



USER GUIDE

Firmware Version: 1.0.x

Last updated on Sep 15, 2026

VORTEX

MOTORCYCLE COMMUNICATION SYSTEM



The firmware version 1.0.x indicates that this manual is applicable to all firmware updates within the version 1.0 series.

QUICK REFERENCE

 : (+) button

 : (-) button

 : Multi-function button

 : Phone button

 : Quick pair button

Type	Operation	Button	Duration
Basic operations	Power on	 & 	Press for 1 second
	Power off	 & 	Single tap
	Volume up/down	 or 	Single tap
Phone	Phone pairing		Press for 5 seconds
	Answer phone call	 or 	Single tap
	End phone call		Press for 2 seconds
	Reject phone call		Press for 2 seconds
	Activate voice assistant		Single tap
	Speed dial		Double tap
	Play/Pause music		Press for 1 second
	Track forward/back	 or 	Press for 1 second
Bluetooth Intercom	Bluetooth Intercom pairing		Single tap
	Start Bluetooth Intercom		Single/double/triple tap
	End Bluetooth Intercom		Single tap
Troubleshooting	Fault reset	 & 	Press for 10 seconds
Configuration menu			Press for 5 seconds

BEFORE GETTING STARTED

I Sena Motorcycles App

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



CLICK ANY SECTION TO BEGIN



ABOUT THE VORTEX



INSTALLATION



BASIC OPERATION



PAIRING WITH
BLUETOOTH
DEVICES



USING WITH A
SMARTPHONE



BLUETOOTH
INTERCOM



UNIVERSAL
INTERCOM



FM RADIO



FIRMWARE UPDATE



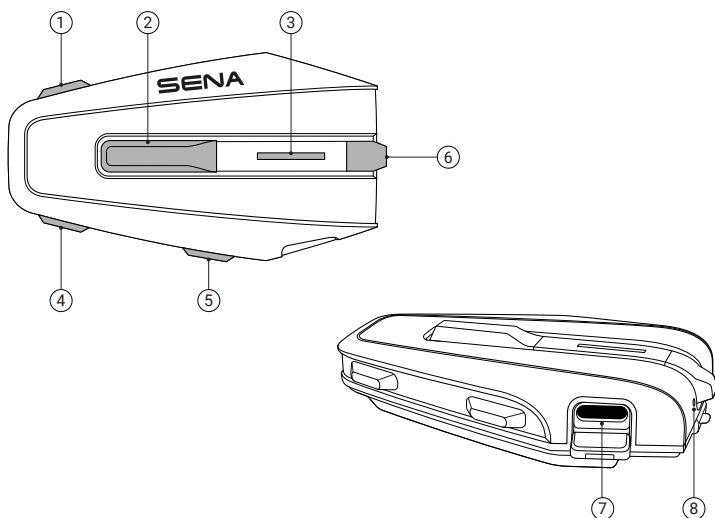
TROUBLESHOOTING



01 ABOUT THE VORTEX

Key Features

- Two-way Bluetooth intercom
- Quick intercom pairing
- Universal intercom
- Advanced Noise Control™
- Interchangeable faceplates
- Magnetic mount
- Wireless charging
- IPx7 waterproof rating
- Bluetooth version 5.1
- Over-the-Air (OTA) firmware update



① (+) button

③ Status LED

⑤ Quick pair button

⑦ USB-C charging port

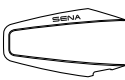
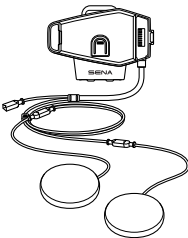
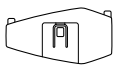
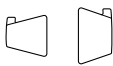
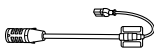
② Multi-function button

④ (-) button

⑥ Phone button

⑧ Charging LED

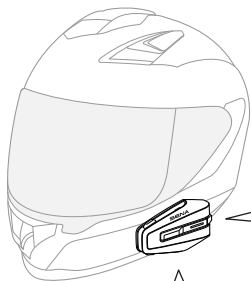
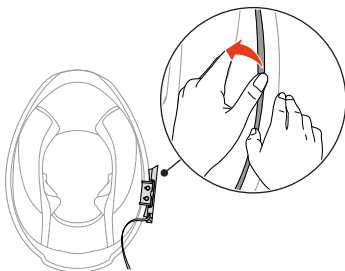
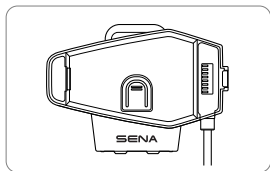
Package Contents

 VORTEX	 × 2 Interchangeable faceplates	 Helmet clamp & speakers
 Glued surface mounting plate	 Double sided adhesive tapes	 × 2 Velcro pads for speakers
 Wired-boom microphone	 Wired microphone	 × 2 Microphone sponges
 Velcro pad for wired-boom microphone	 Velcro pad for wired microphone	 Wired-boom microphone holder
 Velcro pad for wired-boom microphone holder	 USB-C charging cable	

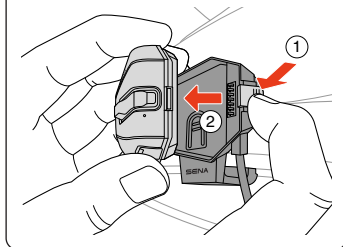
02 INSTALLATION

Main Unit & Clamps

Helmet Clamp

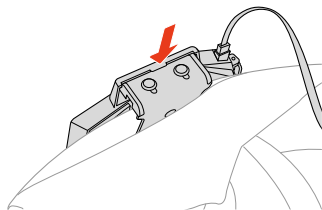


Removal

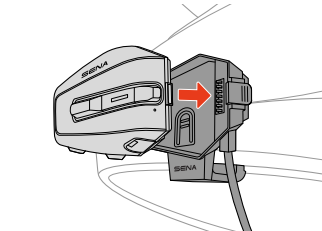


Installation

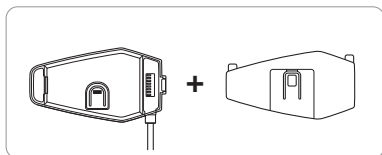
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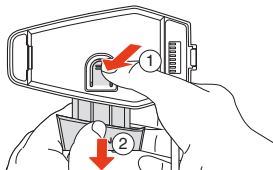
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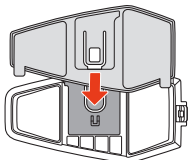
■ Glued Surface Mounting Plate



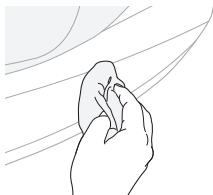
1. Remove the mounting plate from the helmet clamp.



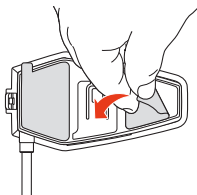
2. Insert the plate.



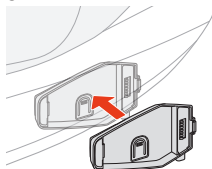
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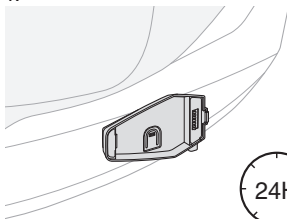
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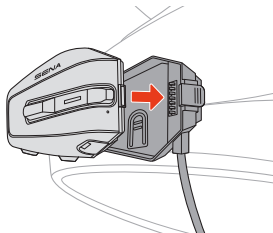
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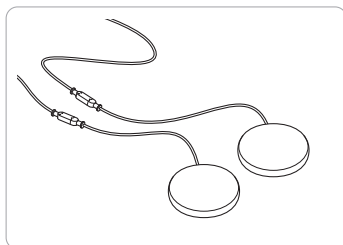
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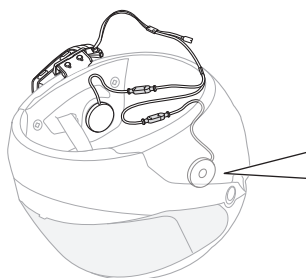
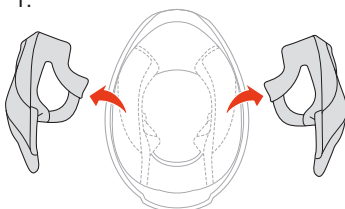
5.



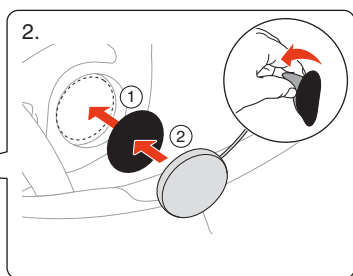
Speakers



1.

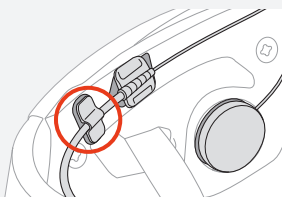
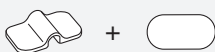
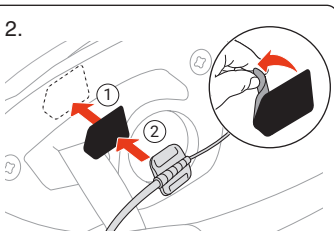
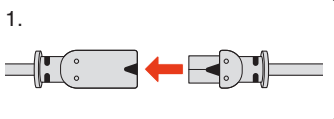
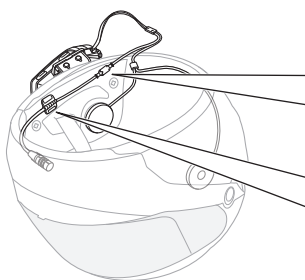
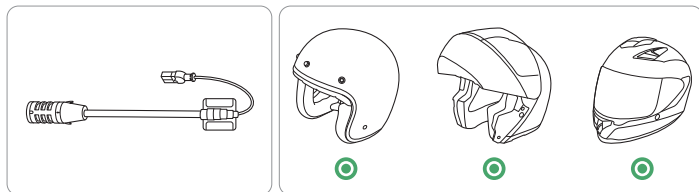


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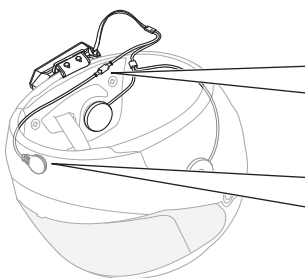
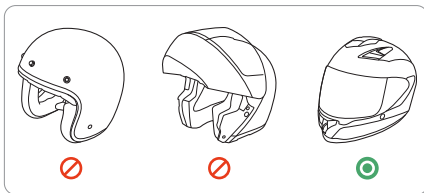
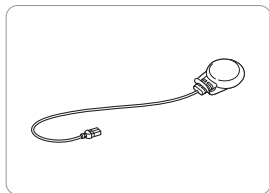


Microphone

Wired-Boom Microphone



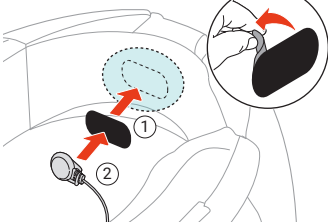
Wired Microphone



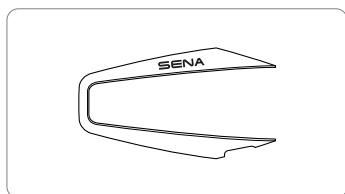
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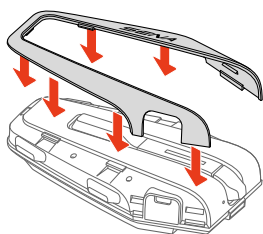
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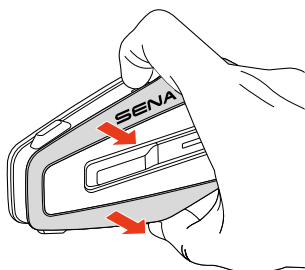
Interchangeable Faceplates



Installation



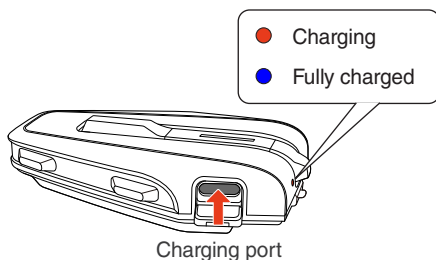
Removal



03 BASIC OPERATION

	Tap Tap the button the specified number of times
	Press and Hold Press and hold the button for the specified amount of time
	Voice Prompt
	LED

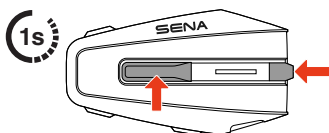
Charging



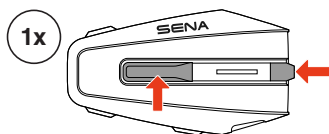
It takes 2 hours to fully charge.

- The VORTEX supports wireless charging with Qi-certified chargers. Full charging takes 5 hours at 20°C. Wireless charging speed may vary depending on the charger and environment.
- When a foreign object is detected, a high-pitched beep sounds and the red LED flashes.
- Any third-party USB charger can be used, as long as it is approved by the FCC, CE, IC, or other locally recognized regulatory agencies.
- Using a non-approved charger may cause fire, explosion, leakage, and other hazards, potentially reducing the battery's lifespan or performance.

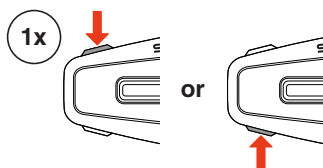
Power On



Power Off

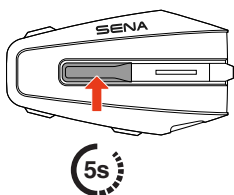


Volume



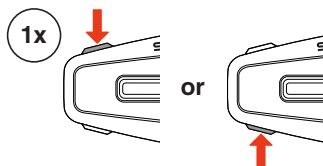
Configuration

Enter Configuration

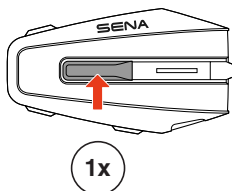


 "Configuration menu"

Navigate



Confirm

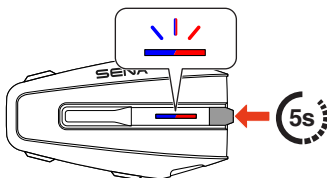


04 PAIRING WITH BLUETOOTH DEVICES

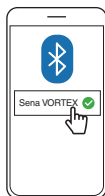
When using the VORTEX with other Bluetooth devices for the first time, they need to be paired. The VORTEX can pair with multiple devices, including two mobile phones and one GPS. However, it supports only one additional device, alongside a mobile phone, for simultaneous connection.

Phone Pairing

1.



2.

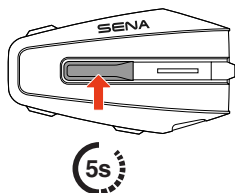


🔊 "Phone pairing"

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

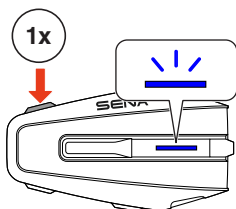
Second Mobile Phone Pairing

1.



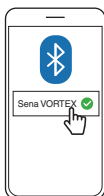
 "Configuration menu"

2.



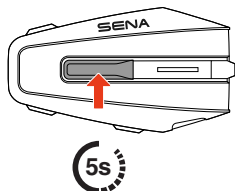
 "Second mobile phone pairing"

3.



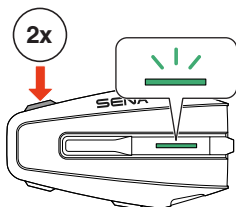
GPS Pairing

1.



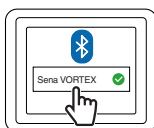
 "Configuration menu"

2.



 "GPS pairing"

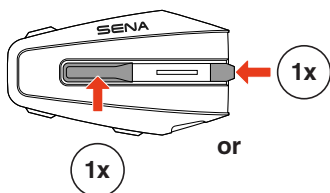
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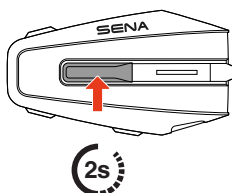
05 USING WITH A SMARTPHONE

Making and Answering Calls

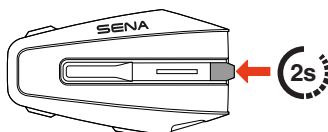
Answer a Call



End a Call



Reject a Call

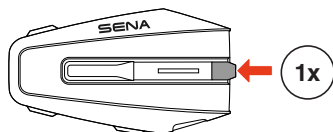


Siri or Google Assistant

Say "Hey Siri", "Hey Google", or tap the phone button to activate Siri or Google Assistant.

 "Hey Google" or
"Hey Siri"

or



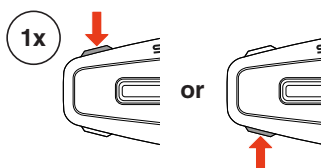
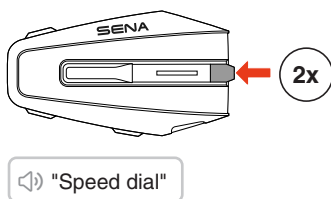
Speed Dial

Assign Speed Dial Presets

Speed dial presets can be assigned using the Sena Motorcycles app.

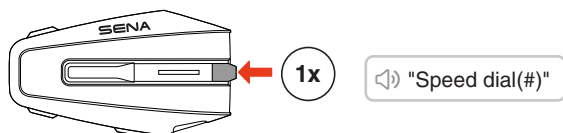
Use Speed Dial Presets

1. Enter the speed dial menu.
2. Navigate forward or backward through speed dial preset.



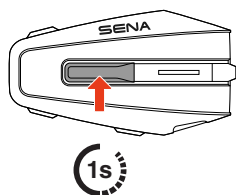
- ① Last number redial
- ② Speed dial (1→2→3)
- ③ Cancel

3. Tap the phone button to confirm.

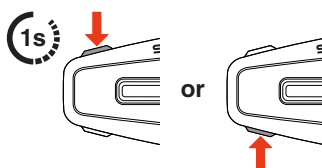


Music

■ Play/Pause Music



■ Track Forward/Backward



06 BLUETOOTH INTERCOM

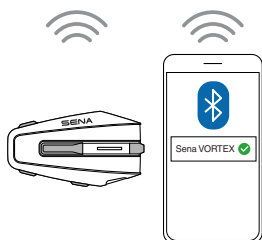
Bluetooth Intercom Pairing

To have a Bluetooth intercom conversation, you need to pair with the other Sena headset users. The other user's headset will be added to the intercom pairing list of your VORTEX, and vice versa.

You can add up to 3 headsets to the Bluetooth intercom pairing list, regardless of the headset model.

Using QR codes

1. Pair the mobile phone with the VORTEX.
2. Each user opens the Sena Motorcycles app and taps "QR Pairing."



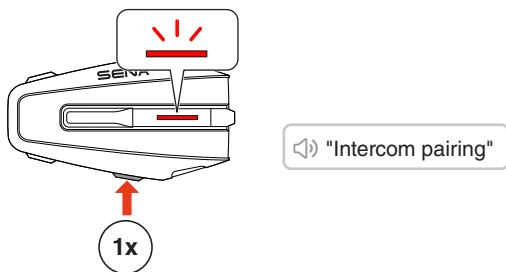
3. Scan the QR code displayed on the other user's screen.
4. Tap Save, and go to the "Bluetooth Intercom" menu to check the pairing list.
5. Tap the device name you want to pair with.
6. Repeat the process to add more headsets.

- QR Pairing is compatible with models featuring Bluetooth version 3.0 or later. For more information, visit [sena.com](https://www.sena.com).

Using a Quick Pair Button

QR pairing is highly recommended, but you can also pair with the other headsets using the quick pair button.

1. Tap the quick pair button on both devices to enter intercom pairing mode together.

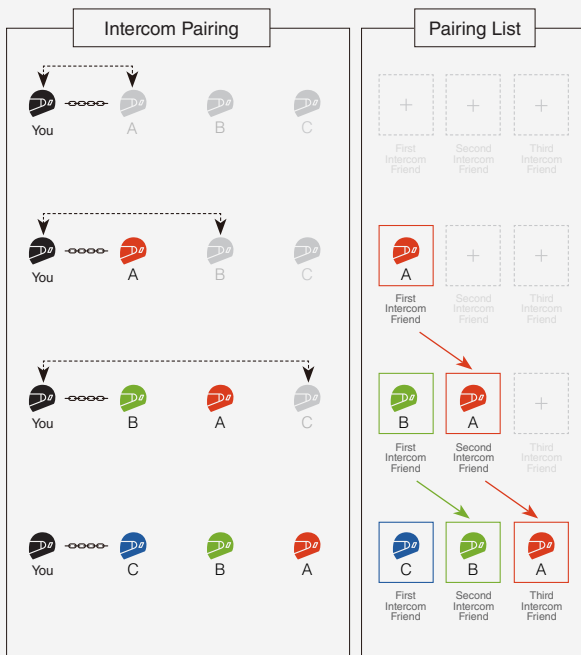


2. Wait until the pairing is complete. Once paired, a Bluetooth intercom connection is established.
3. To pair with another headset, please repeat the process above.

- It can take some time depending on the surrounding wireless signals, such as Wi-Fi.
- To cancel the intercom pairing, tap the quick pair button on the VORTEX.

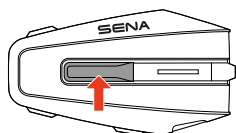
Bluetooth Intercom Pairing List

- Paired headsets are added to the Bluetooth intercom pairing list of your VORTEX. Tap "Bluetooth Intercom" on the Sena Motorcycles app to check the list.
- The intercom pairing list operates on a last-come, first-served basis. If your VORTEX is paired with multiple headsets for intercom conversations, the last paired headset is set as the first intercom friend.



Two-Way Intercom

Start Bluetooth Intercom



1x



You



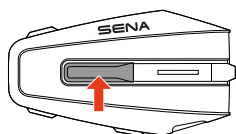
First
Intercom
Friend



Second
Intercom
Friend



Third
Intercom
Friend



2x



You



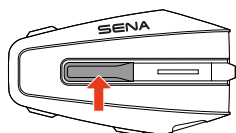
First
Intercom
Friend



Second
Intercom
Friend



Third
Intercom
Friend



3x



You



First
Intercom
Friend



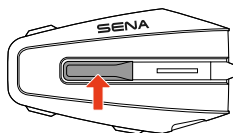
Second
Intercom
Friend



Third
Intercom
Friend

- Two-way Bluetooth intercom always operates in HD mode to enhance the intercom audio quality.

End Bluetooth Intercom

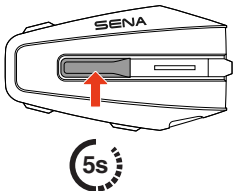
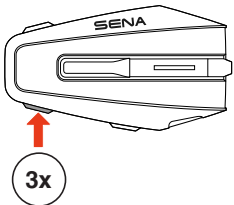
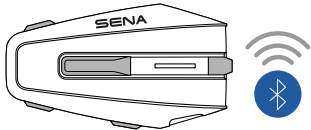


1x

07 UNIVERSAL INTERCOM

Universal intercom allows you to have intercom conversations with headsets from other brands as long as they support Bluetooth Hands-Free Profile (HFP).

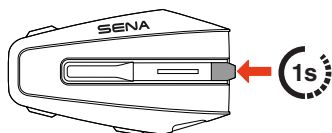
Universal Intercom Pairing

- 
"Configuration menu"
- 
"Universal intercom pairing"
- 
- Put a non-Sena headset in phone pairing mode and wait until the VORTEX automatically pairs with it.


Once paired, the universal intercom conversation is automatically established.

08 FM RADIO

FM Radio On/Off

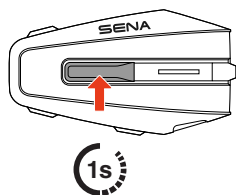


 **On:** "FM radio on"

 **Off:** "FM radio off"

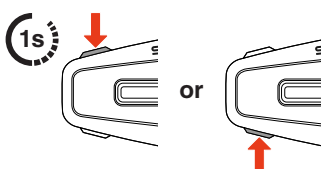
Seek Stations

1. Enter the station selection mode.



 "Station selection mode"

2. Navigate forward or backward.

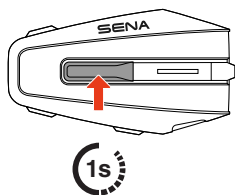


Save to Preset

You can use the Sena Motorcycles app to save the station to your preset stations.

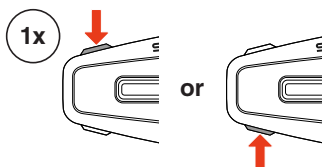
Select Station from Preset

1. Enter the station selection mode.



🔊 "Station selection mode"

2. Navigate forward or backward through preset stations.



🔊 "Preset #"

- If you do not press any button for approximately 10 seconds, or if you press and hold the multi-function button for 1 second while in the station selection mode, the headset will exit the station selection mode.

09 FIRMWARE UPDATE

Over-the-Air (OTA) Update

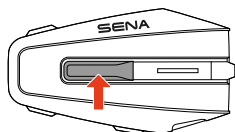
You can update the firmware via Over-the-Air (OTA) directly from the settings in the Sena Motorcycles app.

10 TROUBLESHOOTING

Factory Reset

To restore the VORTEX to its factory default settings, simply use the factory reset feature.

1.



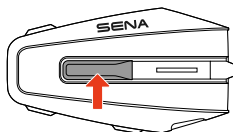
🔊 "Configuration menu"

2.



🔊 "Factory reset"

3.



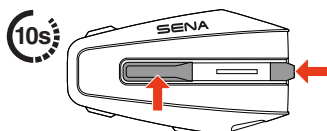
🔊 "Headset reset, good-bye"

Fault Reset

If the VORTEX is on but not responding, you can perform a fault reset to restore normal functionality.

Ensure the USB-C charging cable is disconnected, then press the phone button and multi-function button simultaneously for 10 seconds.

All settings will remain unchanged.





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Sena Technologies, Inc.
9155 Sterling Rd. STE 100, Irving, TX 75063