

# 10UPAD

Bluetooth® Communication  
Cheek Pad System



**WARNING**

To minimize the risk of serious injury, death or product damage, read this User's Guide and the Quick Start Guide before using the product for the first time. Go to [sena.com](http://sena.com) to access these documents if they are missing or unreadable. Keep both Guides for future reference.

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## Safety Precautions

Please ensure that the product is properly used by observing the safety precautions below to prevent any risk of serious injury, death and/or damage to property.

### Hazard alert signal words

The following safety symbols and signal words are used in this manual.

 **WARNING** Indicates a potential hazardous situations that, if not avoided, could result in death or serious injury.

 **CAUTION** Indicates a potential hazardous situation that, if not avoided, could result in minor or moderate injury.

**NOTICE** Indicates information considered important, but not hazard-related. If not avoided, it could cause damage to your product.

*Note* Notes, usage tips, or additional information

### Product Use

Observe the following precautions to avoid injury or damage to your product while using the product.

#### **WARNING**

- Use of the product at a high volume for a long period of time may damage your eardrums or hearing ability.
- If the product emits an unusual smell, feels hot, or appears abnormal in any other way while using or charging, stop using it immediately. It may cause damage, explosion, or fire. Contact your sales location if any of these problems are observed.
- Careless use of the product on the road is risky and may result in serious injury, death or damage. You must heed all safety precautions in all documents that come with this product. This will help minimize the chance these risks may occur while riding.
- In any place where wireless communication is prohibited, such as hospitals or airplanes, turn off the power. In a place where wireless communication is prohibited, electromagnetic waves may cause hazards or accidents.

- Before riding, fasten the product from the helmet, and double-check that it is properly fastened. Separation of the product while riding will cause damage to the product and may result in an accident.
- Do not use the product in an explosive atmosphere. If you are in such a location, turn off the power and heed any regulations, instructions, and signs in the area.
- When you use the product while you operating any vehicle or equipment such as motorcycles, scooters, mopeds, ATVs, or quadbikes (hereinafter called “transportation means”), you need to follow the safety precautions provided by the manufacturer of the vehicle.
- When you use the product, use good judgment; never use it under the influence of alcohol or drugs or when you are extremely tired.

***NOTICE***

- Attaching the product to the helmet is considered a modification to the helmet and may void your helmet's warranty or compromise your helmet's functionality. This may entail risks during an accident, so be fully aware of this fact before using the product. Should you not accept this fact, you may return the product for a full refund.
- In some regions, it is prohibited by law to ride motorcycles while wearing headsets or earbuds. Therefore be certain you are aware of all relevant laws in the region where you are using the product and are sure that you comply with them.
- The headset is for motorcycle helmets only. To install the headset, you must follow the installation instructions shown in the User's Guide.
- Do not impact the product with sharp tools as this may damage the product.
- Keep product away from pets or small children. They may damage the product.
- Any changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the limited warranty to operate the equipment.

## Battery

Your product has a built-in battery. Be careful to heed all safety information in this guide. Failure to carefully observe the safety precautions can cause battery heat generation, bursting, fire and serious personal injury.



### WARNING

- Do not use the product in direct sunlight for a long period of time. Doing so can damage the product and generate heat that can cause burns.
- Do not use or store the product inside cars in hot weather. It may cause the battery to generate heat, rupture, or ignite.
- Do not continue charging the battery if it does not recharge within the specified charging time. Doing so may cause the battery to become hot, explode, or ignite.
- Do not leave the product near open flames. Do not dispose of the product in a fire. It may cause the battery to become hot, explode, or ignite and cause serious injury.
- Never attempt to charge a battery with the charger which has been physically damaged. It may cause explosion and/or accidents.

## Product Storage and Management

Take the following precautions to avoid personal injury or damage to your product while storing and maintaining the product.



### CAUTION

- Do not dispose of the product with household waste. The built-in battery is not to be disposed of in municipal waste stream and requires separate collection. Disposal of the product should be done in accordance with the local regulations.

### NOTICE

- Keep the product free of dust. Dust may damage mechanical and electronic parts of the product.
- The product should be stored at room temperature. Do not expose the product to extremely high or low temperature as this may reduce the life span of electronic devices, damage the battery, and/or melt plastic parts of the product.

- Do not clean the product with cleaning solvents, toxic chemicals, or strong detergents as this may damage the product.
- Do not paint the product. Paint may obstruct moving parts or interfere with the normal operation of the product.
- Do not drop or otherwise shock the product. It may damage the product or its internal electronic circuits.
- Do not disassemble, repair or modify the product as this may damage the product and invalidate the product warranty.
- Do not store the product in humid environments, especially for long periods of time. It may damage the internal electronic circuits.
- Battery performance will deteriorate over time if stored for a long period of time without being used.

## 1 INTRODUCTION

Thank you for choosing the Sena 10Upad Motorcycle Bluetooth Communication Cheek Pad System. With the 10Upad, you can call handsfree on your Bluetooth mobile phone, listen to stereo music or voice instructions of GPS navigations wirelessly, and have intercom conversations in full duplex with a passenger or other motorcycle riders.

The 10Upad is compliant with Bluetooth 4.1 supporting the following profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), and Audio Video Remote Control Profile (AVRCP). Please check with the manufacturers of other device to determine their compatibility with this headset.

Please read this User's Guide carefully before using the headset. Also check [www.sena.com](http://www.sena.com) for the latest version of the User's Guide and additional information related to Sena Bluetooth products.



The 10Upad features:

- Bluetooth intercom up to 900 meters (980 yards)\*
- Four-way intercom
- Three-way conference phone call with intercom participant
- Universal Intercom™
- Voice prompts
- Smartphone App for iPhone and Android
- Built-in FM radio tuner with a station scan and save function
- Music Sharing
- Advanced Noise Control™
- Speed Dialing
- Firmware upgradeable

.....  
\* in open terrain

Key Specifications:

- Bluetooth 4.1
- Bluetooth 2.4 GHz ~ 2.48 GHz / max output power 17.41 dBm
- Supporting profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), Audio Video Remote Control Profile (AVRCP), and Bluetooth Low Energy.

## 2 PACKAGE CONTENTS

### 2.1 10Upad for HJC IS-17

- *Cheek Pad System Left*



- *Cheek Pad System Right*



- *USB Power & Data Cable*



### 2.2 10Upad for HJC IS-MAX2

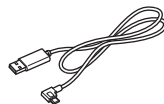
- *Cheek Pad System Left*



- *Cheek Pad System Right*

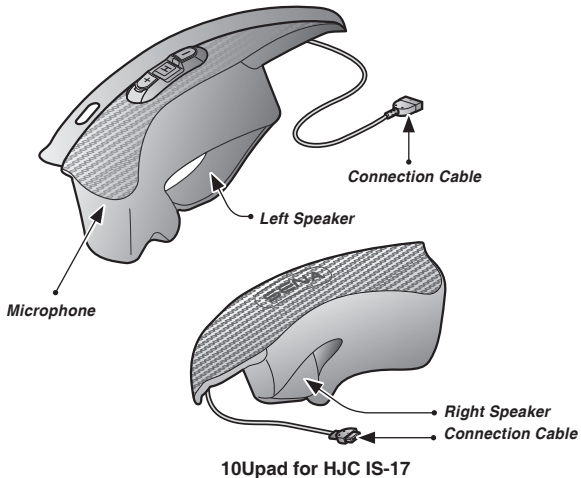


- *USB Power & Data Cable*

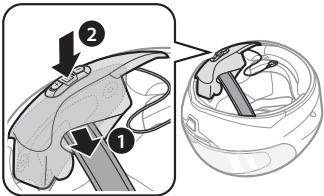


### 3 INSTALLING THE 10Upad ON YOUR HELMET

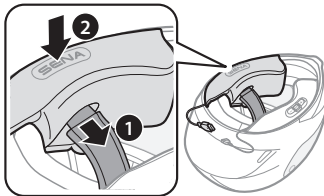
#### 3.1 10Upad for HJC IS-17 Installation Guide



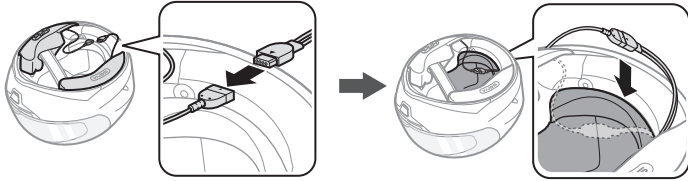
1. Remove the cheek pads from your HJC helmet.
2. Install the left 10Upad on the left side of the helmet.



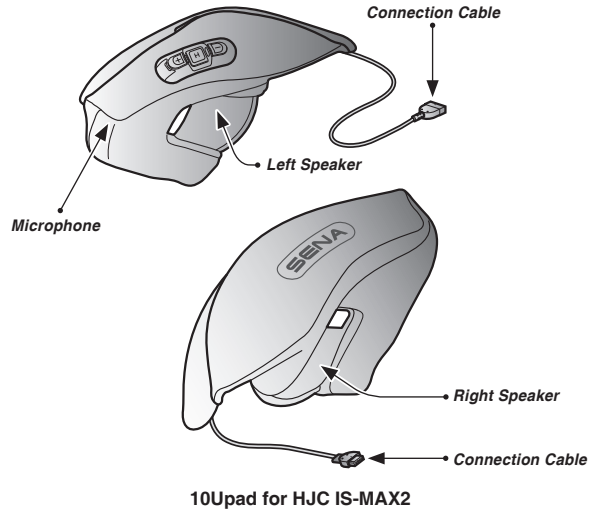
3. Install the right 10Upad on the right side of the helmet.



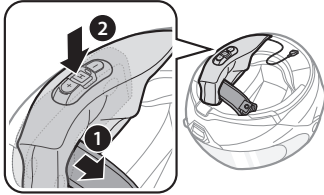
4. Connect the connection cables and store it behind the internal padding of the helmet.



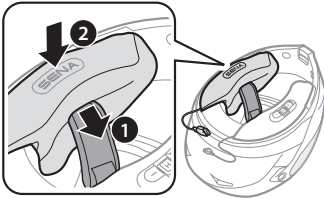
### 3.2 10Upad for HJC IS-MAX2 Installation Guide



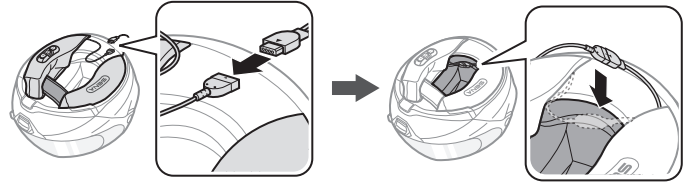
1. Remove the cheek pads from your HJC helmet.
2. Install the left 10Upad on the left side of the helmet.



3. Install the right 10Upad on the right side of the helmet.

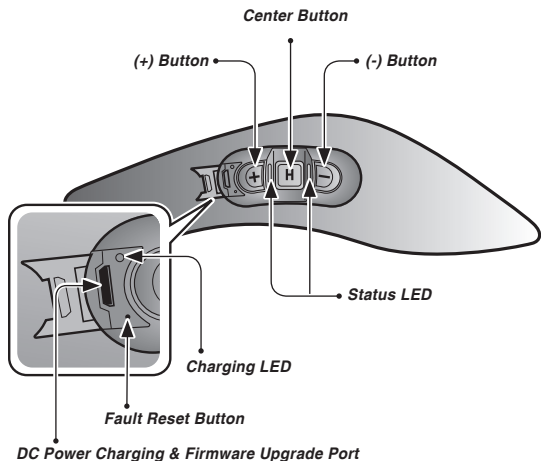


4. Connect the connection cables and store it behind the internal padding of the helmet.



## 4 GETTING STARTED

### 4.1 Button Operation



### 4.2 Powering On and Off

To power on the headset, press the Center Button and the (+) Button at the same time while hearing ascending beeps and a voice prompt, “Hello”. To power off the headset, press the Center Button and the (+) Button at the same time while hearing descending beeps and a voice prompt, “Goodbye”.

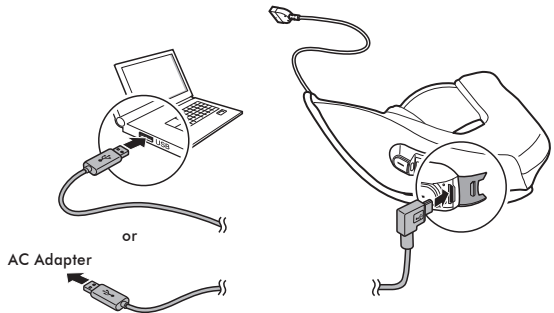
### 4.3 Charging




#### WARNING

*When charging the battery, use only the approved charger provided by the manufacturer. Use of a non-approved charger may cause fire, explosion, leakage, and other hazards which may also reduce the life time or performance of the battery.*

You can charge the headset by connecting the supplied USB power & data cable into a computer's USB port or USB wall charger. You can use any standard micro USB cable to charge the unit. The charging LED turns red while charging and turns blue when fully charged. It takes about 2.5 hours to be completely charged.

**Note:**

Any 3rd party USB charger can be used with Sena products if the charger is approved by either the FCC, CE, IC or other locally approved agencies that Sena accepts.


**CAUTION**

Please make sure to take off your 10Upad-installed helmet while charging. The headset automatically turns off during charging.

## 4.4 Checking the Battery Level

### 4.4.1 LED Indicator

When the headset is powering on, the red LED flashes rapidly indicating the battery level.

4 flashes = High, 70 ~ 100%

3 flashes = Medium, 30 ~ 70%

2 flashes = Low, 0 ~ 30%

**Note:**

1. The battery performance may be reduced over time with usage.
2. Battery life may vary depending on conditions, environmental factors, functions of the product in use, and devices used with it.

### 4.4.2 Voice Prompt Indicator

When you power on the headset, keep pressing the Center Button and the (+) Button simultaneously for about 3 seconds until you hear three, high toned beeps. Then you will hear a voice prompt indicating the battery level. However, if you release the buttons as soon as the headset turns on, you will not hear a voice prompt for the battery level indication.

## 4.5 Volume Adjustment

You can easily adjust the volume by tapping the (+) Button or the (-) Button. You will hear a beep when the volume reaches the maximum or minimum level. The volume is set and maintained independently at different levels for each audio source even when you reboot the headset. For example, once you set the volume for mobile phone handsfree, it will not change even if you adjust the volume for your Bluetooth MP3 music. However, if you adjust the volume during stand-by mode, it will affect volume levels of every audio source.



### WARNING

*Use of the product at a high volume for a long period of time may damage your eardrums or hearing ability. Keep the volume at a modest level to prevent damage.*

## 4.6 Sena Softwares

### 4.6.1 Sena Device Manager

The Sena Device Manager allows you to upgrade the firmware and configure the device settings directly from your PC. Using this software, you can assign speed dial presets, FM radio frequency presets and more. It is available for both Windows and Mac. For more information on downloading the Device Manager, please visit [www.sena.com](http://www.sena.com).

### 4.6.2 Sena Smartphone App

The Sena Smartphone App allows you to configure device settings and read the User's Guide and the Quick Start Guide. Pair your phone with your 10Upad headset. Run the Sena Smartphone App and you can configure its settings directly from your smartphone. You can download the Sena Smartphone App for Android or iPhone from [www.sena.com](http://www.sena.com).



## 5 PAIRING THE 10Upad WITH BLUETOOTH DEVICES

Before using the 10Upad Bluetooth headset with any other Bluetooth devices for the first time, you will need to pair them together. You can pair the 10Upad with Bluetooth mobile phones, Bluetooth stereo devices such as MP3 players, or motorcycle specific Bluetooth GPS navigation, and with other Sena Bluetooth headsets. The pairing operation is required only once for each Bluetooth device. The headset remains paired with the devices and automatically reconnects to them when they are within range. You will hear a high toned single beep and a voice prompt whenever the headset reconnects to the paired device: **“Phone connected”** to a mobile phone, **“Media connected”** to a Bluetooth stereo device.

### 5.1 Mobile Phone Pairing - Mobile Phone, Bluetooth Stereo Device

1. Press and hold the Center Button for 10 seconds until you hear a voice prompt, **“Configuration menu”**.
2. Tap the (+) Button until you hear a voice prompt, **“Phone pairing”**.
3. Search for Bluetooth devices on your mobile phone. Select the Sena 10Upad in the list of the devices detected on the mobile phone.
4. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.
5. The mobile phone confirms that pairing has been completed and the 10Upad is ready to use. You will hear a voice prompt, **“Your headset is paired”**.
6. If the pairing process is not completed within three minutes, the 10Upad will return to stand-by mode.

#### Note:

1. If a Bluetooth connection between the headset and a mobile phone is disconnected, press the Center Button for 3 seconds until you hear a high tone single beep to recover the Bluetooth connection immediately.
2. If the Bluetooth connection between the headset and a media player is disconnected, press the Center Button for 1 second to recover the Bluetooth connection and play.

## 5.2 Second Mobile Phone Pairing - Second Mobile Phone, GPS, and SR10

Typical Bluetooth headsets can connect with only one Bluetooth device, but a second mobile phone pairing allows the headset to connect with another Bluetooth device such as a second mobile phone, an MP3 Player, or the Sena SR10, the Bluetooth adapter.

1. Press and hold the Center Button for 10 seconds until you hear a voice prompt, **“Configuration menu”**.
2. Tap the (+) Button until you hear a voice prompt, **“Second mobile phone pairing”**.
3. Search for Bluetooth devices on the second mobile phone. Select the Sena 10Upad in the list of the devices detected on the mobile phone.
4. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.
5. The mobile phone confirms that the pairing has completed and the 10Upad is ready to use. You will hear a voice prompt, **“Your headset is paired”**.

### Note:

1. *If you have two audio (A2DP) devices connected to your headset then the audio from one device will interrupt the audio from the other device. For example, if you are playing music from the primary mobile phone, then it can be interrupted by playing music from the secondary mobile phone and vice versa.*
2. *You have to use a motorcycle specific GPS, which transmits turn-by-turn voice instructions to the headset by Bluetooth. Most automotive GPS systems do not have this feature.*
3. *The Sena SR10 is a Bluetooth two-way radio adapter for group communication, and uses Hands-Free Profile. The incoming audio from the two-way radio via SR10 is heard in the background while having an intercom conversation or a mobile phone call.*
4. *The GPS navigation or a radar detector could be connected to the SR10 by wire. The GPS voice instruction or the radar detector alarm is also heard in the background via SR10 while having an intercom conversation or a phone call. Please refer to the SR10 User's Guide for details.*

### 5.3 Advanced Selective Pairing - A2DP Stereo or Handsfree

When you are using a smartphone, sometimes you may need to selectively use the 10Upad for A2DP stereo music only or for mobile phone handsfree only. These instructions are for advanced users who want to pair the 10Upad to their smartphones with only one selective profile: A2DP for stereo music or HFP for phone calls.

If you have previously paired a mobile phone to the 10Upad, you must clear the previous pairing list on both devices: the mobile phone and the 10Upad. To clear the pairing list on the 10Upad, please do a factory reset or following the pairing list clearing procedure described in *section 17.4, "Factory Reset"* or *14.1, "Headset Configuration Setting"*. To clear the pairing list on the mobile phone, please refer to *the mobile phone manual*. For most smartphones, delete the Sena 10Upad from the list of Bluetooth devices in the settings menu.

#### 5.3.1 A2DP Stereo Music Only

1. To enter the voice configuration menu, press and hold the Center Button for 10 seconds until you hear the voice prompt, **"Configuration menu"**.
2. Tap the (+) Button four times and you will hear the voice prompt, **"Media selective pairing"**.
3. Search for Bluetooth devices on your smartphone. Select Sena 10Upad in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.

#### 5.3.2 HFP for Phone Call Only

1. To enter the voice configuration menu, press and hold the Center Button for 10 seconds until you hear the voice prompt, **"Configuration menu"**.
2. Tap the (+) Button three times and you will hear the voice prompt, **"Phone selective pairing"**.
3. Search for Bluetooth devices on your smartphone. Select Sena 10Upad in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.

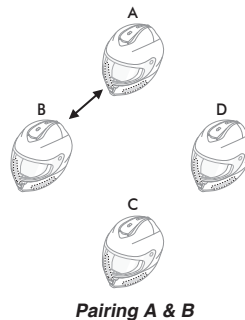
## 5.4 Intercom Pairing

### 5.4.1 Pairing with Other 10Upad Headsets for Intercom Conversation

The 10Upad can be paired with up to three other headsets for Bluetooth intercom conversation.

1. Turn on the two 10Upad headsets (A and B) that you would like to pair with each other.
2. Press and hold the Center Button for 5 seconds, then you will hear a mid-tone single beep and the voice prompt, “**Intercom pairing**”.

3. Simply tap the Center Button on any one of the two headsets A and B and wait until the LEDs of both headsets turn to blue and intercom connection is automatically established. The two 10Upad headsets A and B are paired with each other for intercom conversation. If the pairing process is not completed within one minute, the 10Upad will return to stand-by mode.



4. You can make other pairing between headsets A and C, and between headsets A and D by following the same procedure as above.
5. The intercom pairing queue is '**Last-Come, First-Served**'. If a headset has multiple paired headsets for intercom conversations, the last paired headset is set as **first intercom friend**. The previous intercom friend becomes **second intercom friend**, and **third intercom friend**.

*Note:*

For example, after the pairing procedures listed above, headset D is the **first intercom friend** of headset A. Headset C is the **second intercom friend** of headset A, and headset B is the **third intercom friend** of headset A.

## 6 MOBILE PHONE, GPS, SR10

### 6.1 Mobile Phone Call Making and Answering

1. When you have an incoming call, tap the Center Button to answer the call.
2. You can also answer the incoming call by loudly speaking any word of your choice if *Voice Activated Phone Answering* (VOX Phone) is enabled, unless you are connected to intercom.
3. To end a call, press the Center Button for 2 seconds until you hear a mid-tone single beep, or wait for the called person to end the call.
4. To reject a call, press the Center Button for 2 seconds until you hear a beep while the phone is ringing.
5. There are several ways to make a phone call:
  - Enter numbers on your mobile phone's keypad and make a call. Then the call is automatically transferred to the headset.
  - In stand-by mode, press the Center Button for 3 seconds, to activate the voice dialing of your mobile phone. For this, the voice dialing function must be available on the mobile phone. Refer to *your mobile phone manual* for further instruction.

*Note:*

- 1. If you have two phones connected to your headset and you have an incoming call from the second phone during a call involving the first phone, then you may still receive the call from the second phone. In this case, the call from the first phone is on waiting mode. If you end a call, then it will automatically transfer you to the first phone call.*
- 2. If you have a mobile phone and a GPS connected to your headset, you may not be able to listen to the GPS voice instruction during the phone call.*

## 6.2 Speed Dialing

You can quickly make a phone call by using the voice speed dial menu.

- To enter into the voice speed dial menu, press the (+) Button for 3 seconds until you will hear a mid-toned single beep and a voice prompt, “**Speed dial**”.
- Tap the (+) Button or the (-) Button to navigate between the menus. You will hear voice prompts for each menu item.
- Tap the Center Button to select a voice menu among the followings:  

<b>(1) Last number redial</b>	<b>(4) Speed dial 3</b>
<b>(2) Speed dial 1</b>	<b>(5) Cancel</b>
<b>(3) Speed dial 2</b>	
- After selecting the last number redial menu, you will hear a voice prompt, “**Last number redial**”. Then, to redial the last phone call number, tap the Center Button.
- To call one of the speed dials, tap the (+) Button or the (-) Button to navigate between the menus until you hear a voice prompt saying “**Speed dial (#)**”. Then, tap the Center Button.

6. If you want to exit the speed dial immediately, tap the (+) Button or the (-) Button until you hear a voice prompt saying **“Cancel”**, and tap the Center Button. If you do not press any button within 15 seconds, the 10Upad will exit the voice speed dial menu and go back to stand-by mode.

*Note:*

1. Make sure that you connect the mobile phone and the headset to use the speed dial function.
2. You need to assign speed dial numbers before using the speed dial (please refer to section 14.2.1, “Speed Dial”).

## 6.3 GPS Navigation

### 6.3.1 GPS Pairing

1. Press and hold the Center Button for 10 seconds until you will hear a voice prompt saying **“Configuration menu”**.
2. Tap the (+) Button until you will hear a voice prompt saying **“GPS pairing”**.
3. Search for Bluetooth devices on the GPS navigation. Select the Sena 10Upad in the list of the devices detected on the GPS.
4. Enter 0000 for the PIN.

*Note:*

*When Audio Multitasking is enabled, if you pair your GPS device via GPS Pairing, its instructions will not interrupt your intercom conversations, but will overlay with them.*

## 6.4 Sena SR10, Two-Way Radio Adapter

You can use a two-way radio and the 10Upad Bluetooth intercom simultaneously by using the Sena SR10, a Bluetooth Two-way Radio Adapter (please refer to section 5.2, “Second Mobile Phone Pairing - Second Mobile Phone, GPS, and SR10”). Incoming audio from the two-way radio will not interrupt an intercom conversation but is heard in the background. This is useful when you have an intercom conversation with a passenger on the back seat and use a two-way radio for group communication with other motorcycle riders.

## 7 STEREO MUSIC

### 7.1 Bluetooth Stereo Music

The Bluetooth audio device must be paired with the 10Upad by following the “*Mobile Phone Pairing - Mobile Phone, Bluetooth Stereo Device*” procedures described in the *section 5.1*. The 10Upad supports the Audio/Video Remote Control Profile (AVRCP), so if your Bluetooth audio device also supports the AVRCP, you can use the 10Upad to remotely control music playback. Not only can you adjust the volume but you can also use functions such as play, pause, next track and previous track.

1. To play or pause music, press the Center Button for 1 second until you hear a double beep.
2. To adjust the volume, tap the (+) Button or the (-) Button.
3. To track forward or track back, press and hold the (+) Button or the (-) Button for 1 second until you hear a mid-tone single beep.

### 7.2 Music Sharing

You can start sharing music with an intercom friend using Bluetooth stereo music during a two-way intercom conversation. When you terminate music sharing, you can go back to the intercom conversation. To start or terminate sharing music, press the Center Button for 1 second during an intercom conversation until you hear a double beep. To track forward or track back, press and hold the (+) Button or the (-) Button for 1 second.

*Note:*

1. Both you and your intercom friend can remotely control music playback such as track forward and track back.
2. Music sharing will be paused when you are using your mobile phone or listening to GPS instructions.
3. When Audio Multitasking is enabled, if an intercom call is made when you are listening to music, music sharing will not work.



## 8 INTERCOM

Please make sure your intercom devices are paired as described in section 5.4, “Intercom Pairing”

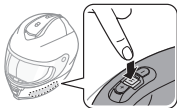
### 8.1 Two-way Intercom

#### 8.1.1 Starting Two-way Intercom

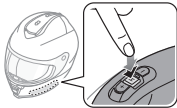
You can start an intercom conversation with one of any intercom friends by tapping the Center Button. Tap the Center Button once to intercom with the **first intercom friend**, tap the Center Button twice to intercom with the **second intercom friend**, and tap the Center Button three times to intercom with the **third intercom friend**.

#### 8.1.2 Ending Two-way Intercom

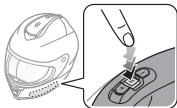
You can end an intercom conversation by using the Center Button. Press and hold the Center Button for 1 second to end any intercom. Or, you can single tap to end intercom with the **first intercom friend**, double tap to end intercom with the **second intercom friend**, and triple tap to end intercom with the **third intercom friend**.



1<sup>st</sup> intercom friend



2<sup>nd</sup> intercom friend



3<sup>rd</sup> intercom friend

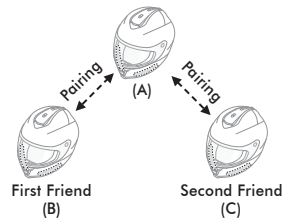
**Start/End Two-way Intercom Conversation**

## 8.2 Three-way Intercom

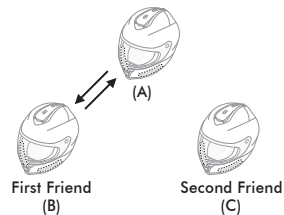
### 8.2.1 Starting Three-way Intercom

You (A) can have a three-way conference intercom with two other 10Upad friends (B & C) by establishing two intercom connections simultaneously. While a three-way conference intercom is in progress, mobile phone connection of all three participants is temporarily disconnected. However, as soon as the conference intercom terminates or one of the participants leaves the intercom, all mobile phones automatically reconnect to their headsets. If you have an incoming mobile phone call during the conference intercom, terminate the conference intercom to automatically reconnect and receive the phone call.

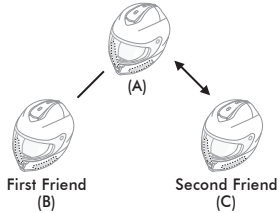
1. You (A) need to be paired with two other friends (B & C) for three-way conference intercom.



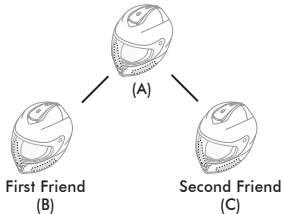
2. Start an intercom conversation with one of the two friends in your intercom group. For example, you (A) may start an intercom conversation with the intercom friend (B). Or intercom friend (B) may start an intercom call with you (A).



3. You (A) can call the second intercom friend (C) by double tapping the Center Button, or the second intercom friend (C) may join the intercom by making an intercom call to you (A).



4. Now you (A) and two 10Upad intercom friends (B & C) are having a three-way conference intercom.



### 8.2.2 Ending Three-way Intercom

You can completely terminate the conference intercom or just disconnect an intercom connection with one of your active intercom friends.

1. Press the Center Button for 3 seconds until you hear a beep to terminate three-way conference intercom completely. It terminates both intercom connections with (B) and (C).
2. Tap or double tap the Center Button to disconnect intercom connection with one of the two intercom friends accordingly. For example, by single tapping the Center Button, you can terminate the intercom connection with just the first intercom friend (B). However, you still have the intercom connection with your second intercom friend (C).

Center Button Operation	Result
Press for 3 seconds	Disconnect (B) & (C)
Single tap	Disconnect (B)
Double tap	Disconnect (C)

#### End Three-way Intercom

## 8.3 Four-way Intercom

### 8.3.1 Starting Four-way Intercom

You can have four-way conference intercom with three other 10Upad users by adding one more intercom participant to the three-way intercom. While you are having a three-way intercom as above in *section 8.2, "Three-way Intercom"*, a new participant (D), who is an intercom friend of your intercom friend (C), may join the conference intercom by making an intercom call to your intercom friend (C). Please note that in this case, the new participant (D) is an intercom friend of (C), not of you (A).

### 8.3.2 Ending Four-way Intercom

As is the case for a three-way intercom, you can completely get out of the four-way conference intercom or just disconnect a single intercom connection.

1. Press the Center Button for 3 seconds until you hear a beep to terminate a four-way conference intercom. It terminates the intercom connections between you (A), and your intercom friends (B) and (C).

2. Tap or double tap the Center Button to disconnect the intercom connection with one of the two intercom friends accordingly. However, when you disconnect the second friend (C) by double tapping the Center Button, you will be disconnected with the third participant (D) as well. This is because the third participant (D) is connected with you via the second friend (C).

Center Button Operation	Result
Press for 3 seconds	Disconnect (B), (C) & (D)
Single tap	Disconnect (B)
Double tap	Disconnect (C) & (D)

#### End Four-way Intercom

*Note:*

*Multiple headsets are connected during multi-way intercom. With various signals interfering each other, the intercom distance of multi-way intercom is somewhat shorter than that of two-way intercom.*

## 9 THREE-WAY CONFERENCE PHONE CALL WITH INTERCOM PARTICIPANT

1. When you have an incoming mobile phone call during an intercom conversation, you will hear a ring tone. You can choose whether to *1) answer the mobile phone call and stop the intercom conversation, or 2) reject the phone call and stay on the intercom conversation.*
  - 1) To answer the phone call and stop the intercom conversation, tap the Center Button. The VOX Phone feature does not work if you are connected to intercom. When you hang up the phone call, the intercom will automatically be recovered.
  - 2) To reject the phone call and stay on the intercom conversation, press the Center Button for 2 seconds until you hear a beep.

Unlike other motorcycle Bluetooth headsets, this prevents a user from being dropped out of an intercom conversation by an incoming mobile call.

2. When you have an incoming intercom call during a mobile phone call, you will hear 4 high toned beeps, alerting you that there is an incoming intercom call. You will also hear a voice prompt, **“Intercom requested”**. In this case, the intercom call does not override the mobile call because intercom has lower priority than mobile call. You have to hang up the mobile phone call to make or receive an intercom call.
3. You can have a three-way conference phone call by adding an intercom friend to the mobile phone conversation. During a mobile phone conversation, tap the Center Button to invite one of the intercom friends to the mobile phone line. To disconnect the intercom first and go back to your private mobile phone call, terminate the intercom by tapping the Center Button. To end the mobile phone call first and maintain the intercom conversation, tap the Center Button for 2 seconds, or wait for the person on the mobile phone line to end the call.

Start	Tap the Center Button while having a mobile phone call
End intercom first	Tap the Center Button
End phone call first	Press the Center Button for 2 seconds or Wait for the called person to end the call

#### Start & End Three-way Conference Phone Call

## 10 GROUP INTERCOM

Group Intercom allows you to instantly create a multi-way conference intercom with three other most recently paired headsets.

1. Go through intercom pairing with up to three headsets you want to have Group Intercom with.
2. Tap the (+) Button and (-) Button simultaneously to begin Group Intercom. The LED will flash blue and red simultaneously and you will hear a voice prompt, **“Group intercom”**.
3. To terminate Group Intercom, press the Center Button for 3 seconds during Group Intercom. You will hear a voice prompt, **“Group intercom terminated”**.

## 11 UNIVERSAL INTERCOM

You can have an intercom conversation with non-Sena Bluetooth headsets using the Universal Intercom function. Non-Sena Bluetooth headsets can be connected to the Sena Bluetooth headset if they support the Bluetooth Hands-Free Profile (HFP). The working distance may differ depending on the performance of Bluetooth headset that it is connected to. In general, it is shorter than normal intercom distance since it uses the Bluetooth Hands-Free Profile. The Universal Intercom affects both the phone call connection and the multipoint connection (mostly used for GPS connections for riders). You cannot use a multipoint connection device while you are using the Universal Intercom in case as below.

1. If a non-Sena headset does not support a multipoint connection, it cannot use a phone call connection while using the Universal Intercom.
2. As for Sena headsets, the Universal Intercom affects the multipoint connection.
3. If non-Sena headset (already paired as Universal Intercom with Sena) is turned on, then the multipoint connection is automatically deactivated. And the non-Sena headset is automatically connected to the Sena headset as a Universal Intercom. So you cannot use multipoint connection devices such as GPS, while a non-Sena headset is turned on.
4. Even though you disconnect the non-Sena headset as a Universal Intercom, it will not automatically restore the multipoint connection. To restore the multipoint connection, you should turn off the non-Sena headset first, then try to connect to multipoint device manually from the device screen or simply reboot the device so that it automatically connects to the Sena headset.

### 11.1 Universal Intercom Pairing

The 10Upad can be paired with non-Sena Bluetooth headsets for Bluetooth intercom conversation. You can pair the 10Upad with only one non-Sena Bluetooth headset so if you pair with a different non-Sena Bluetooth headset, the previous pairing will be removed.

1. Turn on the 10Upad and a non-Sena Bluetooth headset that you want to pair with.
2. Press and hold the Center Button for 10 seconds to enter the configuration menu. Tap the (+) Button or the (-) Button until you hear a voice prompt, **“Universal intercom pairing”**. Tap the Center Button to enter into Universal Intercom Pairing mode and the blue LED will flash rapidly and you will hear multiple beeps.
3. Perform the operation required for handsfree pairing on the non-Sena Bluetooth headset (refer to *the User's Manual for the headsets* you want to use). The 10Upad will automatically pair with a non-Sena Bluetooth headset when each are in pairing mode.

### 11.2 Two-way Universal Intercom

You can initiate the Universal Intercom connection with non-Sena Bluetooth headsets using the same intercom connection method as you would between other Sena headsets. You may single tap the Center Button to begin an intercom conversation with the first intercom friend, double tap with the second intercom friend, and triple tap with the third intercom friend.

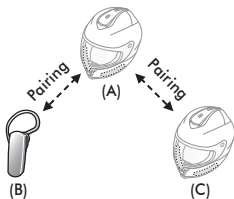
Non-Sena Bluetooth headsets may initiate the Universal Intercom connection, by activating the voice dialer or using the redialing operation. You may also disconnect the existing connection by using the operation to end a call (refer to *the user's manual for the headsets* for voice dialer, redialing, and ending a call).



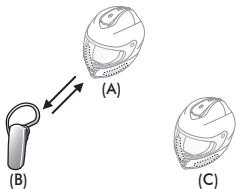
### 11.3 Three-way Universal Intercom

You may make a three-way Universal Intercom connection with two 10Upads and one non-Sena Bluetooth headset. If the intercom connection is made, all headsets connected cannot use the mobile phone call function since the connection between the headset and the phone is disconnected temporarily. If you disconnect the intercom call, the mobile phone connection is made again automatically so that you can use a mobile phone call function.

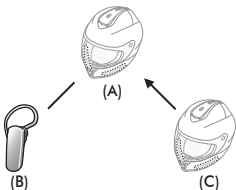
1. You (A) need to be paired with a non-Sena Bluetooth headset (B) and another 10Upad headset (C) for the three-way conference intercom.



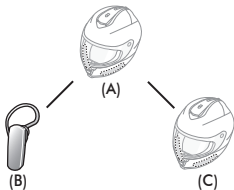
2. Start an intercom conversation with non-Sena Bluetooth headset (B) in your intercom group. For example, you (A) may start an intercom conversation with non-Sena Bluetooth headset (B). The non-Sena Bluetooth headset (B) may also start an intercom call with you (A).



3. The other 10Upad (C) may join the intercom by making an intercom call to you (A).



4. Now you (A), non-Sena Bluetooth headset (B), and the other 10Upad (C) are having a three-way conference intercom.



5. You may disconnect three-way Universal Intercom using the same way as you do in normal three-way intercom. Please refer to section 8.2.2, “Ending Three-way Intercom”.

## 11.4 Four-way Universal Intercom

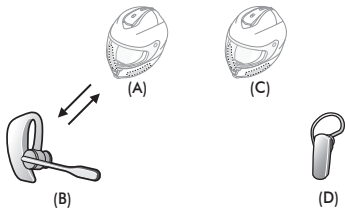
You may make a four-way Universal Intercom connection with a couple of different configurations, 1) *three 10Upads and one non-Sena Bluetooth headset* or 2) *two 10Upads and two non-Sena Bluetooth headsets*.

You may have a couple of other Four-way Universal Intercom configurations, 1) *your headset (A), a non-Sena Bluetooth headset (B), another 10Upad (C), and a non-Sena Bluetooth headset (D)*, 2) *your headset (A), a non-Sena Bluetooth headset (B), and two other 10Upad headsets (C and D)*. You may make the four-way Universal Intercom call the same way as a normal four-way intercom call.

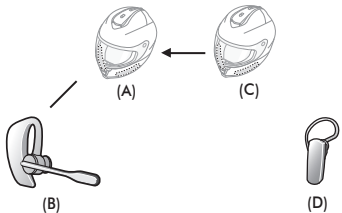
**11.4.1 Four-way Universal Intercom Case 1**

Two 10Upad headsets (A and C) and two non-Sena Bluetooth headsets (B and D).

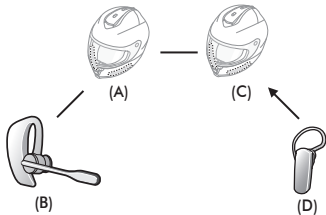
1. You (A) may start an intercom conversation with the non-Sena Bluetooth headset (B).



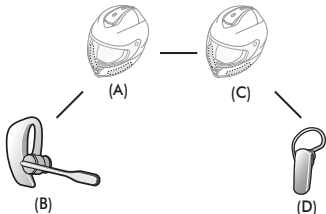
2. The other 10Upad (C) may join the intercom by making an intercom call to you (A).



3. The non-Sena Bluetooth headset (D) may join the conference intercom by making an intercom call to the 10Upad (C).



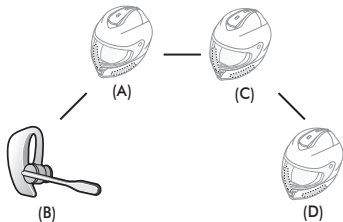
4. Now two 10Upad headsets (A & C) and two non-Sena Bluetooth headsets (B & D) are connected with the four-way Universal Intercom.



You may disconnect a four-way Universal Intercom using the same way as you do in a normal four-way intercom. Please refer to *section 8.3.2, "Ending Four-way Intercom"*.

### 11.4.2 Four-way Universal Intercom Case 2

Three 10Upad headsets (A, C and D) and one non-Sena Bluetooth headset (B). The procedure is the same as case 1 described in *section 11.4.1*.



## 12 FM RADIO

### 12.1 FM Radio On and Off

To turn on the FM radio, press the (-) Button for 1 second until you hear a mid-toned double beep sound. You will then hear a voice prompt, **“FM on”**. To turn off the FM radio, press the (-) Button for 1 second until you hear a voice prompt, **“FM off”**. When you power it off, the 10Upad will remember the last station frequency. When you power it on, the last station frequency will be playing.

### 12.2 Preset Stations

You can listen to preset stations while listening to the FM radio. Press the Center Button for 1 second to go upward to your next saved preset station.

### 12.3 Seek and Save

“Seek” is the function that searches for station to station frequencies. To use the “Seek” function, please follow the procedure below:

1. Double tap the (+) Button or the (-) Button to search down or up the station dial.
2. If the tuner finds a station while searching frequencies, it stops the seek function.
3. To save the current station, press and hold the Center Button for 3 seconds until you hear a voice prompt, **“Preset (#)”**.
4. Tap the (+) Button or the (-) Button in order to select which preset number you want for that specific station. You can save up to 10 preset stations. (You may cancel the preset operation by waiting approximately 10 seconds. You will then hear **“Save preset cancelled”**. You can also tap the (+) Button or the (-) Button until you hear **“Cancel”**. Tap the Center Button to confirm cancellation. You will then hear **“Save preset cancelled”**.)
5. To save the current station, press the (+) Button for 1 second. You will then hear a voice prompt, **“Save preset (#)”**.
6. To delete the saved station in the preset number, press the (-) Button for 1 second. You will then hear a voice prompt, **“Delete preset (#)”**.

#### Note:

1. You can save FM stations to presets before using FM radio. Connect the 10Upad to your PC and open the Sena Device Manager. It allows you to save up to 10 FM station frequency presets on the 10Upad settings menu. You may do the same operation by using the Sena Smartphone App.
2. You can still answer an incoming phone call and intercom while listening to the FM radio.

### 12.4 Scan and Save

“Scan” is the function that automatically searches station frequencies, starting from the current frequency and up. To use the scan function, please follow the procedures below:

1. Press the (+) Button for 1 second. Then the current station frequency moves upward to find other station frequencies.
2. If the tuner finds a station, it stays at the station frequency for 8 seconds, then scanning to the next station frequency.
3. Scan function stops when you press the (+) Button for 1 second again.

4. To save a station while scanning frequencies, tap the Center Button when at that station. You will hear a voice prompt from the 10Upad, “**Save preset (#)**”. The station will be saved as the next preset number.
5. All stations preset during “Scan”, will overwrite previously set stations.

### **12.5 Temporary Preset**

With the temporary preset function, you may temporarily preset stations automatically without changing the existing preset stations. Tap the (+) Button three times to automatically scan for 10 temporary preset stations. The temporary preset stations will be cleared when the system is powered off.

### **12.6 FM Sharing**

You can listen to the radio during the intercom conversation. To start FM sharing, press and hold the (-) Button for 1 second during the intercom conversation. During FM sharing, you can move to the next preset station and you or your friend on the intercom can change frequencies. If either person changes the frequency, the other will listen to the same frequency. To terminate FM sharing, press and hold the (-) Button for 1 second or end the intercom call.

*Note:*

1. *FM sharing will be terminated if the headset starts a multi-way intercom conference.*
2. *When Audio Multitasking is enabled, if an intercom call is made while you are listening to the FM radio, FM sharing will not work.*
3. *FM sharing is only supported between Sena headsets that currently support this feature.*

## 12.7 Region Selection

You can select the proper FM frequency region from the Sena Device Manager. With the region setting, you may optimize the seek function to avoid unnecessary frequency ranges.

Region	Frequency Range	Step
Worldwide	76.0 ~ 108.0 MHz	± 100 kHz
Americas	87.5 ~ 107.9 MHz	± 200 kHz
Asia	87.5 ~ 108.0 MHz	± 100 kHz
Australia	87.5 ~ 107.9 MHz	± 200 kHz
Europe	87.5 ~ 108.0 MHz	± 100 kHz
Japan	76.0 ~ 95.0 MHz	± 100 kHz

## 13 FUNCTION PRIORITY

The headset operates in the following order of priority:

- (highest)** Mobile phone  
 Intercom/FM sharing  
 Music sharing by Bluetooth stereo music  
 Bluetooth stereo music
- (lowest)** FM radio

A lower priority function is always interrupted by a higher priority function.

*Note:*

*If you select music as the audio source priority, the order of priority will change as below:*

- (highest)** Mobile phone  
 Bluetooth stereo music  
 Intercom/FM sharing  
 Music sharing by Bluetooth stereo music
- (lowest)** FM radio

## 14 CONFIGURATION SETTING

### 14.1 Headset Configuration Setting

1. To enter into voice configuration menu, press and hold the Center Button for 10 seconds until the LED shows solid blue and you hear high toned double beeps. You will also hear a voice prompt, “**Configuration menu**”.
2. Tap the (+) Button or the (-) Button to navigate between the menus. You will hear voice prompts for each menu item as below.
3. You can enable/disable a feature or execute a command by tapping the Center Button.

Configuration Menu	Tap Center Button
Phone Pairing	None
Second Mobile Phone Pairing	None
GPS Pairing	None
Phone Selective Pairing	None
Media Selective Pairing	None

Configuration Menu	Tap Center Button
Delete All Pairings	Execute
Remote Control Pairing	Execute
Universal Intercom Pairing	Execute
Factory Reset	Execute
Exit Configuration	Execute



## 14.2 Software Configuration Setting

You can change the settings of the headset through the Sena Device Manager or the Sena Smartphone App.

### 14.2.1 Speed Dial

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

### 14.2.2 Audio Source Priority (Default: Intercom)

Audio Source Priority allows you to select the priority between the intercom and music (which includes GPS app instructions and message notifications) from a smartphone. If the intercom is selected as the audio source priority, your music will be interrupted during an intercom conversation. If music is selected as the audio source priority, intercom conversations will be interrupted while your music is heard.

*Note:*

*Audio Source Priority is active only when Audio Multitasking is disabled.*

### 14.2.3 Audio Boost (Default: Disable)

Enabling Audio Boost increases the overall maximum volume. Disabling Audio Boost reduces the overall maximum volume, but delivers more balanced sound.

### 14.2.4 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 Center Button to answer an incoming call.

### 14.2.5 VOX Intercom (Default: Disable)

If this feature 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 Center Button, you have to terminate the intercom conversation manually. However, if you start intercom by voice and end it manually by tapping the Center Button, you will not be able to start intercom by voice temporarily. In this case, you have to tap the Center Button to restart the intercom. This is to prevent repeated unintentional intercom connections by strong wind noise. After rebooting the headset, you can start intercom by voice again.

### 14.2.6 HD Voice (Default: Disable)

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:*

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

### 14.2.7 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:*

1. The intercom distance of HD Intercom is relatively shorter than that of normal intercom.
2. HD intercom is active only when Audio Multitasking is disabled.

### 14.2.8 Voice Prompts (Default: Enable)

You can disable voice prompts by software configuration setting, but the following voice prompts are always on.

- headset configuration setting menu, battery level indicator, speed dial, FM radio functions

### 14.2.9 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.

### 14.2.10 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.

### 14.2.11 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.

### 14.2.12 Audio Multitasking™ (Default: Disable)

Audio Multitasking allows you to hear the audio from two features simultaneously. When Audio Multitasking is enabled, phone calls, GPS instructions and intercom conversations can be overlaid with audio from the FM radio, music or GPS app instructions from a smartphone in the background with reduced volume. Increasing or decreasing the volume of the audio in the foreground will also increase or decrease the volume of the overlaid audio in the background. The volume of the foreground audio can be adjusted using the headset. How much background audio that is heard can be adjusted using the Sena Smartphone App. HD Intercom, HD Voice and Audio Source Priority become disabled temporarily when Audio Multitasking is enabled.

Model	Foreground*			Background**	
	Phone	GPS	Intercom	FM Radio	Music or Smart Navi
10Upad	○ <sup>A</sup>	○ <sup>A</sup>			
		○	○		
			○ <sup>B</sup>	○	○ <sup>B</sup>
		○ <sup>C</sup>		○ <sup>C</sup>	○

Foreground and Background Combination Table

\* Two audio sources in the foreground can be heard simultaneously with the same volume level.

\*\* Only one background source can be heard at a time while listening to an audio source in the foreground.

- A. GPS instructions can be heard during phone calls and the volume level of both audio sources can be adjusted using the headset.
- B. GPS app directions will be heard in the background during intercom conversations.
- C. The FM radio will be heard in the background when GPS instructions are heard.

*Note:*

1. *Audio Multitasking will be activated during two-way intercom conversations with a headset that also supports this feature.*
2. *When Audio Multitasking is disabled, the background audio source will return to its independent volume level.*
3. *For Audio Multitasking to work properly, you need to power the headset off and on. Please restart the headset.*
4. *Some GPS devices may not support this feature.*

### 14.2.13 Background Volume (Default: Level 5)

The Background Volume can be adjustable only when the Audio Multitasking turns on. Level 9 is the highest volume and 0 is the lowest.

## 15 REMOTE CONTROL

You can remotely control the 10Upad via Bluetooth using the Remote Control (sold separately). This eliminates the need to take off your hand for button operations. Your 10Upad and the Remote Control must be paired together before use.

1. Turn on the 10Upad and the Remote Control.
2. Press the Center Button for 10 seconds to enter the configuration menu. Tap the (+) Button until you hear a voice prompt saying, **“Remote control pairing”**. Press the Center Button to enter into Remote Control Pairing mode and the red LED will flash rapidly and you will hear multiple beeps.
3. Enter Bluetooth pairing mode on your Remote Control. The 10Upad will automatically perform pairing with the Remote Control in pairing mode. You will hear a voice prompt, **“Remote control connected”**, when they are successfully connected.

## 16 FIRMWARE UPGRADE

The 10Upad supports firmware upgrades. You can update the firmware using the Sena Device Manager. Please visit Sena Bluetooth website at [www.sena.com](http://www.sena.com) to check the latest software downloads.

## 17 TROUBLESHOOTING

### 17.1 Intercom Failure

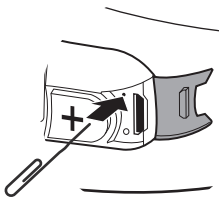
When you try to start an intercom conversation with an intercom friend who is unavailable within range or already having a conference intercom with other riders or a mobile phone call, you will hear a low tone double beep signifying an intercom busy signal. In this case, you have to try again later.

### 17.2 Intercom Reconnection

If your intercom friend goes out of range while having an intercom conversation, you may hear static noise and eventually the intercom will be disconnected. In this case, the 10Upad automatically tries to reconnect the intercom every 8 seconds and you will hear high tone double beeps until the intercom is reestablished. If you do not want to make a reconnection, tap the Center Button to stop the attempt.

### 17.3 Fault Reset

When the 10Upad is not working properly or is in faulty status for any reason, you may reset by pushing the pin-hole reset button below the (+) Button . Insert a paper clip into the reset pin-hole and press the reset button for a second with light pressure. The 10Upad will be switched off. Restart the system and try again. This will not restore the headset to factory default settings.



### 17.4 Factory Reset

If you want to restore the headset to factory default settings, use the Factory Reset in the configuration menu. The headset automatically restores the default settings and turns off.

## 18 QUICK OPERATION REFERENCE

Type	Function	Button Command	LED	Beep
Basic Function	Power on	Press the Center Button and the (+) Button for 1 second	Solid blue	Ascending beeps
	Power off	Tap the Center Button and the (+) Button	Solid red	Descending beeps
	Volume adjustment	Tap the (+) Button or the (-) Button	-	-
Mobile Phone	Answer mobile phone call	Tap the Center Button	-	-
	End mobile phone call	Press the Center Button for 2 seconds	-	-
	Voice dial	Press the Center Button for 3 seconds	-	-
	Speed dial	Press the (+) Button for 3 seconds	-	Mid-tone single beep
	Reject incoming call	Press the Center Button for 2 seconds	-	-
Intercom	Intercom pairing	Press the Center Button for 5 seconds	Red flashing	Mid-tone single beep
		Tap the Center Button of any one of the two headsets		

Type	Function	Button Command	LED	Beep
Intercom	Start/End each intercom	Tap the Center Button	-	-
	End all intercoms	Press the Center Button for 3 seconds	-	Mid-tone double beeps
	Start Group Intercom	Tap the (+) Button and the (-) Button at the same time	Blue and red flashing	-
	End Group Intercom	Press the Center Button for 3 seconds	-	-
Music	Play/Pause Bluetooth music	Press the Center Button for 1 second	-	Mid-tone double beeps
	Track forward/back	Press the (+) Button or the (-) Button for 1 second	-	-
FM Radio	FM radio on/off	Press the (-) Button for 1 second	-	Mid-tone double beeps
	Select preset	Press the Center Button for 1 second	-	Mid-tone single beep
	Seek stations	Double tap the (+) Button or the (-) Button	-	High tone triple beeps
	Scan up FM band	Press the (+) Button for 1 second	-	-
	Stop scanning	Press the (+) Button for 1 second	-	High tone double beeps
	Save preset while scanning	Tap the Center Button	-	High tone double beeps

