

SENA



OUTFORCE

BLUETOOTH® HELMET

USER'S GUIDE

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1. ABOUT THE OUTFORCE

1.1 Product Features



Bluetooth® 5.0



Four-Way Intercom



Intercom up to 900 m (0.6 mi)*



Audio Multitasking™



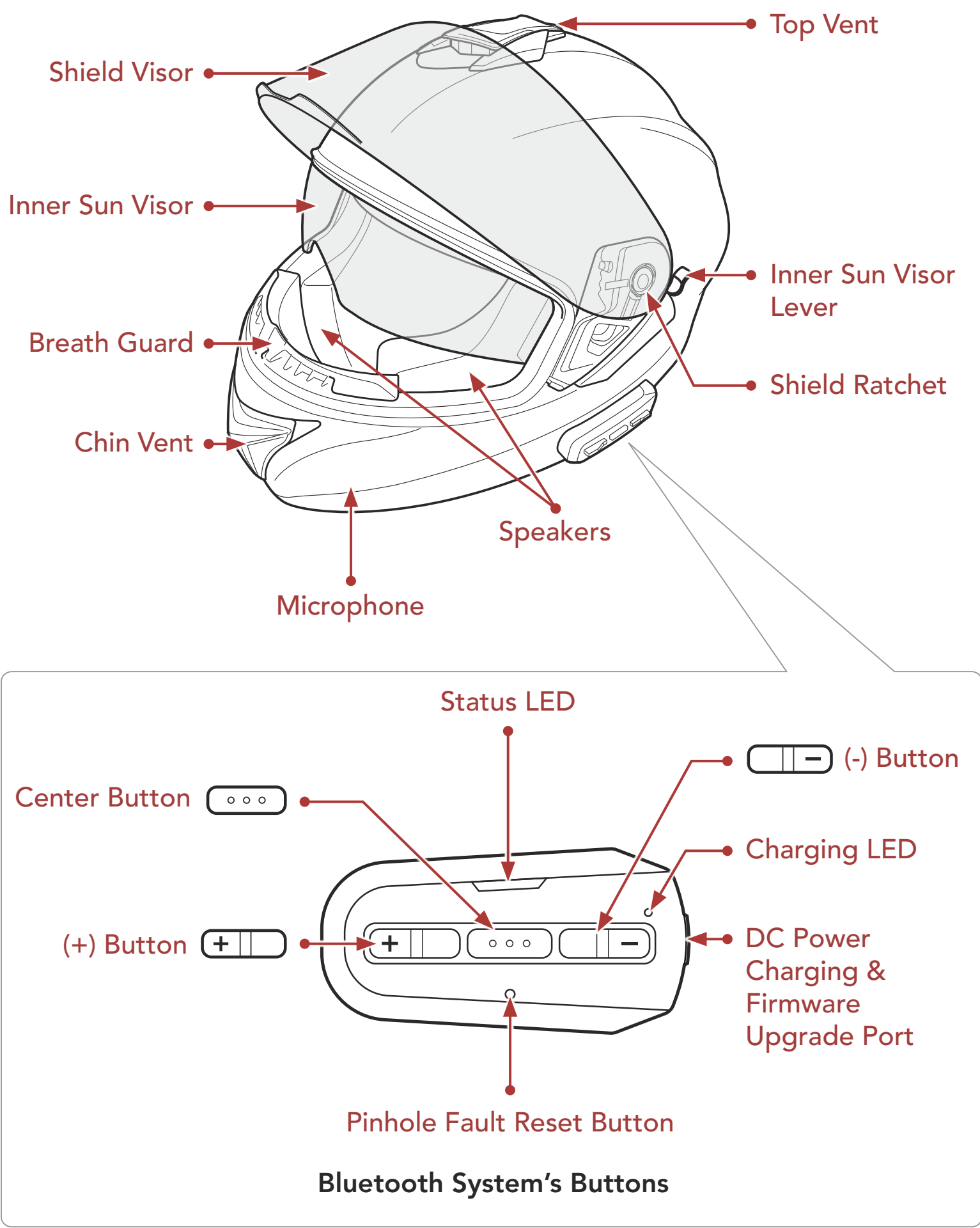
Audio Source Priority

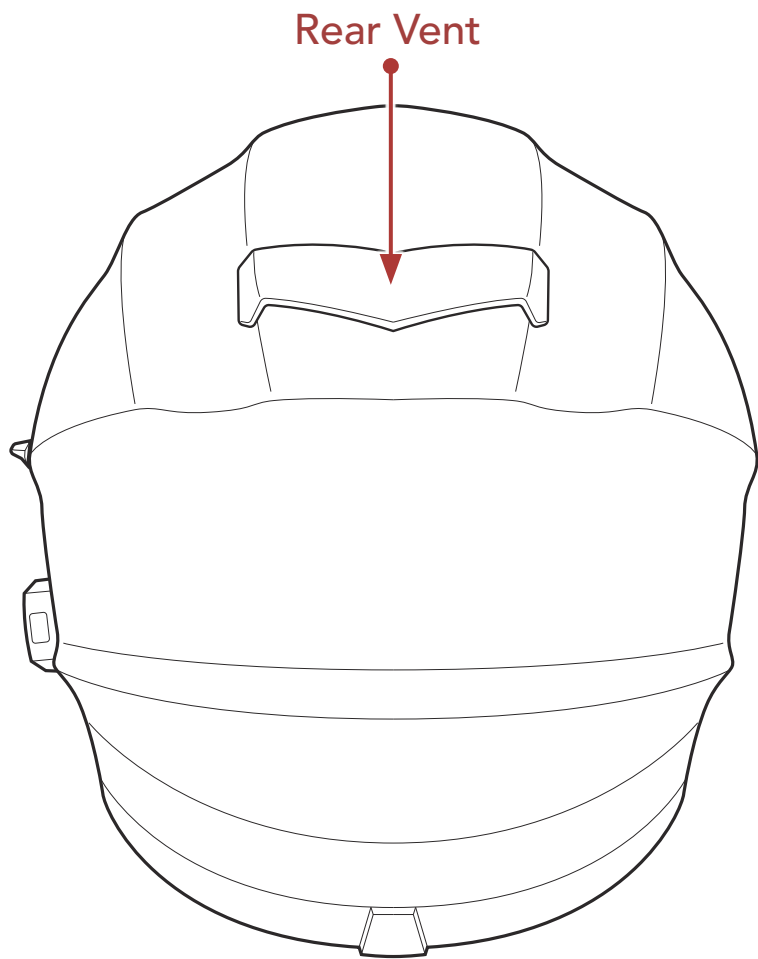


Advanced Noise Control™

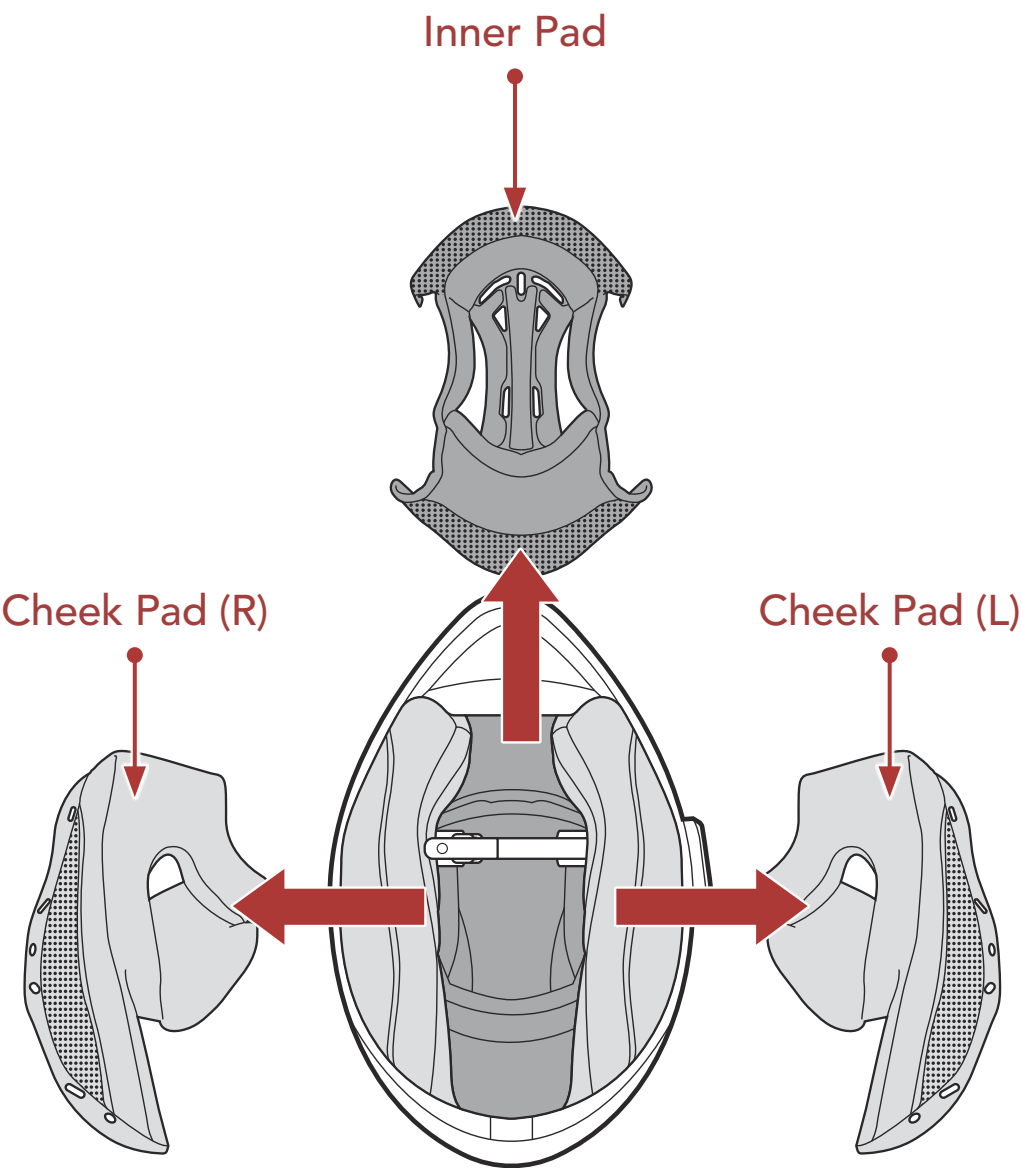
* in open terrain

1.2 Product Details





1.3 Detachable Inner Parts



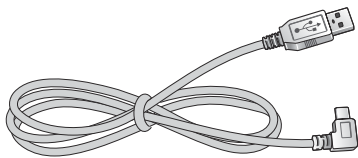
1.4 Package Contents



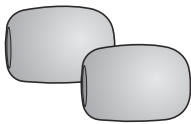
OUTFORCE Helmet



Helmet Pouch



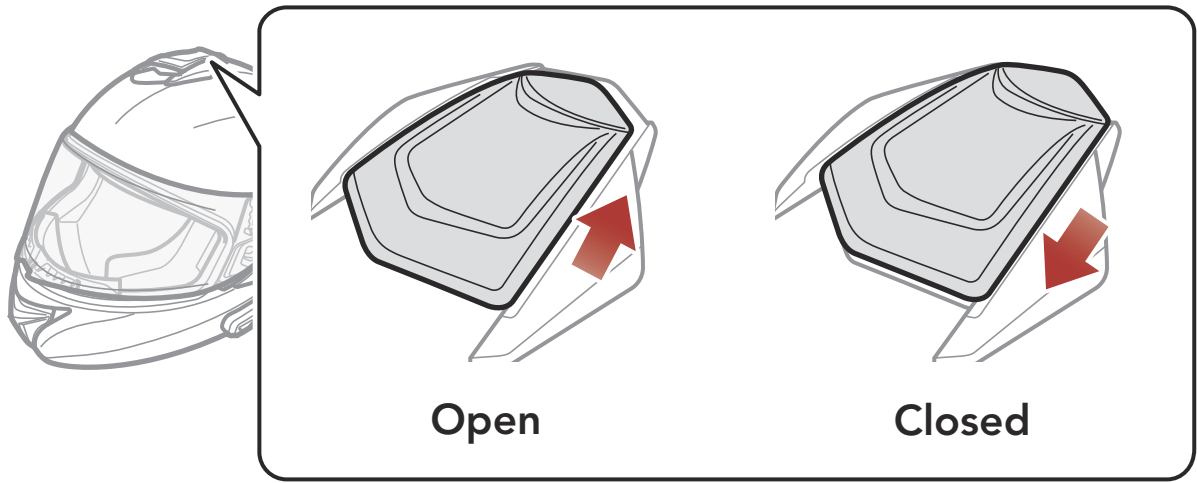
USB Power & Data Cable
(USB-C)



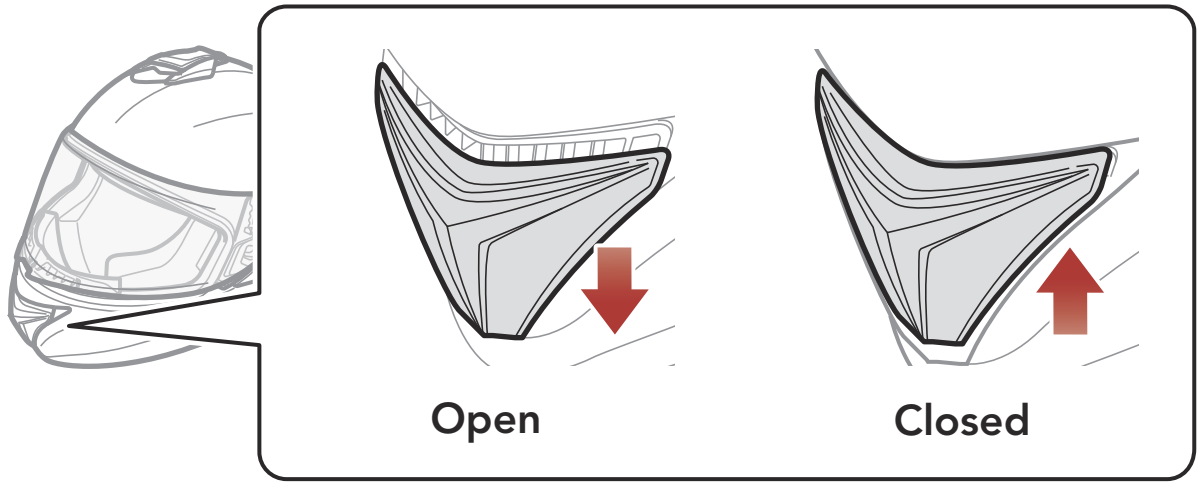
Boom Microphone Sponges (2)

1.5 Ventilation

Top Ventilation:



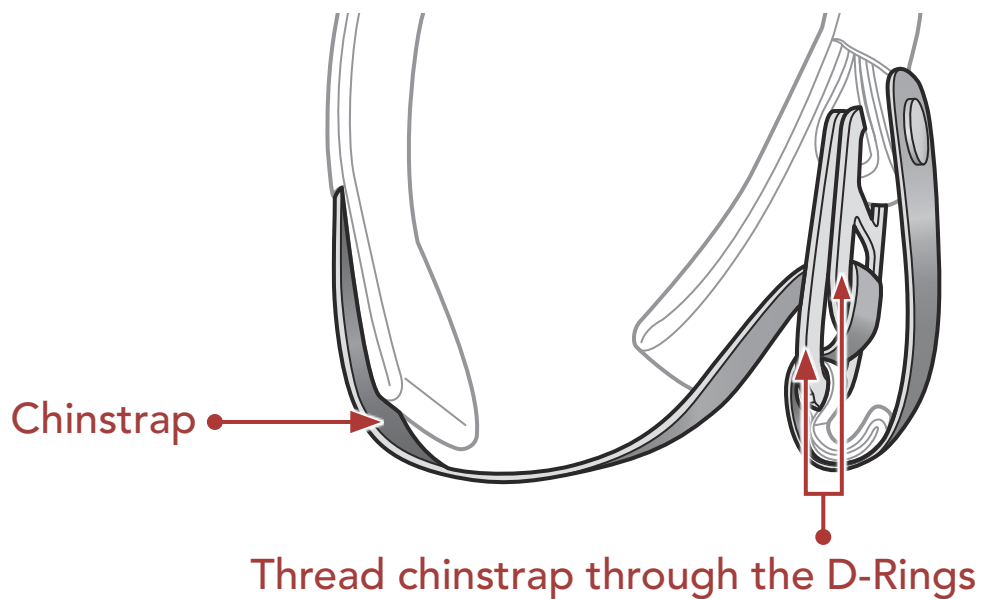
Chin Ventilation:



2. WEARING THE HELMET

2.1 Putting on the Helmet

1. Unfasten the chinstrap.
2. Gently pull the chinstrap outward and slide the helmet onto your head.
3. Route the chinstrap under your chin, then thread it through both D-Rings.
4. To fasten securely, thread chinstrap back through the D-Ring closest to your neck, and pull.



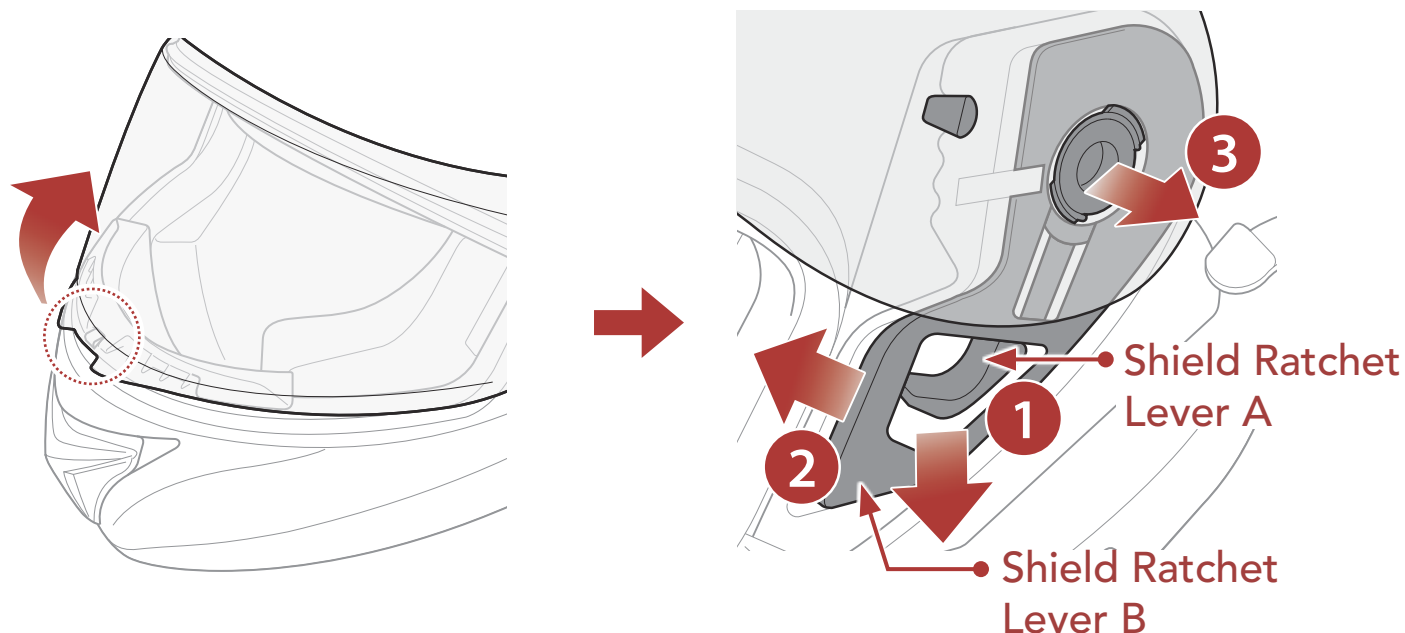
Note: A “chinstrap” is the nylon webbing that goes through the D-Rings.

2.2 Removing the Helmet

1. Loosen the chinstrap by pulling the red tab attached to the D-Rings.
2. Pull the chinstrap out from within the D-rings.
3. Gently pull the padded chinstrap outward and slide the helmet off your head.

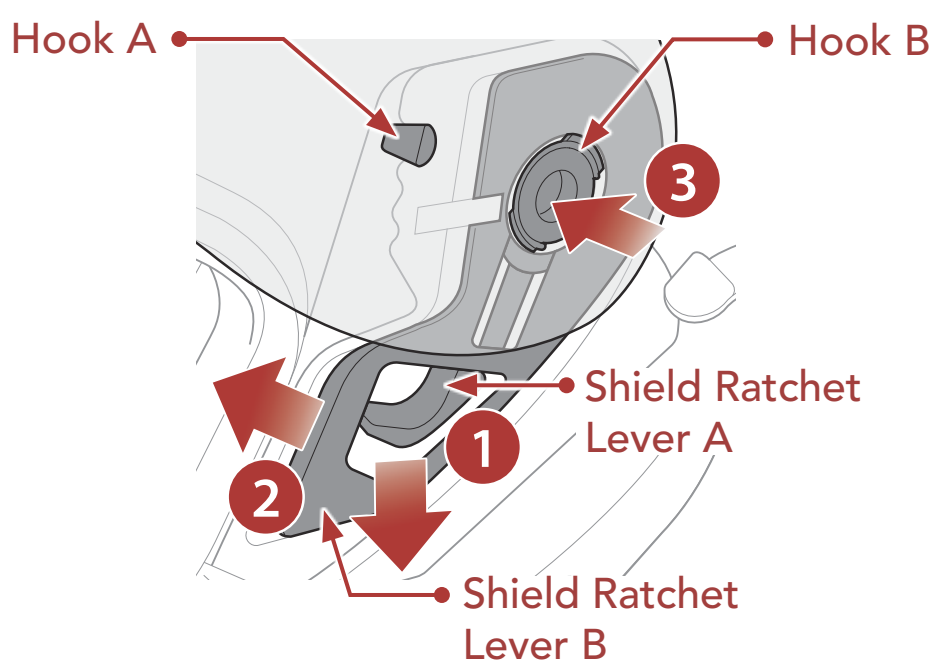
Advice: Fastening the chinstrap after removing the helmet will help avoid scratching surfaces it's placed upon.

2.3 Removing the Shield Visor



1. Fully open the shield visor by pushing the tab located in the center of the shield.
2. Pull the shield ratchet lever B forward while pulling the shield ratchet lever A downward as shown in the illustration above.
3. Pull the shield visor outward while pulling the shield ratchet levers.
4. Repeat the process on the opposite side.

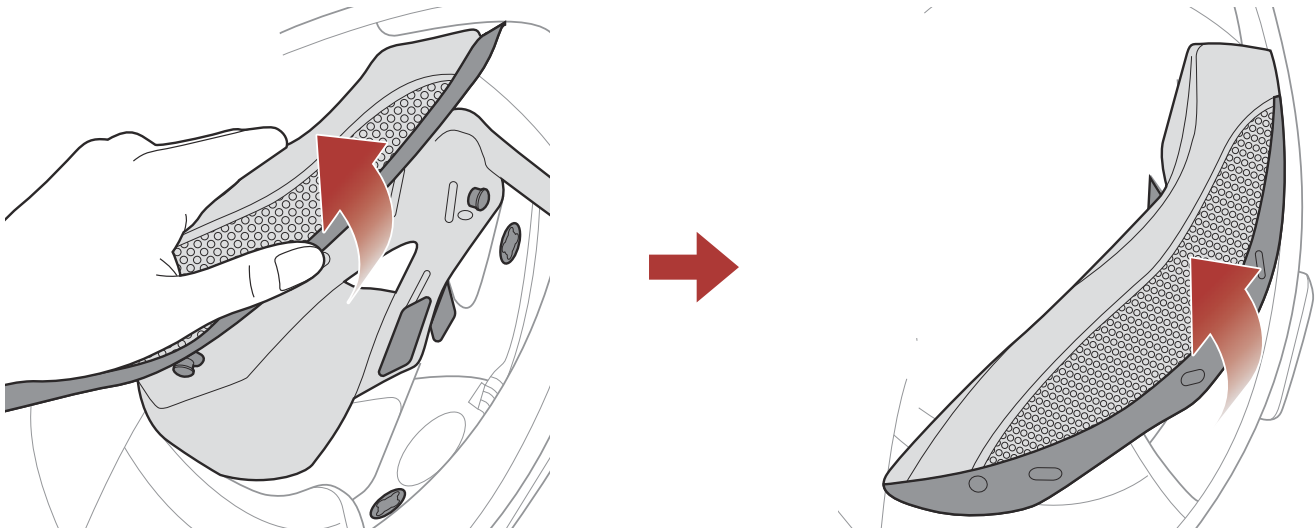
2.4 Installing the Shield Visor



1. Align hook A and hook B to the shield ratchet as shown in the illustration above.
2. Pull the shield ratchet lever B forward while pulling the shield ratchet lever A downward as shown in the illustration above.
3. Insert hook A and hook B into the shield ratchet while pulling the shield ratchet levers.

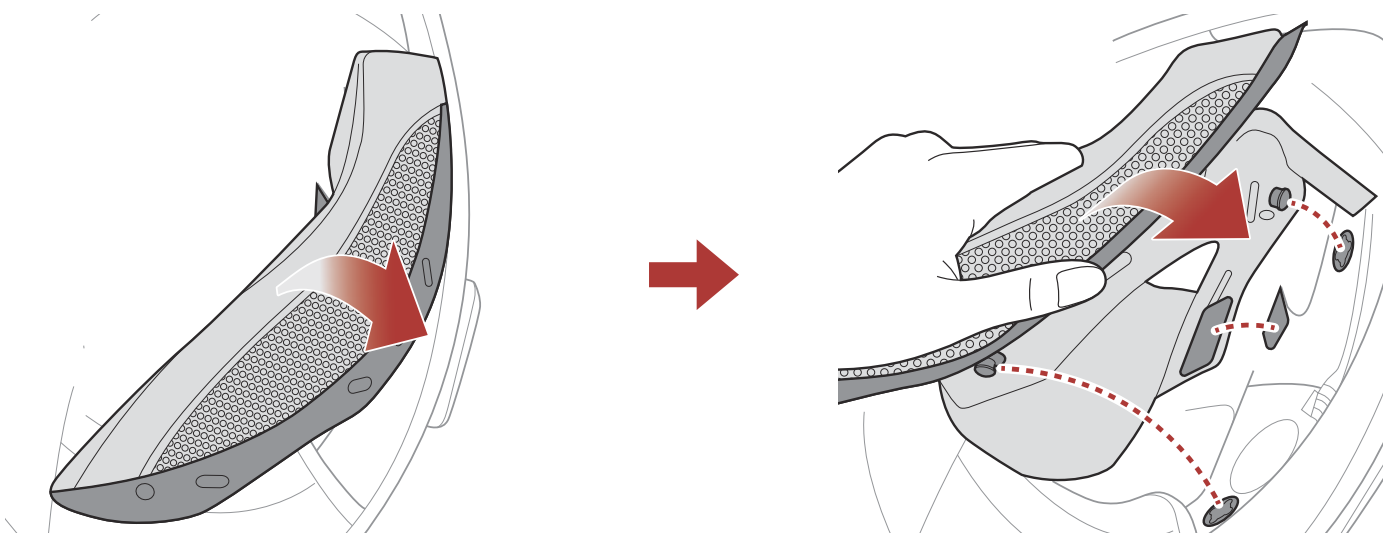
4. Release the shield ratchet levers to lock the shield visor into place.
5. Repeat the process on the opposite side.

2.5 Removing the Cheek Pads



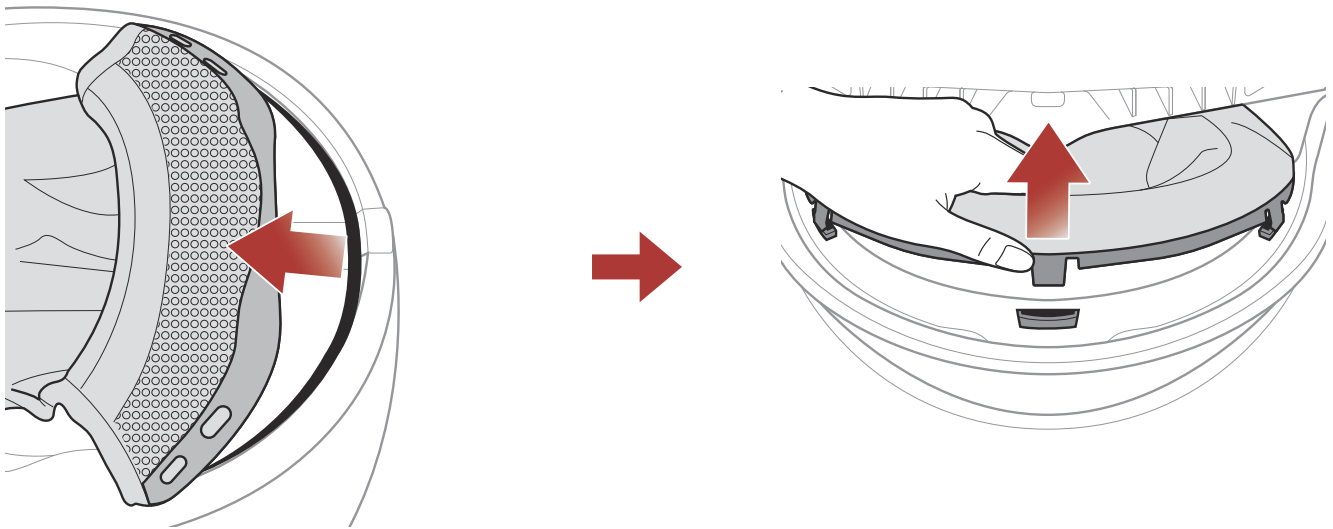
1. Unsnap the two fasteners of the cheek pad and detach the velcro fastener from the helmet.
2. Remove the cheek pad by pulling it upward.
3. Repeat the process on the opposite side.

2.6 Installing the Cheek Pads



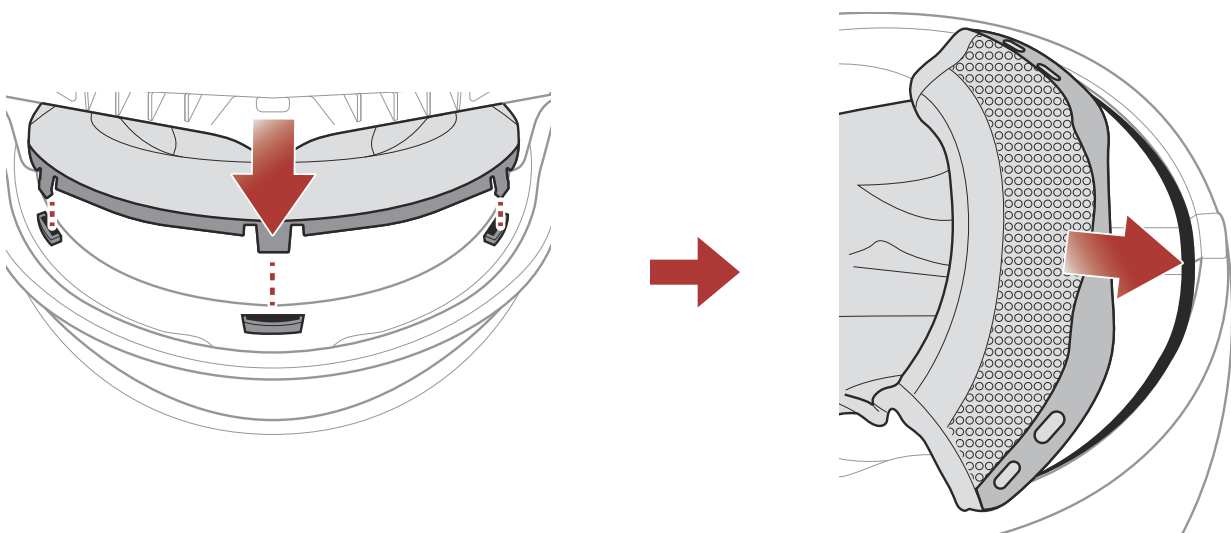
1. Pass the chinstrap through the hole of the cheek pad and insert the cheek pad's plastic plate into the space between the shell and EPS.
2. Snap the two fasteners of the cheek pad and attach the velcro fastener into place.
3. Repeat the process on the opposite side.

2.7 Removing the Inner Pad



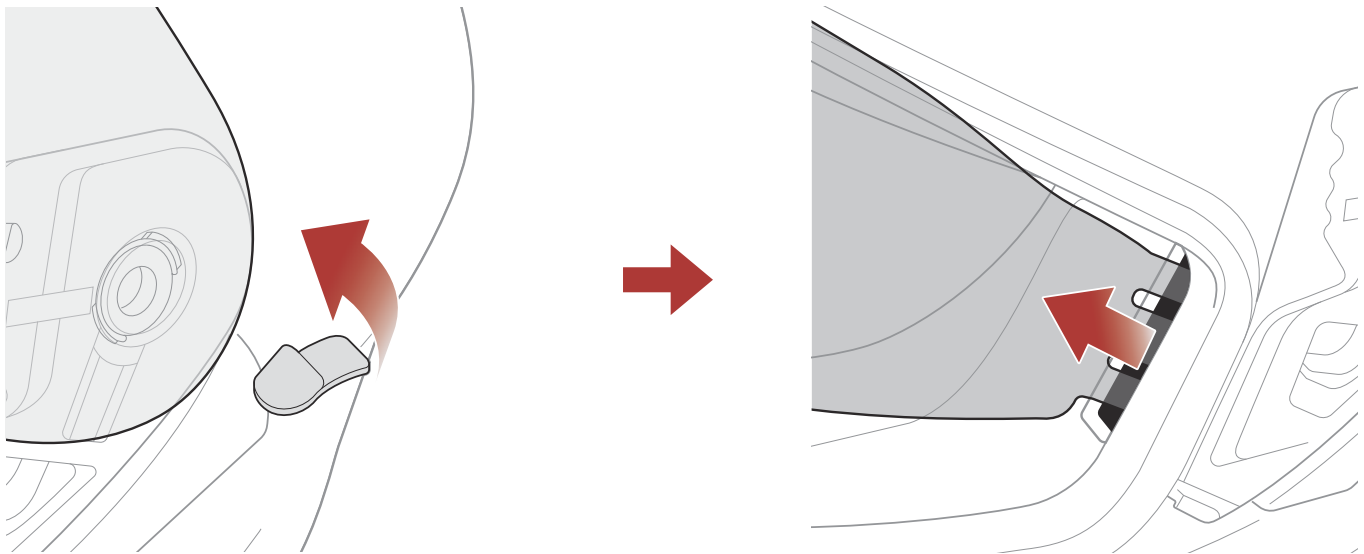
1. Remove the rear plastic plate of the inner pad from the helmet by pulling it away.
2. Place your fingers under the pad in the front section.
3. Hold the front firmly and carefully pull the pad upward from the front of the helmet until it separates completely.

2.8 Installing the Inner Pad



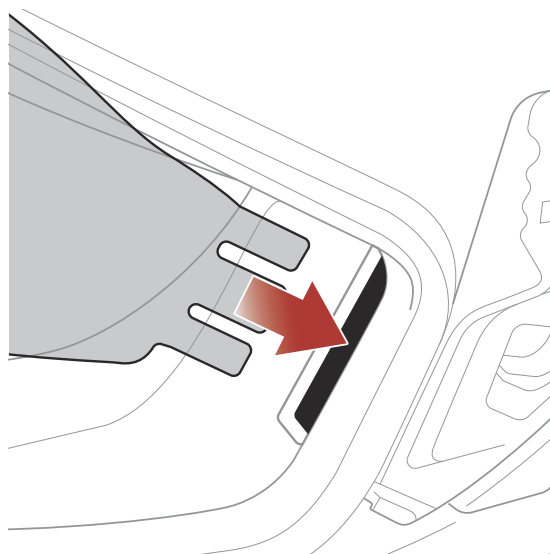
1. Align and install the inner pad tabs on the three sleeves of the front of the helmet.
2. Insert the rear plastic plate of the inner pad into the space between the shell and EPS.

2.9 Removing the Inner Sun Visor



1. Slide the inner sun visor lever in the direction shown in the illustration above to lower the inner sun visor.
2. Pull one side of the visor in the direction shown in the illustration above.
3. Repeat Step 2 on the opposite side.

2.10 Installing the Inner Sun Visor



1. Insert the inner sun visor tab into its slot until you hear a click.
2. Repeat the process on the opposite side.

2.11 Pre-Ride Helmet Inspection

2.11.1 Checking the Exterior

Check the helmet regularly for damage. Small, superficial scratches will not impair the helmet's protective qualities. In the case of more serious damage (cracks, dents, flaking and cracking paint, etc.), the helmet should no longer be used.

2.11.2 Checking the Chinstrap

1. Ensure that the chinstrap is properly routed under your chin.
2. To test the chinstrap tension, slip your index finger under the chinstrap and pull. If the chinstrap is loose under the chin, it needs to be tightened. If the chinstrap loosens when you pull on it, the helmet is not properly fitted. Undo the chinstrap completely and try fastening it again, then repeat the test.
3. If you are unable to fasten the chinstrap so that it fits firmly against the chin, check that your helmet is still the right size for you.

Note: Repeat the test after each adjustment.

⚠ CAUTION: Never ride with the chinstrap unfastened or incorrectly adjusted. The chinstrap should fit correctly and should not become loose when pulled. The fastener is not correctly closed if the chinstrap becomes loose when pulled.

3. GETTING STARTED

3.1 Downloadable Sena Software

3.1.1 Sena Utility App

By simply pairing your phone with your Bluetooth system, you can use the **Sena Utility App** for quicker, easier set up and management.



- Download the **Sena Utility App** on **Google Play Store** or **App Store**.

3.1.2 Sena Device Manager

The **Sena Device Manager** allows you to upgrade firmware and configure settings directly from your PC.



- Download the **Sena Device Manager** at sena.com.

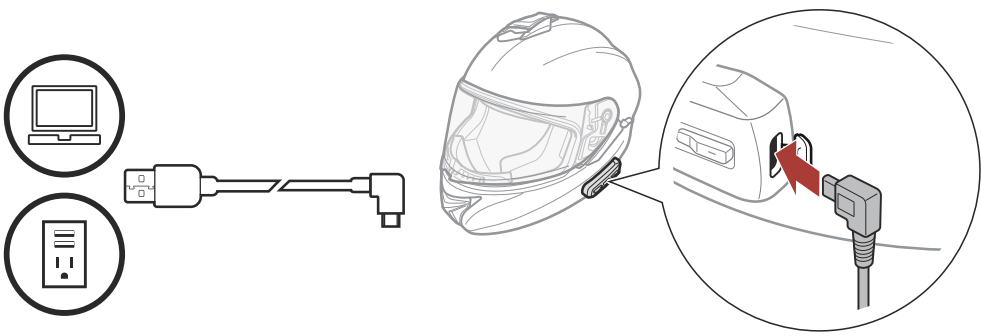
3.1.3 Firmware Upgrades

The Bluetooth system supports firmware upgrades.
Please visit sena.com to check for the latest software downloads.

- Download the **firmware** at sena.com.

3.2 Charging

Charging the Bluetooth System



Depending upon the charging method, the Bluetooth system will be fully charged in about 2.5 hours.

Note:

- Please make sure to take off your helmet while charging. The Bluetooth system automatically turns off during charging.
- 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.
- The **OUTFORCE** is compatible with 5 V input USB-charged devices only.

3.3 Legend



Tap button the specified number of times



Press and Hold button for the specified amount of time

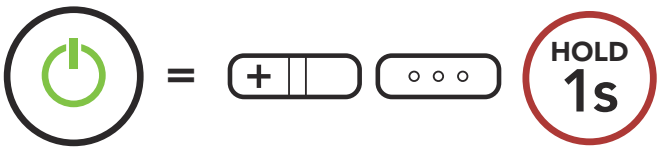


"Hello"

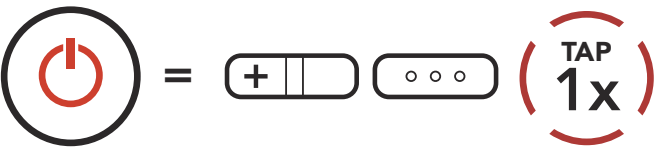
Audible prompt

3.4 Powering On and Off

Powering On



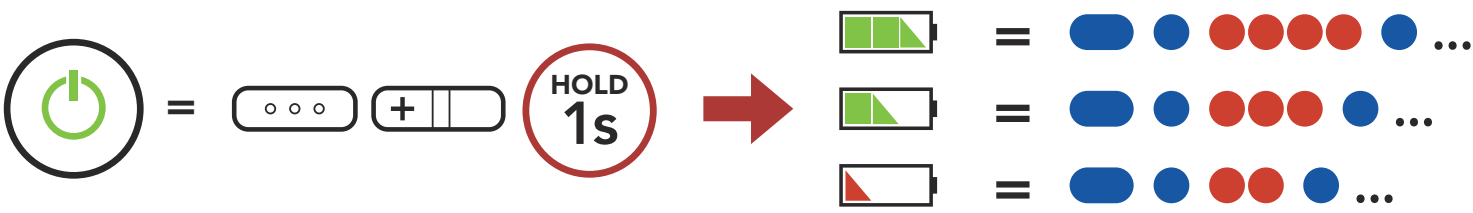
Powering Off



3.5 Checking the Battery Level

Instructions are for when powering the Bluetooth system on.

Powering On

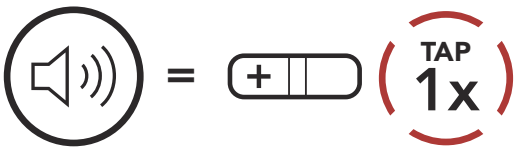


Note: When the battery is low while in use, you will hear a voice prompt saying “**Low battery**”.

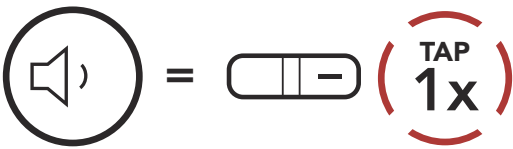
3.6 Volume Adjustment

You can raise or lower the volume by tapping the **(+) Button** or the **(-) Button**. Volume is set and maintained independently at different levels for each audio source (i.e., phone, intercom), even when the Bluetooth system is rebooted.

Volume Up



Volume Down



4. PAIRING THE BLUETOOTH SYSTEM WITH OTHER BLUETOOTH DEVICES

When using the Bluetooth system 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 Bluetooth system can pair with multiple Bluetooth devices such as a mobile phone, GPS, MP3 player, or Sena SR10 Two-Way Radio Adapter via **Mobile Phone Pairing, Second Mobile Phone Pairing, and GPS Pairing.**

4.1 Phone Pairing

There are three ways to pair the phone.

4.1.1 Initially Pairing the OUTFORCE

The Bluetooth system will automatically enter the phone pairing mode when you initially turn on the Bluetooth system or in the following situation:

- Rebooting after executing **Factory Reset**
1. Press and hold the **Center Button** and the **(+) Button** for **1 second**.



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



Note:

- The phone pairing mode lasts for **3 minutes**.
- To cancel phone pairing, tap the **Center Button**.

4.1.2 Pairing When the OUTFORCE is Turned Off

1. While the Bluetooth system is off, press and hold the **Center Button** and the **(+) Button** for **5 seconds**.



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



4.1.3 Pairing When the OUTFORCE is Turned On

1. While the Bluetooth system is on, press and hold the **Center Button** for **10 seconds**.

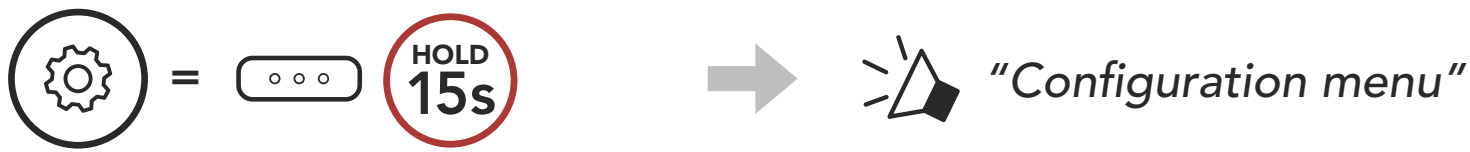


2. Select **OUTFORCE** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



4.2 Second Mobile Phone Pairing - Second Mobile Phone, GPS, and SR10

1. Press and hold the **Center Button** for **15 seconds**.



2. Tap the **(+) Button**.

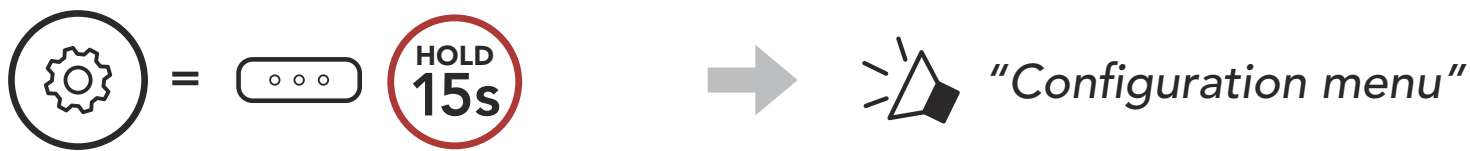


3. Select **OUTFORCE** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



4.3 GPS Pairing

1. Press and hold the **Center Button** for **15 seconds**.



2. Double tap the **(+) Button**.



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



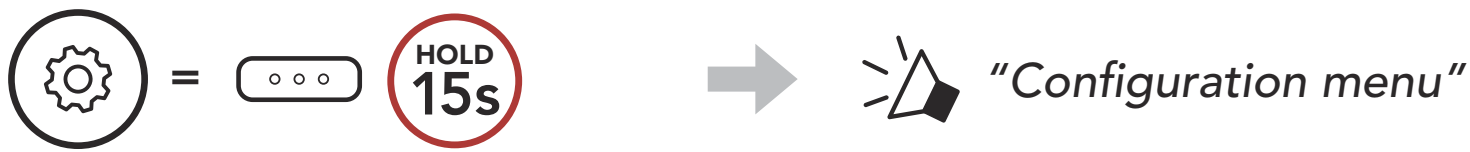
Note: If you pair your GPS device via GPS Pairing, its instruction will interrupt your Mesh Intercom conversations.

4.4 Advanced Selective Pairing: Hands-Free or A2DP Stereo

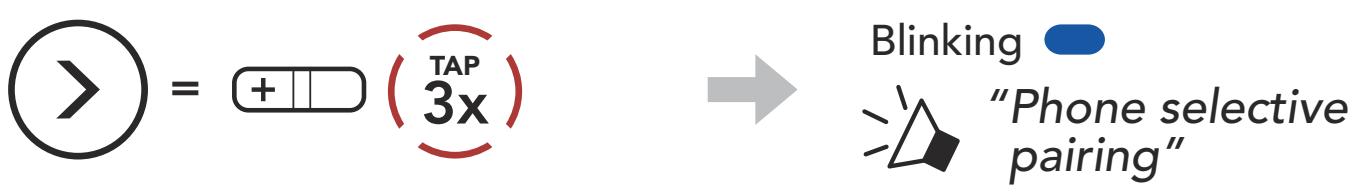
Phone Pairing allows the Bluetooth system to establish two Bluetooth profiles: **Hands-Free** or **A2DP Stereo**. **Advanced Selective Pairing** allows the Bluetooth system to separate the profiles to enable connection with two devices.

4.4.1 Phone Selective Pairing - Hands-Free Profile

1. Press and hold the **Center Button** for **15 seconds**.



2. Tap the **(+) Button** 3 times.

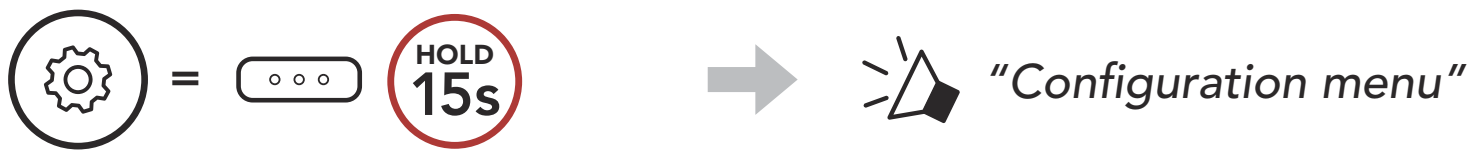


3. Select **OUTFORCE** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



4.4.2 Media Selective Pairing - A2DP Profile

1. Press and hold the **Center Button** for **15 seconds**.



2. Tap the **(+) Button** 4 times.



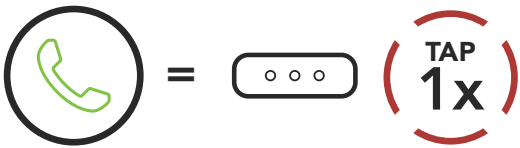
3. Select **OUTFORCE** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



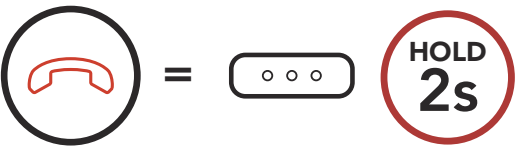
5. MOBILE PHONE USAGE

5.1 Making and Answering Calls

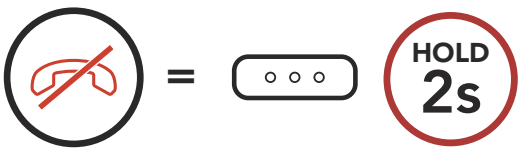
Answer a Call



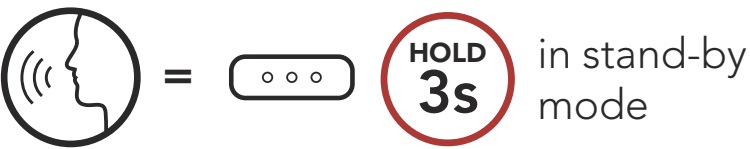
End a Call



Reject a Call



Make a Call with Voice



in stand-by mode

Note: If you have a GPS device connected, you will not hear its voice navigations during a phone call.

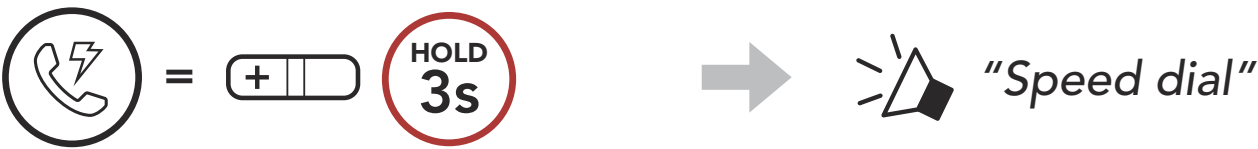
5.2 Speed Dialing

5.2.1 Assigning Speed Dial Presets

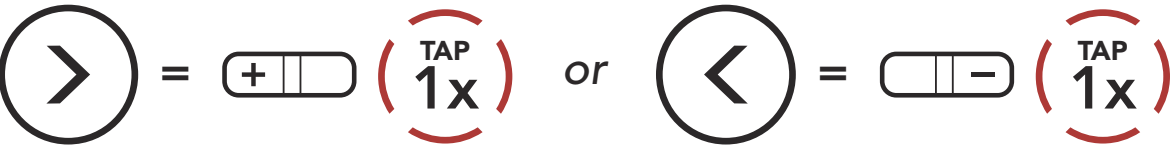
Speed Dial Presets could be assigned through the **Sena Device Manager** or the **Sena Utility App**.

5.2.2 Using Speed Dial Presets

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



2. Navigate forward or backward through **Speed Dial Preset** numbers.



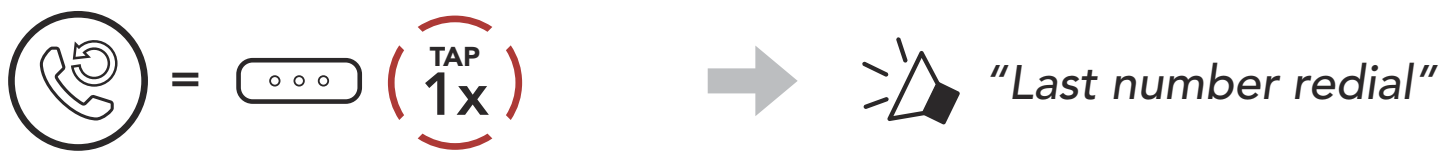
- (1) Last number redial
- (2) Speed dial 1
- (3) Speed dial 2

- (4) Speed dial 3
- (5) Cancel

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



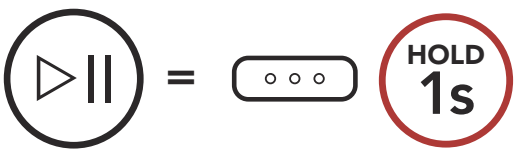
4. Redial the last number called.



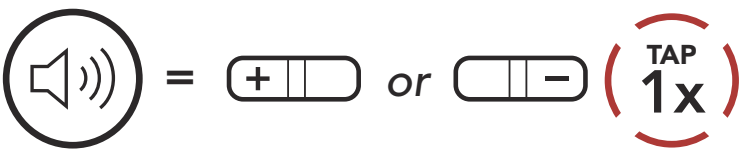
6. STEREO MUSIC

6.1 Bluetooth Stereo Music

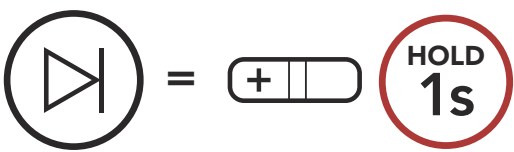
Play/Pause Music



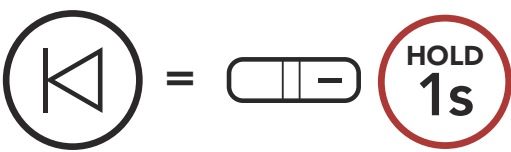
Volume Up/Down



Next Track



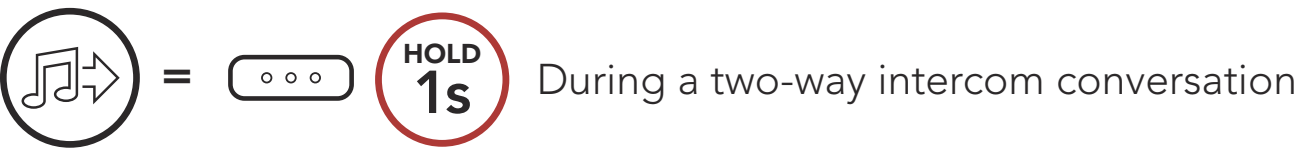
Previous Track



6.2 Music Sharing

You can start sharing music with one intercom friend using Bluetooth stereo music during a two-way intercom conversation.

Start/Terminate Sharing Music

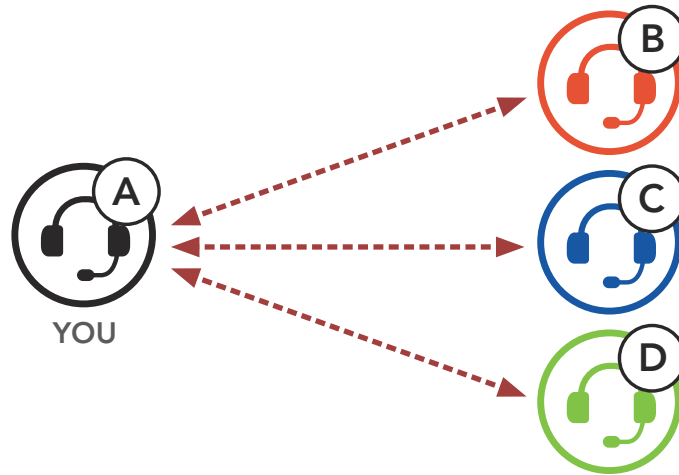


Note:

- Both you and your intercom friend can remotely control music playback such as track forward and track back.
- **Music sharing** will be paused when you are using your mobile phone or listening to GPS instructions.
- When **Audio Multitasking** is enabled, if an intercom call is made when you are listening to music, music sharing will not work.
- **Music sharing** will be terminated if the Bluetooth system starts a multi-way intercom conference.

7. BLUETOOTH INTERCOM

Up to three other people can be paired with the Bluetooth system for Bluetooth intercom conversations.



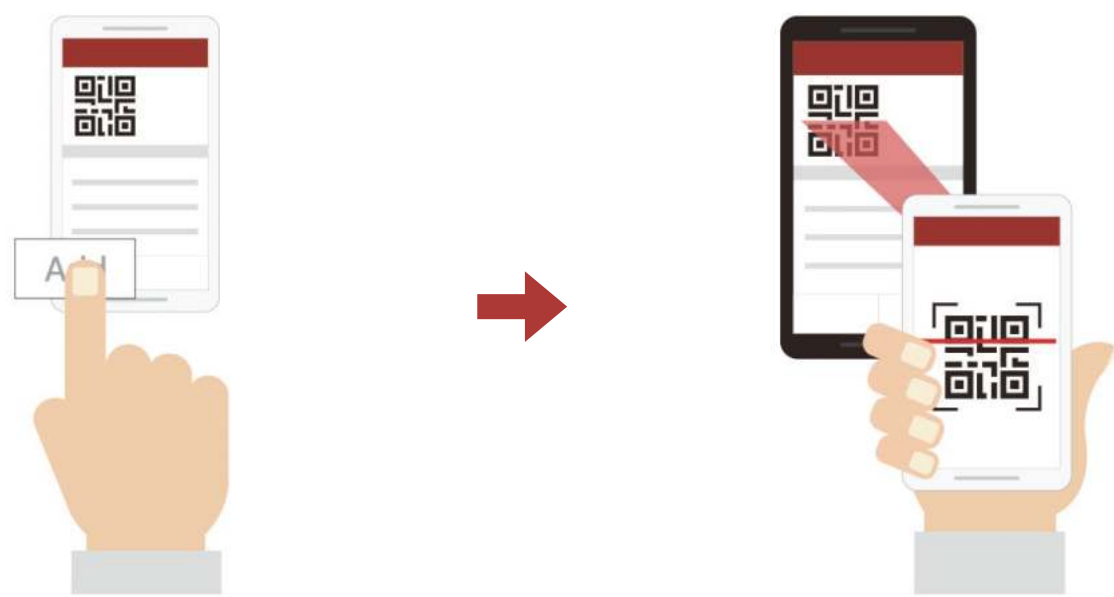
7.1 Intercom Pairing

There are two ways to pair the Bluetooth system.

7.1.1 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 Utility App** without remembering the button operation.

1. Pair the mobile phone with the Bluetooth system.
2. Open the **Sena Utility App**.
3. Click the **Smart Intercom Pairing Menu**.
4. Click the **Add Button** to open the QR scanning screen.
5. 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 opening the **Sena Utility App** and clicking the **Smart Intercom Pairing Menu**.



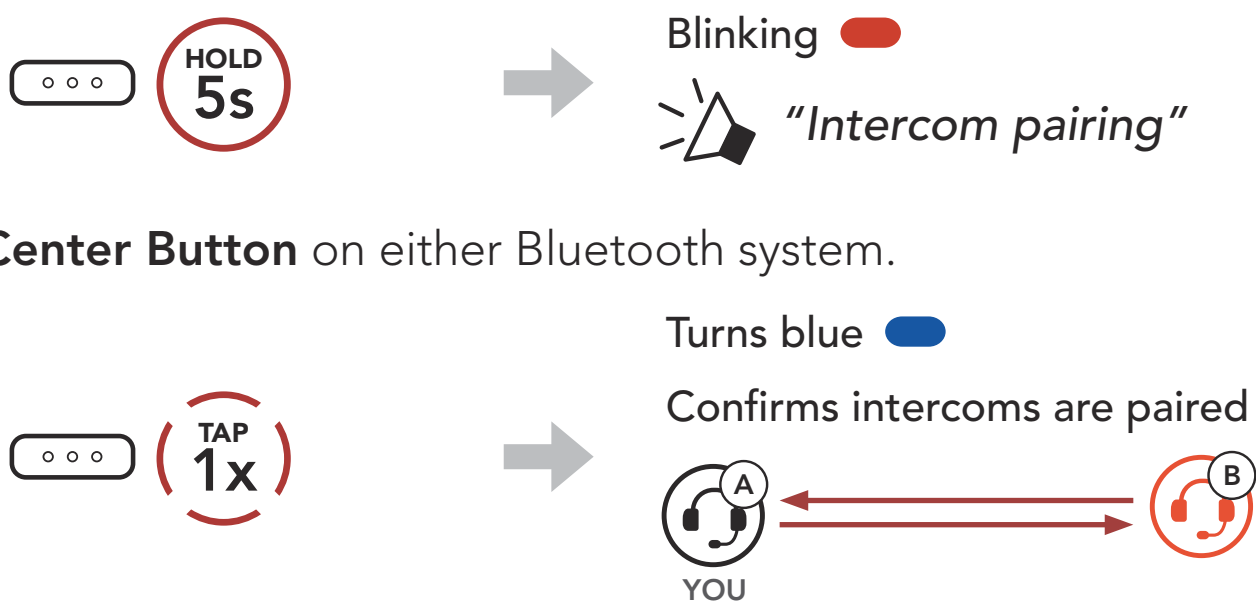
- 6. Click the **Confirm Button** and check that your friend **(B)** is paired with **you (A)** correctly.
- 7. Repeat steps 4-6 to pair with **Intercom Friends (C)** and **(D)**.

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

7.1.2 Using the Button



- 1. **Users (You, B)** enter into **Intercom Pairing**.

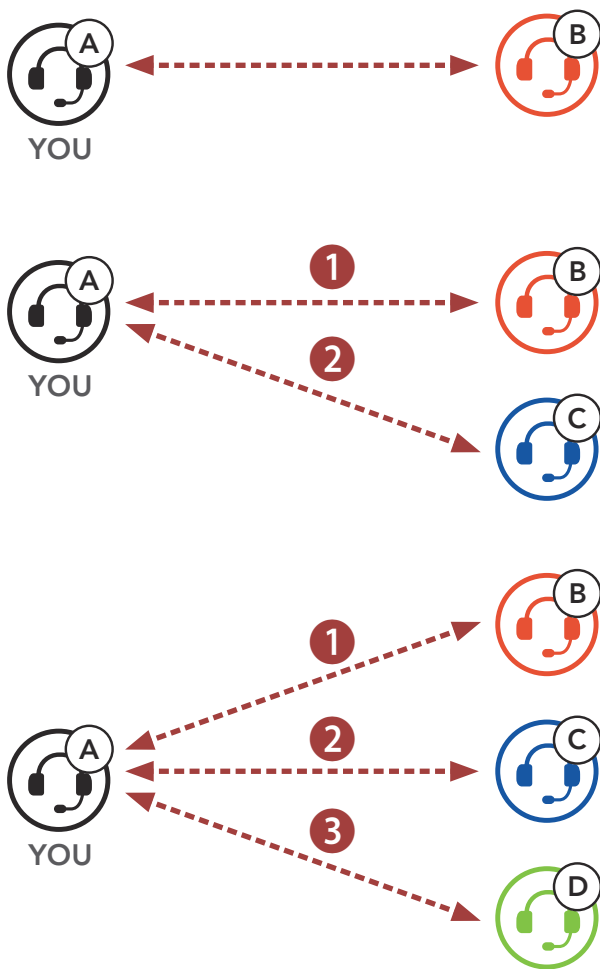


- 3. Repeat the steps above to pair with **other Bluetooth systems (C and D)**.

7.2 Last-Come, First-Served

The intercom pairing queue is **Last-Come, First-Served**. If a Bluetooth system has multiple paired Bluetooth systems for intercom conversations, the last paired Bluetooth system is set as the **First Intercom Friend**. For example, after the pairing procedures listed above, **Bluetooth system (D)** is the **First Intercom Friend** of Bluetooth system (A). **Bluetooth system (C)** is the **Second Intercom Friend** of Bluetooth system (A), and **Bluetooth system (B)** is the **Third Intercom Friend** of Bluetooth system (A).

Intercom Pairing Order

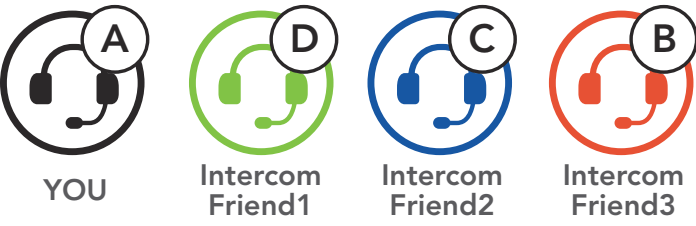


Last-Come, First-Served

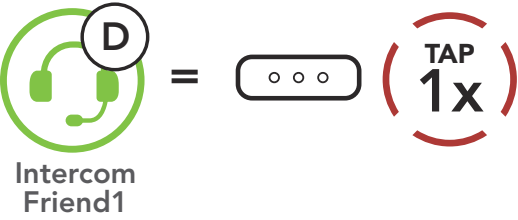


7.3 Two-Way Intercom

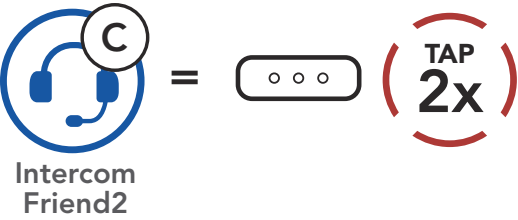
You can start or end an intercom conversation with an **Intercom Friend**.



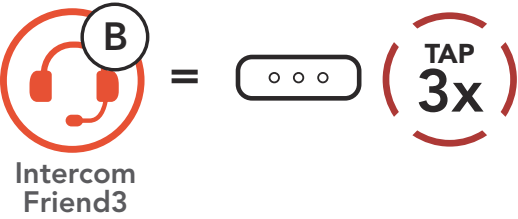
Start/End Conversation with the First Intercom Friend D



Start/End Conversation with the Second Intercom Friend C



Start/End Conversation with the Third Intercom Friend B



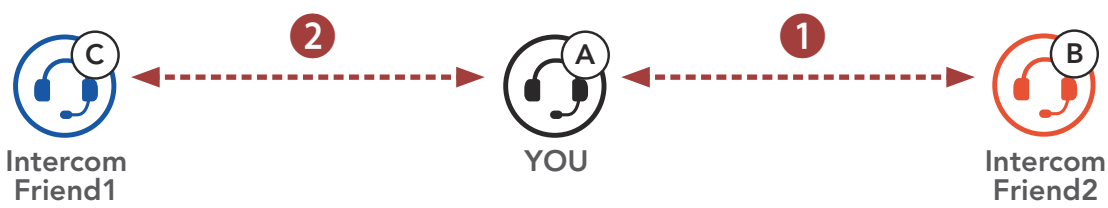
7.4 Multi-Way Intercom

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, the mobile phone connection is temporarily disconnected. However, as soon as **Multi-Way Intercom** terminates, the mobile phone connection will be reestablished.

7.4.1 Starting a Three-Way Intercom Conference

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

- 1. **You (A)** need to be paired with two other **Intercom Friends (B and C)** for the **Three-Way Intercom Conference**.



- 2. Start an intercom conversation with the **First Intercom Friend (C)** by tapping the **Center Button**.



- 3. **You (A)** can call the **Second Intercom Friend (B)** by double tapping the **Center Button**, or the **Second Intercom Friend (B)** may join the intercom by making an intercom call to **you (A)**.



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



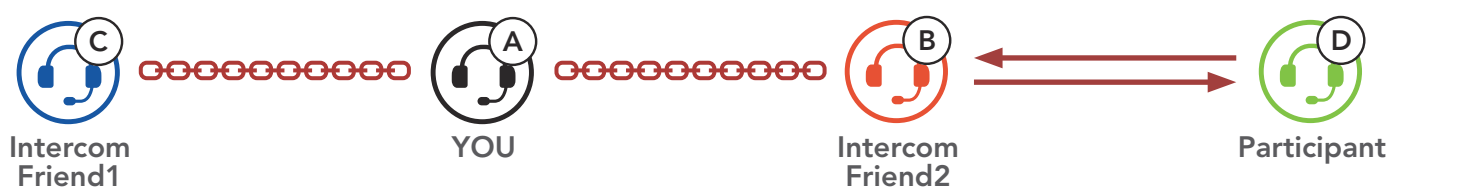
7.4.2 Starting a Four-Way Intercom Conference

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**).

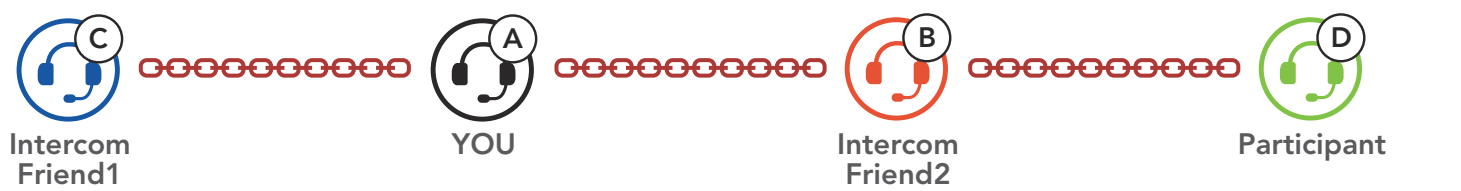
1. **Intercom friend (B)** needs to be paired with a **new participant (D)**.



2. **Intercom friend (B)** can call a **new participant (D)** by tapping the **Center Button**, or a **new participant (D)** may join the intercom by making an intercom call to **Intercom friend (B)**.



3. Now **you (A)**, **two Intercom Friends (B and C)**, and a **new participant (D)** are having a **Four-Way Intercom Conference**.



7.4.3 Ending Multi-Way Intercom

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

Terminate All Intercom Connections

- Press and hold the **Center Button** for **3 seconds**.

Disconnect the Intercom Connection with One of the Intercom Friends

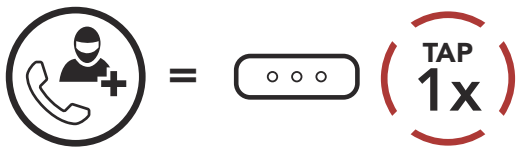
- Disconnect (C): Tap the **Center Button**.
- Disconnect (B) & (D): Double tap the **Center Button**.

Note: When you disconnect the **second friend (B)**, 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 (B)**.

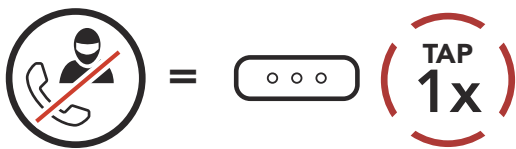
7.5 Three-Way Conference Phone Call with Intercom Users

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

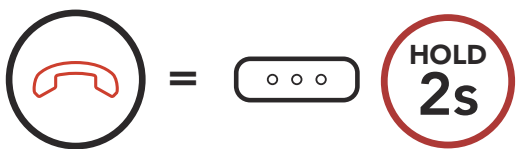
Invite an Intercom Friend into Phone Conference



Disconnect the Intercom during a Conference Phone Call



Disconnect the Mobile Phone Call during a Conference Phone Call

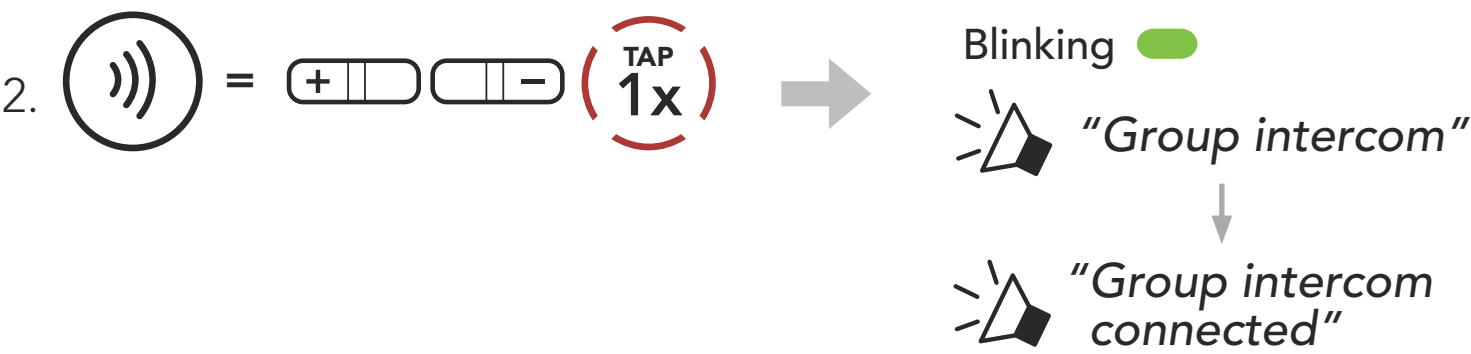


7.6 Group Intercom

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

To Start the Group Intercom

- 1. Go through intercom pairing with up to three Bluetooth systems you want to have **Group Intercom** with.



When all of the Bluetooth systems are connected together.

Terminate Group Intercom






8. UNIVERSAL INTERCOM


Universal Intercom allows you to have intercom conversations with users of non-Sena Bluetooth headsets. Non-Sena Bluetooth headset can be connected to the Sena Bluetooth system if they support the **Bluetooth Hands-Free Profile (HFP)**. You can pair the Bluetooth system with only one non-Sena headset at a time. The intercom distance depends on the performance of the Bluetooth headset to which it's connected. When a non-Sena Bluetooth headset is paired with the Bluetooth system while another Bluetooth device is paired via **Second Mobile Phone Pairing**, it will be disconnected.




8.1 Universal Intercom Pairing

1.


 =  




→

 "Configuration menu"
2.

 =  

→

 "Universal intercom pairing"
3.

 =  

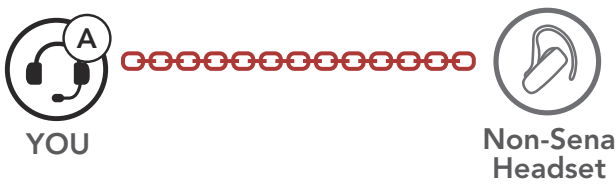
→

Enter into **Universal Intercom Pairing** mode.
4.

Put the non-Sena Bluetooth headset in Hands-free Pairing Mode. The Bluetooth system will automatically pair with a non-Sena Bluetooth headset.

8.2 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 start/end a **Two-Way Universal Intercom** using the same way as you do in a normal **Two-Way Intercom**. Please refer to **Section 7.3: "Two-Way Intercom"**.

8.3 Multi-Way Universal Intercom

You can have **Multi-Way Intercom** communication with up to **three Intercom Friends** using non-Sena headsets. Some non-Sena headsets may not support **Multi-Way Universal Intercom**.

You may make the **Multi-Way Universal Intercom** call the same way as a normal four-way intercom call.

You may start/end a **Multi-Way Universal Intercom** using the same way as you do in a normal **Multi-Way Intercom**. Please refer to **Section 7.4: "Multi-Way Intercom"**.

8.3.1 Three-Way Universal Intercom

You may make a **Three-Way Universal Intercom** connection with two Bluetooth systems 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 Bluetooth system 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 headset **(C)** for the **Three-Way Conference Intercom**.



- 2. Start an intercom conversation with a 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 Bluetooth system **(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 Bluetooth system **(C)** are having a **Three-Way Conference Intercom**.



8.3.2 Four-Way Universal Intercom

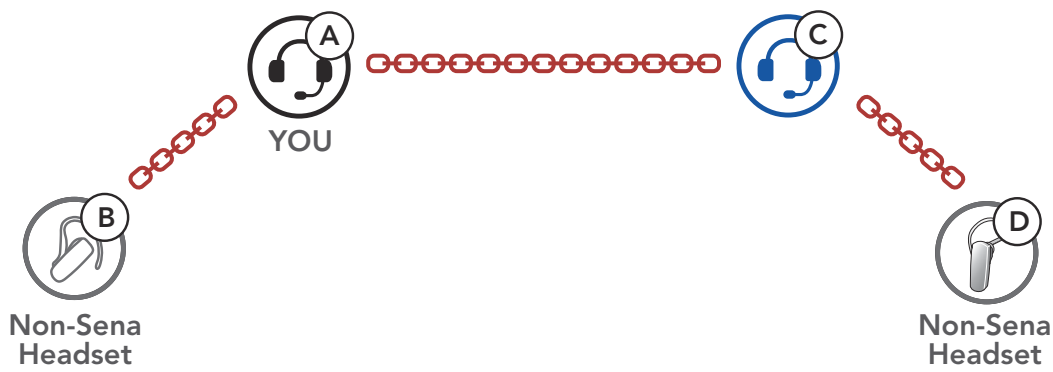
You may make the **Four-Way Universal Intercom** call the same way as a normal **Four-Way Intercom** call.

You may make a **Four-Way Universal Intercom** connection with a couple of different configurations,

- 1) two Bluetooth systems and two non-Sena Bluetooth headsets or
- 2) three Bluetooth systems and one non-Sena Bluetooth headset.

Four-Way Universal Intercom Case 1

1) **You (A)**, a non-Sena Bluetooth headset **(B)**, another Bluetooth system **(C)**, and a non-Sena Bluetooth headset **(D)**.



Four-Way Universal Intercom Case 2

2) **You (A)**, a non-Sena Bluetooth headset **(B)**, and **two other Bluetooth systems (C and D)**.



9. FUNCTION PRIORITY

The Bluetooth system operates in the following order of priority:

- (highest) Mobile phone
- Intercom
- Music sharing by Bluetooth stereo music
- (lowest) Bluetooth stereo music

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

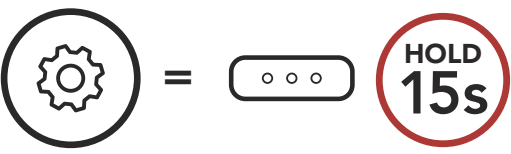
Note: If you select music as the **Audio Source Priority**, the order of priority will change as below:

- (highest) Mobile phone
- Bluetooth stereo music
- Intercom
- (lowest) Music sharing by Bluetooth stereo music

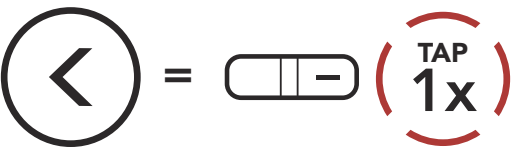
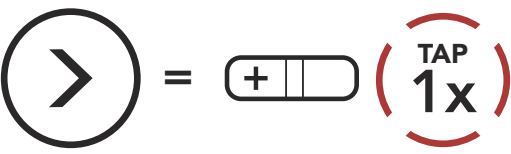
10. CONFIGURATION SETTING

10.1 Bluetooth System Configuration Menu

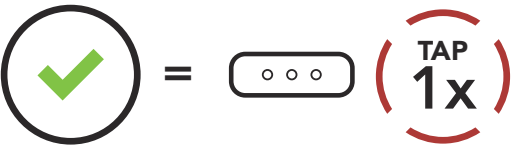
Accessing the Configuration Menu



Navigating Between Menu Options



Execute Menu Options



Bluetooth System Configuration Menu

Voice Configuration Menu	Tap the Center Button
Second Mobile Phone Pairing	None
GPS Pairing	None
Phone Selective Pairing	None
Media Selective Pairing	None
Delete All Pairings	Execute
Remote Control Pairing	Execute
Universal Intercom Pairing	Execute
Factory Reset	Execute
Exit Configuration	Execute

10.1.1 Delete All Pairings

You can delete all Bluetooth pairing information of the Bluetooth system.

10.1.2 Remote Control Pairing

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

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

10.2 Software Configuration Setting

You can change the settings of the Bluetooth system through the **Sena Device Manager** or the **Sena Utility App**.



10.2.1 Speed Dial

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

10.2.2 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.

10.2.3 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.

10.2.4 Smart Volume Control (Default: Disable)

Smart Volume Control automatically changes the level of the speaker volume based on the level of the environmental noise. When it is disabled, volume is controlled manually. You can enable the level adjustment by setting the sensitivity to **low**, **medium**, or **high**. **Smart Volume Control** responds to smaller environmental noises as the sensitivity level becomes higher.

10.2.5 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.

10.2.6 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 the 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 Bluetooth system, you can start intercom by voice again.

10.2.7 VOX Sensitivity (Default: 3)

VOX Sensitivity can be adjusted depending on your riding environment. **Level 5** is the highest sensitivity setting and **level 1** is the lowest.

10.2.8 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 Bluetooth system to see if it supports **HD Voice**.
- **HD Voice** is active only when **Audio Multitasking** is disabled.

10.2.9 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** is active only when **Audio Multitasking** is disabled.

10.2.10 Voice Prompts (Default: Enable)

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

- Bluetooth system configuration settings menu, battery level indicator, speed dial

10.2.11 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.

10.2.12 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.

10.2.13 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 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 Bluetooth system. How much background audio that is heard can be adjusted using the **Sena Utility App**. **HD Intercom**, **HD Voice**, and **Audio Source Priority** become disabled temporarily when **Audio Multitasking** is enabled.

Foreground and Background Combination Table

Model	Foreground*			Background**
	Phone	GPS	Intercom	Music or Smart Navi
OUTFORCE	O ^A	O ^A		
		O	O	
			O ^B	O ^B
		O		O

- * 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 Bluetooth system.
- B. GPS app directions will be heard in the background during intercom conversations.

Note:

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

10.2.14 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 **level 0** is the lowest.

11. TROUBLESHOOTING

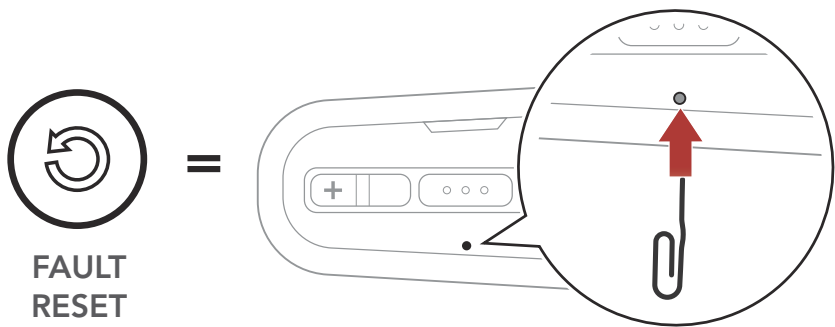
Please visit sena.com for more troubleshooting information.

- Customer Support: sena.com

11.1 Fault Reset

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

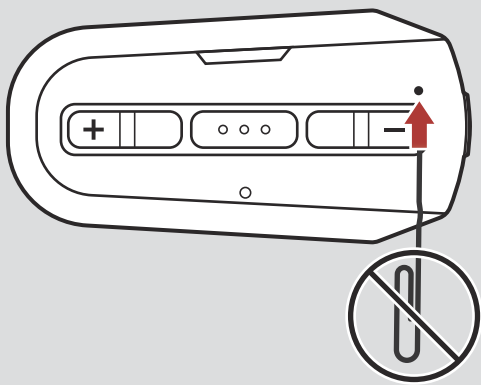
1. Locate the **Pinhole Fault Reset Button** below the **Center Button**.
2. Gently insert a paper clip into the hole and press the **Pinhole Fault Reset Button** with light pressure.



3. The Bluetooth system will shut down.

Note:

- The charging LED is not the **Pinhole Fault Reset Button**. Do not press it.







- **Fault Reset** will not restore the Bluetooth system to factory default settings.


11.2 Factory Reset




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


1.


 =  







 "Configuration menu"
2.


 =  



 "Factory reset"
3.

 =  



 "Headset reset, good-bye"

12. MAINTENANCE AND CARE

12.1 Outer Shell

Use a soft cloth and a small amount of water to remove bugs from the exterior.

Note: Never use gasoline, diesel fuel, thinners, or solvents to clean the helmet. These substances can cause serious damage to the helmet, even though the resulting damage may not be visible. The full safety function of the helmet can then no longer be guaranteed.

12.2 Inner Lining

The inner lining of the helmet is completely removable. Its headliner can be washed by hand using mild soap at a maximum temperature of 30°C (86°F). Allow the lining to dry at room temperature.

12.3 Storing the Helmet

Store the helmet in a dry, dark, well-ventilated location, out of the reach of children and animals. Always position the helmet so that it cannot fall to the floor. Damage that occurs in this way is not covered by the warranty.



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