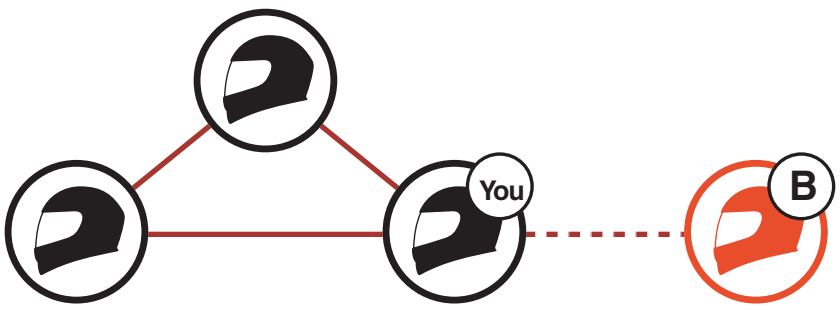
9.6 Mesh Intercom Conference with Bluetooth Intercom Participant

Users can use the existing **Bluetooth Intercom** and **Mesh Intercom** functions at the same time. When doing so, it is recommended to communicate with any non-Mesh Intercom Sena headsets via the **Bluetooth Intercom** connection and use **Mesh Intercom** between Sena headsets that support both **Bluetooth Intercom** and **Mesh Intercom**.

1. Tap the **Mesh Intercom Button** to turn on **Mesh Intercom**.

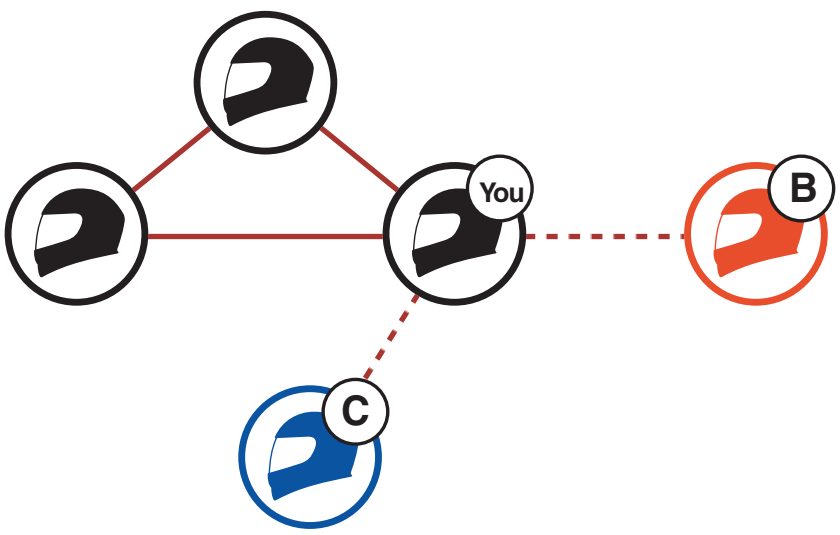


2. When you tap the **Jog Dial** to start a Two-Way Intercom conversation with the first Bluetooth intercom friend (B), your Bluetooth intercom friend (B) will join **Mesh Intercom**.

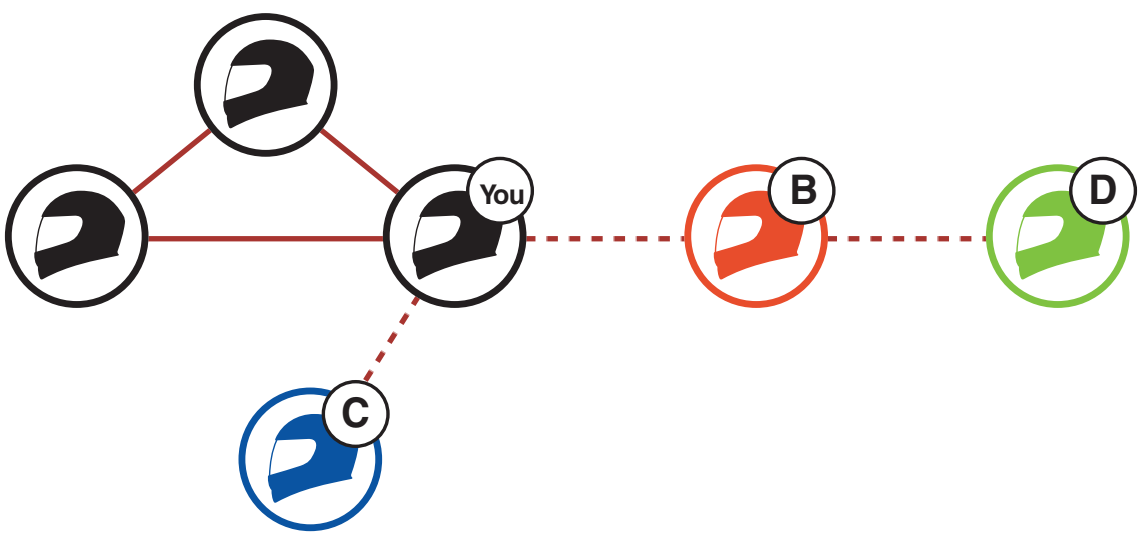


Mesh Intercom + Two-Way Intercom

3. You can have up to three Bluetooth intercom friends join the **Mesh Intercom**. For detailed information on Bluetooth Multi-Way Intercom, please refer to **Section 9.3: "Multi-Way Intercom."** The audio quality will be reduced if you connect to two or more Bluetooth intercom friends while using **Mesh Intercom**.



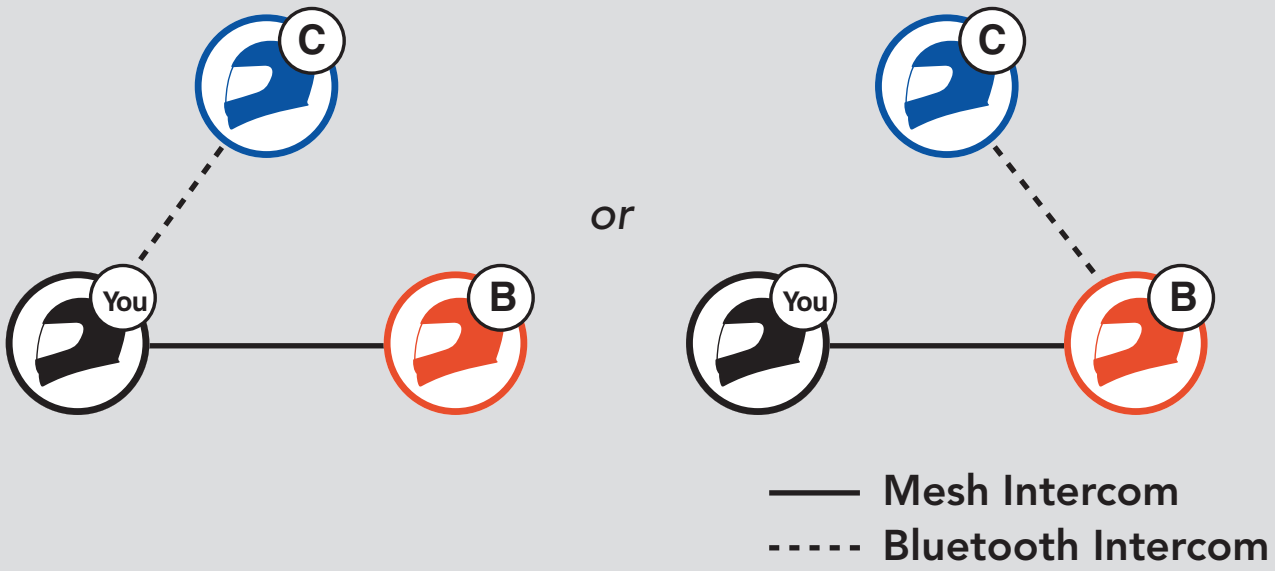
Mesh Intercom + Three-Way Intercom



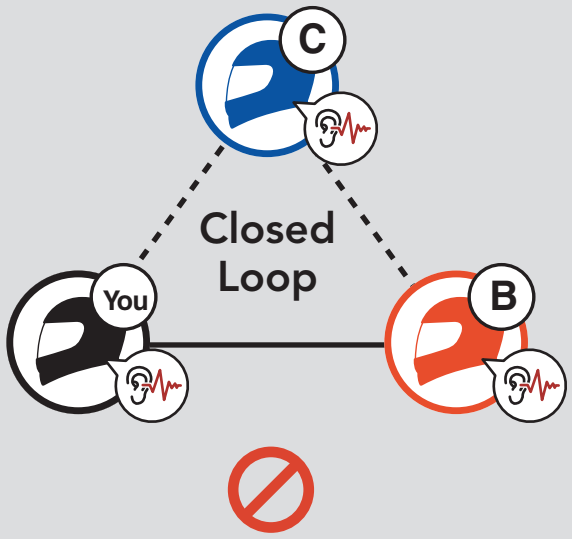
Mesh Intercom + Four-Way Intercom

Note:

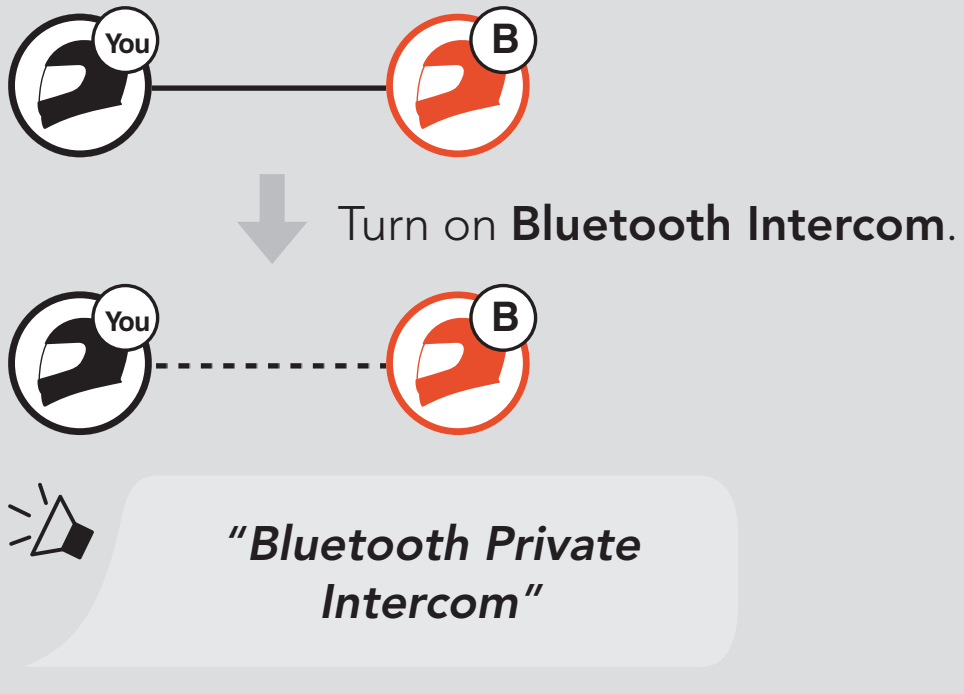
- When adding Bluetooth intercom friends to a **Mesh Intercom**, be careful not to create a closed loop. To prevent a closed loop from being created, Bluetooth intercom friend (C) must be connected via **Bluetooth Intercom** to only one user, you or B, using **Mesh Intercom**.



If Bluetooth intercom friend (C) connects with **Bluetooth Intercom** to You and B who are using **Mesh Intercom**, a closed loop will be created and they will experience severe noise.



- If You start a **Bluetooth Intercom** conversation with Intercom friend (B) during **Mesh Intercom** with Intercom friend (B), You and Intercom friend (B) will hear the voice prompt, **"Bluetooth Private Intercom."** You and Intercom friend (B) can only communicate via **Bluetooth Private Intercom** to avoid creating a closed loop.



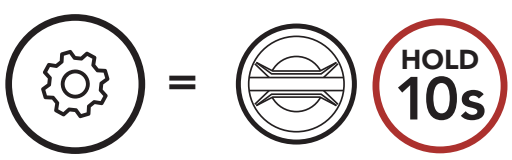
While using **Bluetooth Private Intercom**, if You or Intercom friend (B) turn off **Bluetooth Private Intercom**, **Mesh Intercom** will turn on for You and Intercom friend (B). Or, if You or Intercom friend (B) turn on **Mesh Intercom**, **Mesh Intercom** will turn on for You and Intercom friend (B) and **Bluetooth Private Intercom** will automatically turn off.

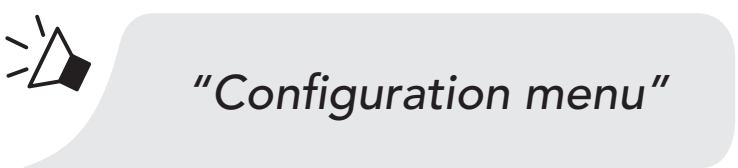
9.7 Universal Intercom

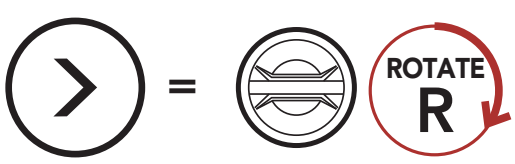
Universal Intercom allows you to have intercom conversations with users of non-Sena Bluetooth headsets. You can pair your headset with only one non-Sena headset at a time. The intercom distance depends on the performance of the Bluetooth headset to which it is connected. When a non-Sena Bluetooth headset is paired with the Sena headset, if another Bluetooth device is paired via **Second Mobile Phone Pairing**, it will be disconnected.

1. Execute **Universal Intercom** in the **Headset Configuration Menu**.

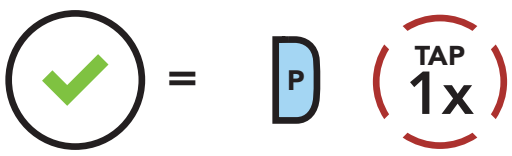
Access Universal Intercom in the Configuration Menu





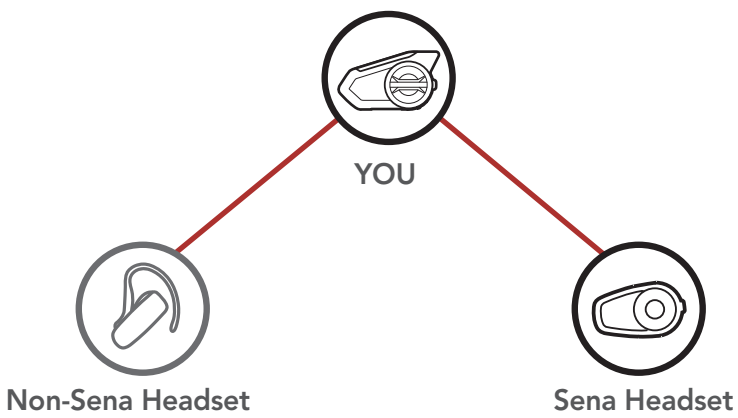




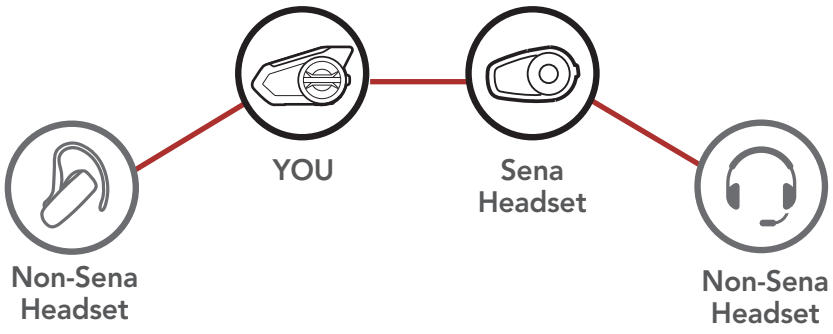


2. Put the non-Sena Bluetooth headset in Pairing Mode. The headset will automatically pair with a non-Sena Bluetooth headset.
3. You can have **Two-Way Intercom** or **Multi-Way Intercom** communication with up to three **Intercom Friends** using non-Sena headsets by following the procedures described below.

Example of a Three-Way Universal Intercom



Example of a Four-Way Universal Intercom



Note: Some non-Sena headsets may not support Multi-Way Universal Intercom.

9.8 Mesh Intercom Conference with Two-way Universal Intercom Participant

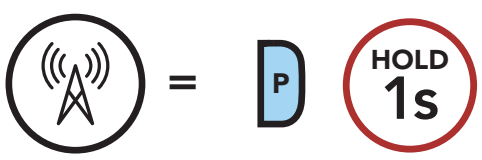
Users can use the existing **Two-way Universal Intercom** and **Mesh Intercom** function at the same time. In this case, it is recommended to communicate with **non-Sena headset** via **Two-way Universal Intercom** connection and use **Mesh Intercom** between **50S** headsets.

A user who is in **Open Mesh** or **Group Mesh** when using **Mesh Intercom** is able to include one **Universal Intercom friend**. You can start a **Two-way Universal Intercom** conversation with your **Universal Intercom Friend** to include it in the **Mesh**.

10. USING THE FM RADIO

10.1 FM Radio On/Off

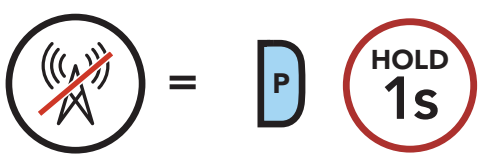
FM Radio On





"FM on"

FM Radio Off





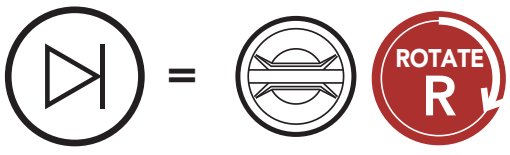
"FM off"

10.2 Seek and Save Radio Stations

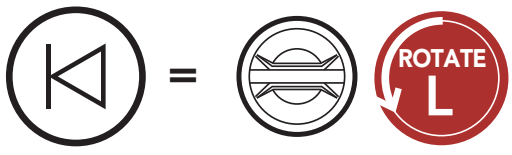
The **"Seek"** feature searches for radio stations.

1. Search for radio stations.

Seek Stations Forward

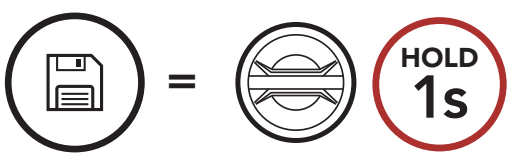


Seek Stations Backward



2. Save the current station.

Enter Preset Selection Mode

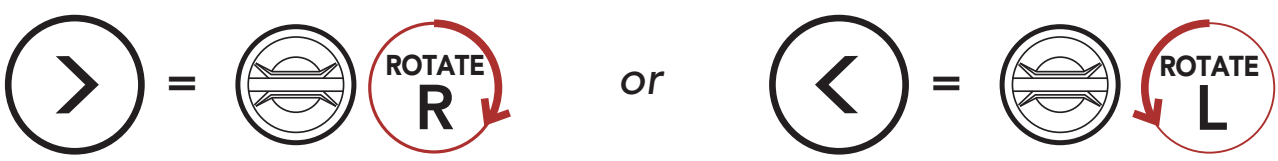




"Preset (#)"

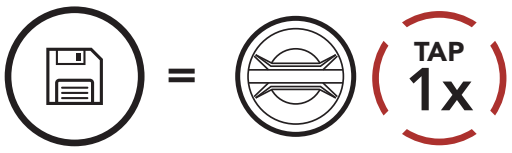
3. Navigate through the preset numbers that you want to store.

Navigate Forward/Backward Through Preset Stations

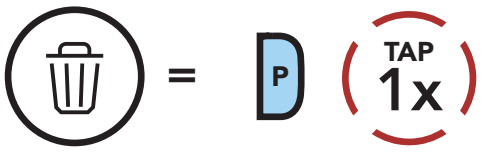


4. Save the station in the preset number you choose or delete the station from memory.

Save Station to the Preset Number



Delete Station from Memory

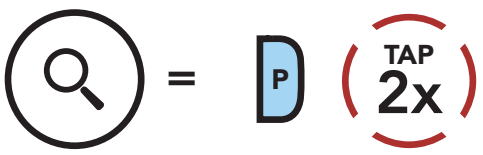


10.3 Scan and Save Radio Stations

The **"Scan"** function automatically searches for radio stations, starting with the current station's frequency, then up from there.

1. Scan for stations.

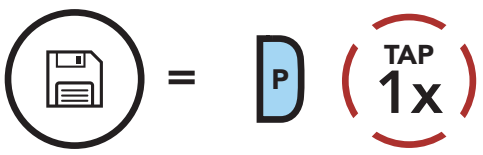
Start Scanning



2. The Sena tuner pauses at each station it finds for **8 seconds** before moving to the next.

3. Save the current station. The station will be saved as the next preset number.

Save the Current Station

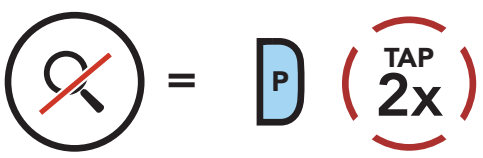




"Save preset (#)"

4. Stop scanning.

Stop scanning

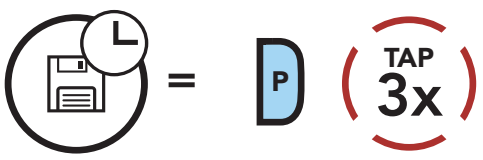


10.4 Temporary Station Preset

The **Temporary Preset** feature automatically finds and saves the nearest 10 radio stations without changing your existing preset stations.

1. Automatically find and save 10 stations.

   Temporary Stations

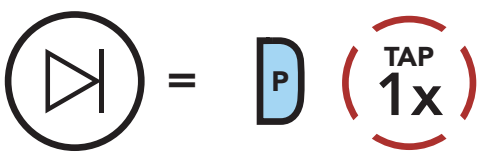
   

2. The temporary preset stations will be cleared when the headset reboots.

10.5 Navigating Preset Stations

Using the methods above, up to 10 radio stations can be stored. You can navigate through the saved stations.

Navigate through Preset Stations



Note: You can use the **Sena Motorcycles App** to save the preset stations.

10.6 Region Selection

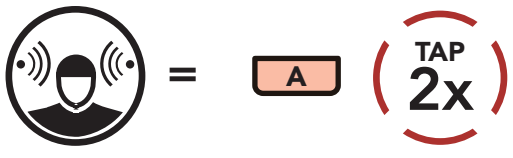
You can select the proper FM frequency range for your location from the **Sena Motorcycles App**. Using the region setting, you can optimize the seek function to avoid unnecessary frequency ranges.

Region	Frequency range	Step
Worldwide	76.0 ~ 108.0 MHz	± 100 kHz
North America, South America and Australia	87.5 ~ 107.9 MHz	± 200 kHz
Asia and Europe	87.5 ~ 108.0 MHz	± 100 kHz
Japan	76.0 ~ 95.0 MHz	± 100 kHz

11. AMBIENT MODE

You can hear the ambient sound outside of your helmet by activating the **Ambient Mode**.

Start/Stop Ambient Mode



Note: The **Ambient Mode** has higher priority than mobile phone, so you cannot listen to music, or have an intercom conversation if the **Ambient Mode** is activated.

12. VOICE COMMAND

The **Voice Command** of the headset allows you to operate certain operations by simply using your voice. You can control the headset completely hands-free using the voice recognition. Multi-language Voice Command supports **English, French, German, Spanish, Italian, Chinese, Japanese, and Russian**.

Speak a Voice Command List

Mode Status	Function	Voice Command
Standby/ Bluetooth Intercom/Mesh Intercom/FM Radio/Music	Check battery	"Hey Sena, Check battery"
	Volume Up	"Hey Sena, Volume up"
	Volume Down	"Hey Sena, Volume down"
	Phone Pairing	"Hey Sena, Phone pairing"
	Bluetooth Intercom Pairing	"Hey Sena, Pairing intercom"
	Start/End each Bluetooth Intercom	"Hey Sena, Intercom [one, two, three]"
Standby/ Bluetooth Intercom/Mesh Intercom/FM Radio/Music	Turn on Mesh Intercom	"Hey Sena, Mesh on"
Mesh Intercom	Turn off Mesh Intercom	"Hey Sena, Mesh off"
	Mesh Grouping	"Hey Sena, Mesh grouping"
	Switch to Open Mesh	"Hey Sena, Open Mesh"
	Switch to Group Mesh	"Hey Sena, Group Mesh"
	End the Bluetooth intercom and Mesh intercom	"Hey Sena, End intercom"
Standby/ Bluetooth Intercom/Mesh Intercom	Play Music	"Hey Sena, Play music"
Standby/ Intercom/Mesh Intercom/Music	Turn on FM radio	"Hey Sena, FM radio on"

Mode Status	Function	Voice Command
Music/FM Radio	• FM - Next Preset • Music - Next Track	"Hey Sena, Next"
	• FM - Previous Preset • Music - Previous Track	"Hey Sena, Previous"
Music	Pause Music	"Hey Sena, Stop music"
FM Radio	Turn off FM Radio	"Hey Sena, FM radio off"
Answer an Incoming Call		"Answer"
Ignore an Incoming Call		"Ignore"

Note:

- You can set a language to another language by using the **Language** feature on the **Sena Motorcycles App**.
- If you set a language that does not support voice commands, the voice command will work only with English commands.
- You can see the another language's voice command list on the **Sena Motorcycles App**.
- **Voice command** performance may vary based on the environmental conditions including riding speed, helmet type and ambient noise. To improve the performance, minimize wind noise on the microphone by using a large microphone sponge and closing the visor.

13. GoPro VOICE COMMAND

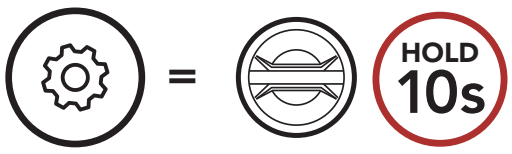
Before using **GoPro Voice Command**, you will need to pair with a compatible **GoPro** camera for the first time.

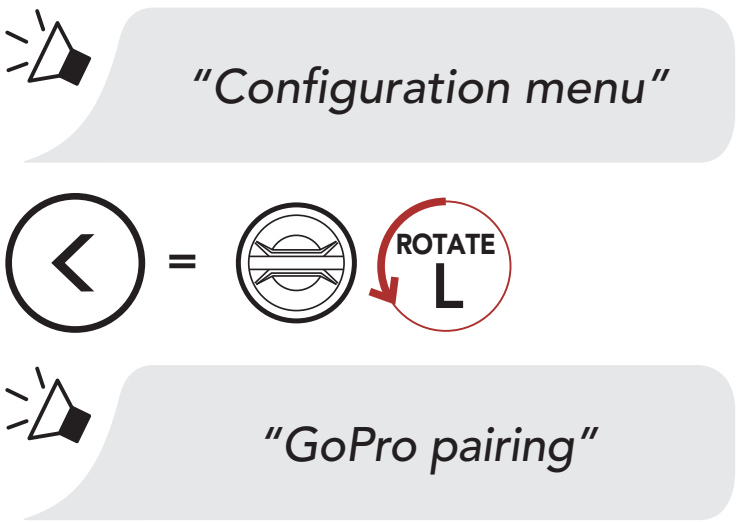
- Compatible camera model: **HERO8 Black*** and later

*** HERO8 Black was released on Sep 24, 2019.**

13.1 Connect GoPro Camera

1. Select the **[Remote]** menu on your **GoPro** camera to enter pairing mode.
   (Refer to the User's manual of the **GoPro** camera you want to use.)
2. Execute **GoPro Pairing** in the **Headset Configuration Menu**.





Enter into **GoPro Pairing** mode.

3. The headset will automatically pair with your **GoPro** camera.

13.2 Using GoPro Voice Commands

The **GoPro Voice Command** of the headset allows you to operate certain operations by simply using your voice. You can control the GoPro camera completely hands-free using the voice recognition. Multi-language **GoPro Voice Command** supports English, French, German, Spanish, Italian, Chinese, Japanese, and Russian.

Speak a GoPro Voice Command List

Mode Status	Function	Voice Command
Standby/ Bluetooth Intercom/ Mesh Intercom/ FM Radio/ Music	Turn on camera	"GoPro, Camera on"
	Turn off camera	"GoPro, Camera off"
	Check camera status and battery	"GoPro, Check camera"
	Start Recording mode	"GoPro, Start recording"
	Stop Recording mode/ Stop time-lapse mode	"GoPro, Stop recording"
	Start capturing with the last time-lapse mode you used	"GoPro, Start time-lapse"
	Add a HiLight Tag to your video during recording	"GoPro, HiLight"
	Take a single photo	"GoPro, Take a photo"

Note:

- You can set a language to another language by using the **Language** feature on the **Sena Motorcycles App**.
- If you set a language that does not support **GoPro voice commands**, the voice command will work only with English commands.
- You can see the another language's **GoPro voice command** list on the **Sena Motorcycles App**.
- **GoPro Voice command** performance may vary based on the environmental conditions. To improve the performance, minimize wind noise on the microphone by using a large microphone sponge and closing the visor.

14. FUNCTION PRIORITY AND FIRMWARE UPDATE

14.1 Function Priority

(highest)	Ambient Mode
	Mobile phone
	Mesh Intercom/Bluetooth Intercom
	Music sharing via Bluetooth stereo music
	FM radio
(lowest)	Bluetooth stereo music

A lower-priority function gets interrupted by a higher-priority function. For example, stereo music will be interrupted by an **Intercom Conversation**; an **Intercom Conversation** will be interrupted by an incoming mobile phone call.

14.2 Firmware Update

14.2.1 WiFi Charging Cable

You can update firmware using the **WiFi Charging Cable**.
You can automatically install any available firmware updates to your headset via your wireless network.
Please refer to the **WiFi Charging Cable User Guide**.

14.2.2 50 Series Updater Software for Windows PC or Mac

You can update firmware using the **50 Series Updater Software**.

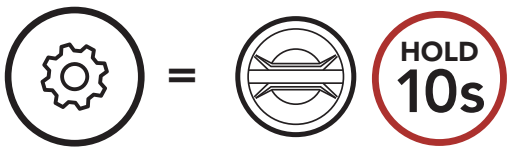
The **USB Power & Data Cable (USB-C)** must be connected to your PC or Mac to update firmware using the **50 Series Updater Software**.

Note:
- A **USB Power & Data Cable (USB-C)** is not included in the package.
- Do not connect the **WiFi Charging Cable** to your PC or Mac to use the **50 Series Updater Software**.

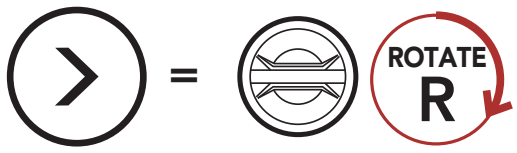
15. CONFIGURATION SETTING

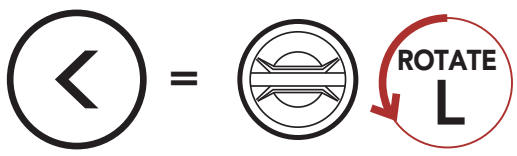
15.1 Headset Configuration Setting

Access the Configuration Menu

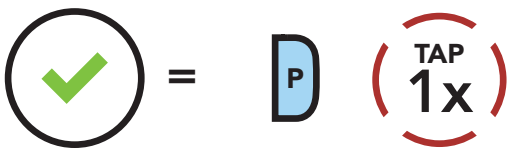


Navigate Between Menu Options





Execute Menu Options



Headset Configuration Menu

Voice Configuration Menu	Tap the Phone Button
Delete All Pairings	Execute
Remote Control Pairing	Execute
Universal Intercom Pairing	Execute
GoPro Pairing	Execute
Exit	Execute

15.1.1 Delete All Pairings

Delete All Bluetooth Pairing Information stored in the headset.

15.1.2 Remote Control Pairing

You can remotely control the headset using **Sena** Remote Control devices (sold separately).

1. Turn on the headset and the Remote Control device.
2. Execute **Remote Control Pairing**.
3. Enter pairing mode in the Remote Control device. The headset will automatically connect with the Remote Control device in pairing mode.

15.2 Software Configuration Setting

You can change the settings of the headset through the **Sena Motorcycles App**.

15.2.1 Speed Dial

Assign phone numbers for speed dialing to make a phone call quickly.

15.2.2 Channel Setting (Default: channel 1)

If the **Open Mesh** communication experiences interference because other groups are also using the **channel 1 (default)**, change the channel. You can select one of 1 to 9 channels.

15.2.3 Language

You can select the device language. The selected language is maintained even when the headset is rebooted.

15.2.4 Mesh Reach-Out (Default: Disable)

When the **Mesh Reach-Out** is enabled, a Mesh Reach-Out request message can be sent or received. If the **Mesh Reach-Out** is disabled, a Mesh Reach-Out request message cannot be sent or received.

15.2.5 Equalizer (Default: Music Balance)

Increase or decrease the decibel level of different frequency ranges of audio.

- **Music Balance** will adjust frequency response that gives the most natural balance between lows, mids, and highs.
- **Music Enhanced** will lower midrange frequencies slightly.
- **Voice** will increase midrange frequencies of the human voice and cut environmental noise for better clarity with voice communication.
- **Bass Boost** will increase the bass range of audio (130 Hz and below).
- **Treble Boost** will increase the high range of audio (6 kHz and above).

15.2.6 Audio Boost (Default: Enable)

Audio Boost increases the overall maximum volume. If **Audio Boost** is enabled, Equalizer will not be effective at the maximum volume and only work below the maximum volume. If **Audio Boost** is disabled, Equalizer will work across all volume ranges.

15.2.7 VOX Phone (Default: Enable)

If this feature is enabled, you can answer incoming calls by voice. When you hear a ringtone for an incoming call, you can answer the phone by saying a word such as **"Hello"** loudly or by blowing air into the microphone. **VOX Phone** is temporarily disabled if you are connected to intercom. If this feature is disabled, you have to tap the **Jog Dial** or the **Phone Button** to answer an incoming call, and the two voice commands ("Answer" and "Ignore") will no longer be available.

15.2.8 VOX Intercom (Default: Disable)

If **VOX Intercom** is enabled, you can initiate an intercom conversation with the last connected intercom friend by voice. When you want to start intercom, say a word such as **"Hello"** loudly or blow air into the microphone. If you start an intercom conversation by voice, the intercom terminates automatically when you and your intercom friend remain silent for 20 seconds. However, if you manually start an intercom conversation by tapping the **Jog Dial**, you have to terminate the intercom conversation manually. However, if you start the intercom by voice and end it manually by tapping the **Jog Dial**, you will not be able to start intercom by voice temporarily. In this case, you have to

tap the **Jog Dial** to restart the intercom. This is to prevent repeated unintentional intercom connections by strong wind noise. After rebooting the headset, you can start the intercom by voice again.

15.2.9 VOX Sensitivity (Default: 3)

Vox Sensitivity can adjust the sensitivity of Vox Phone and Vox Intercom. **Level 5** is the highest sensitivity setting and **level 1** is the lowest.

15.2.10 Bluetooth Intercom Audio Multitasking (Default: Disabled)

Audio Multitasking (Bluetooth Intercom Audio Multitasking and **Mesh Intercom Audio Multitasking)** allows you to have an intercom conversation while simultaneously listening to music, FM radio, or GPS instructions. The overlaid audio is played in the background with reduced volume whenever there is an intercom conversation and will return to normal volume once the conversation is finished.

The **Mesh Intercom Audio Multitasking** feature is always **on**.

Note:

- For **Bluetooth Intercom Audio Multitasking** to work properly, you need to power the headset off and on. **Please restart the headset**.
- **Bluetooth Intercom Audio Multitasking** will be activated during two-way intercom conversations with a headset that also supports this feature.
- Some GPS devices may not support this feature.
- The **Audio Multitasking** feature can be configured through the **Intercom-Audio Overlay Sensitivity** and the **Audio Overlay Volume Management settings**.

15.2.11 Intercom-Audio Overlay Sensitivity (Default: 3)

The music, FM radio and GPS volume will be lowered to play in the background if you talk over the intercom while the overlaid audio is playing. You can adjust the intercom sensitivity to activate this background audio mode. **Level 1** has the lowest sensitivity and **level 5** has the highest sensitivity.

Note: If your voice is not louder than the sensitivity of the selected level, the overlaid audio will not be lowered.

15.2.12 Audio Overlay Volume Management (Default: Disable)

The music, FM radio and GPS overlaid audio reduces in volume whenever there is an ongoing intercom conversation. If **Audio Overlay Volume Management** is enabled, the volume level of the overlaid audio will not be reduced during an intercom conversation.

15.2.13 HD Intercom (Default: Enable)

HD Intercom enhances the two-way intercom audio from normal quality to HD quality. **HD Intercom** will become temporarily disabled when you enter into a multi-way intercom. If this feature is disabled, the two-way intercom audio will change to normal quality.

Note:

- The intercom distance of **HD Intercom** is relatively shorter than that of normal intercom.
- **HD Intercom** will become disabled temporarily when **Bluetooth Intercom Audio Multitasking** is enabled.

15.2.14 HD Voice (Default: Enable)

HD Voice allows you to communicate in high-definition during phone calls. This feature increases the quality so that the audio will be crisp and clear during phone call conversations.

If this feature is enabled, incoming phone calls will interrupt intercom conversations and audio from the SR10 will not be heard during intercom conversations. Three-Way Conference Phone Call with Intercom Participant will not be available if **HD Voice** is enabled.

Note:

- Refer to the manufacturer of your Bluetooth device that will be connected to the headset to see if it supports **HD Voice**.
- **HD Voice** is active only when **Bluetooth Intercom Audio Multitasking** is disabled.

15.2.15 Smart Volume Control (Default: Disable)

Enabling **Smart Volume Control** automatically changes the level of the speaker volume based on the level of the environment noise. You can enable it by setting the sensitivity to **low**, **medium** or **high**.

15.2.16 Sidetone (Default: Disable)

Sidetone is audible feedback of your own voice. It helps you to naturally speak at the correct level according to varying helmet noise conditions. If this feature is enabled, you can hear what you are speaking during an intercom conversation or a phone call.

15.2.17 Voice Prompt (Default: Enable)

You can disable **Voice Prompts** by software configuration settings, but the following voice prompts are always on.

- Headset configuration settings menu, battery level indicator, speed dial, FM radio functions

15.2.18 RDS AF Setting (Default: Disable)

Radio Data System (RDS) Alternative Frequency (AF) Setting allows a receiver to re-tune to the second frequency location when the first signal becomes too weak. With RDS AF enabled on the receiver, a radio station with more than one frequency can be used.

15.2.19 FM Station Guide (Default: Enable)

When **FM Station Guide** is enabled, FM station frequencies are given by voice prompts as you select preset stations. When **FM Station Guide** is disabled, the voice prompts on FM station frequencies will not be given as you select preset stations.

15.2.20 Advanced Noise Control™ (Default: Enable)

When **Advanced Noise Control** is enabled, the background noise is reduced during an intercom conversation. When it is disabled, the background noise is mixed with your voice during intercom.

16. TROUBLESHOOTING

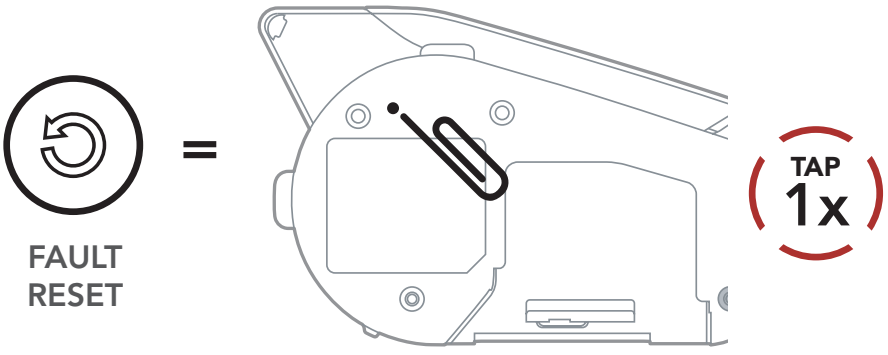
Please visit **sena.com** for answers to frequently asked questions. This detailed online FAQ section deals with troubleshooting, illustrates case studies and contains tips on using the headset.

Click Here to Visit sena.com

16.1 Fault Reset

When the headset is not working properly, you can easily reset the unit:

1. Locate the **Pinhole Fault Reset Button** below on the back of the main unit.
2. Gently insert a paperclip into the hole and tap the **Pinhole Fault Reset Button** with light pressure.

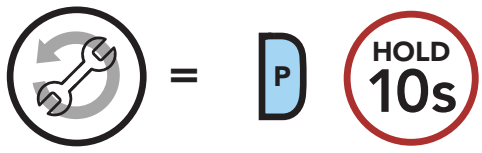


3. The headset will shut down.

Note: Fault Reset will not restore the headset to factory default settings.

16.2 Factory Reset

To erase all of your settings and start fresh, the headset can be restored to factory default settings using the **Factory Reset** feature.

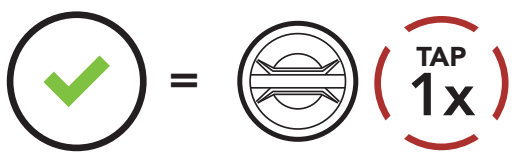




"Factory reset"



= Solid red





"Headset reset, good-bye"

Note: If you press the **Phone Button** or do not press the **Jog Dial** within **5 seconds**, the reset attempt is canceled and the headset returns to standby mode. You will hear a voice prompt saying **"Canceled."**

SENA

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