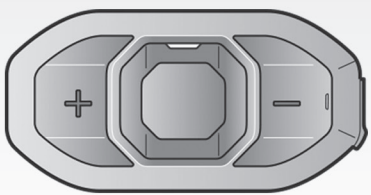
English

SF SERIES

Motorcycle Bluetooth®
Communication System



SENA

www.sena.com

User's Guide

© 1998-2023 Sena Technologies Co., Ltd. All rights reserved.
Sena Technologies, Inc reserves the right to make any changes and improvements to its product without providing prior notice.

Sena™ is a trademark of Sena Technologies Co., Ltd. or its subsidiaries in the USA and other countries. SF1™, SF2™, SF4™, SFR™, SRL™, SRL2™, SRL3™, SRL-EXT™, SRL-Mesh™, Momentum™, Momentum INC™, Momentum Lite™, Momentum Pro™, Momentum INC Pro™, Momentum EVO™, Cavalry™, Latitude SR™, Latitude SX™, Latitude S1™, 30K™, 33i™, 50S™, 50R™, 50C™, 5S™, 5R™, 5R LITE™, 20S EVO™, 20S™, 10S™, 10C™, 10C PRO™, ProRide EVO™, 10C EVO™, 10U™, 10Upad™, 10R™, ACS10™, ACS-RAM™, C1™, C10™, CAST™, 3S™, 3S PLUS™, SMH5™, SMH5-FM™, SMH5 MultiCom™, SMH10™, SMH10R™, SPH10™, SPH10H-FM™, Savage™, Prism Tube WiFi™, Prism™, Bluetooth Audio Pack for GoPro®, IMPULSE™, FURY™, R1™, R1 EVO™, R1 EVO CS™, R2™, R2 EVO™, R2X™, M1™, M1 EVO™, RUMBA™, RC1™, RC3™, RC4™, STRYKER™, Handlebar Remote™, Wristband Remote™, PowerPro Mount™, Powerbank™, FreeWire™, WiFi Docking Station™, WiFi Sync Cable™, WiFi Adapter™, +mesh™, +Mesh Universal™, MeshPort Blue™, MeshPort Red™, MeshPort Black™, Econo™, OUTLANDER M™, OUTRUSH™, OUTRUSH R™, OUTSTAR™, OUTSTAR S™, OUTFORCE™, OUTRIDE™, OUTRUSH M™, EcoCom™, Parani A10™, Parani A20™, Parani M10™, pi™, Snowtalk™, Snowtalk2™, SR10™, SR10i™, SM10™, SPIDER RT1™, SPIDER ST1™, X1™, X1 Pro™, X1S™, EXPAND™, EXPAND BOOM™, EXPAND MESH™, Bluetooth Mic & Intercom™, Tufftalk™, Tufftalk Lite™, Tufftalk M™, NAUTITALK Bosun™, NAUTITALK N2R™ are trademarks of Sena Technologies Co., Ltd. or its subsidiaries. These trademarks may not be used without the express permission of Sena.

GoPro® is a registered trademark of Woodman Labs of San Mateo, California. Sena Technologies Co., Ltd. (“Sena”) is not affiliated with Woodman Labs. The Sena Bluetooth Pack for GoPro® is an after-market accessory specially designed and manufactured by Sena Technologies Co., Ltd. for the GoPro® Hero3 and Hero4 allowing for Bluetooth capabilities.

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Sena is under license. iPhone, iPod touch are registered trademarks of Apple Inc. Zumo™ is a trademark of Garmin Ltd. or its subsidiaries. TomTom™ is the trademark or registered trademark owned by TomTom International B.V. Other trademarks and tradenames are those of their respective owners.

CONTENTS

1 INTRODUCTION 5

2 PACKAGE CONTENTS 6

3 INSTALLING THE SF SERIES ON YOUR HELMET 7
- 3.1 Installing the Main Unit 7
- 3.2 Installing the Speakers 10
- 3.3 Installing the Microphones 10

4 GETTING STARTED 12
- 4.1 Button Operation 12
- 4.2 Powering On and Off 12
- 4.3 Charging 12
- 4.4 Checking the Battery Level 13
- 4.5 Volume Adjustment 13
- 4.6 Muting the Microphone 13
- 4.7 Sena Softwares 14

5 PAIRING THE SF SERIES WITH BLUETOOTH DEVICES 14
- 5.1 Phone Pairing 14
- 5.2 Second Mobile Phone Pairing 15
- 5.3 Intercom Pairing 16

6 MOBILE PHONE, GPS 17
- 6.1 Mobile Phone Call Making and Answering 17
- 6.2 Speed Dialing 18
- 6.3 GPS Navigation 19

7 STEREO MUSIC 20
- 7.1 Bluetooth Stereo Music 20
- 7.2 Music Sharing 20

8 INTERCOM 21
- 8.1 Two-way Intercom 21
- 8.2 Three-way Intercom 21
- 8.3 Four-way Intercom 23

9 THREE-WAY CONFERENCE PHONE CALL WITH INTERCOM PARTICIPANT 24

10 GROUP INTERCOM 26

11 UNIVERSAL INTERCOM 26
- 11.1 Universal Intercom Pairing 27
- 11.2 Two-way Universal Intercom 27
- 11.3 Three-way Universal Intercom 28
- 11.4 Four-way Universal Intercom 29

12 FM RADIO 31
- 12.1 FM Radio On and Off 31
- 12.2 Preset Stations 31
- 12.3 Seek and Save 32
- 12.4 Scan and Save 32
- 12.5 Temporary Preset 32
- 12.6 Region Selection 33

13 FUNCTION PRIORITY 33

14 HEADSET CONFIGURATION SETTINGS 34
- 14.1 Mobile Phone Pairing 35
- 14.2 Second Mobile Phone Pairing 35
- 14.3 GPS Pairing 36
- 14.4 Delete All Bluetooth Pairing Information 36
- 14.5 Remote Control Pairing 36
- 14.6 Universal Intercom Pairing 36

14.7 Factory Reset 37
14.8 Exit Voice Configuration Menu 37
15 SOFTWARE CONFIGURATION SETTINGS 38
15.1 Assigning Speed Dial 38
15.2 Headset Language 38
15.3 Setting Audio Source Priority (Default: Intercom) 38
15.4 Enabling/Disabling Voice Activated Phone Answering (Default: Enable) 38
15.5 Enabling/Disabling Voice Activated Intercom (Default: Disable) 39
15.6 Enabling/Disabling HD Voice (Default: Enable) 39
15.7 Enabling/Disabling HD Intercom (Default: Enable) 40
15.8 Enabling/Disabling Voice Prompts (Default: Enable) 40
15.9 Enabling/Disabling RDS AF (Default: Disable) 40
15.10 Enabling/Disabling FM Station Guide (Default: Enable) 40
15.11 Advanced Noise Control™ (Always On) 40
15.12 Enabling/Disabling Audio Multitasking™ (Default: Disable) 41
15.13 Background Volume (Default: Level 5) 42
15.14 VOX Sensitivity (Default: 3) 42
15.15 Sidetone (Default: Disable) 42
16 FIRMWARE UPGRADE 42
17 TROUBLESHOOTING 43
17.1 Fault Reset 43
17.2 Factory Reset 43

1 INTRODUCTION

Thank you for choosing the Sena SF Series, Bluetooth Stereo Headset and Intercom. With the SF Series, you can call hands-free on your Bluetooth mobile phone or listen to stereo music or voice instructions of GPS navigations wirelessly.

- SF4 is a Multi-way intercom headset.
- SF1/SF2 is a Two-way intercom headset.

Please read this User's Guide carefully before using the headset. Also check **www.sena.com** for the latest version of the User's Guide and additional information related to Sena Bluetooth products.

The SF Series feature:

- Bluetooth 5
- SF4 Bluetooth intercom up to 1.2 kilometers (0.8 miles)*
- SF2 Bluetooth intercom up to 800 meters (880 yards)*
- SF1 Bluetooth intercom up to 100 meters (110 yards)*
- Up to four-way intercom
- Three-way conference phone call with intercom participant**
- Sena Motorcycles App for iPhone and Android phones
- Audio Multitasking™
- Built-in FM radio tuner with a station scan and save function**
- Music Sharing
- Advanced Noise Control™
- Microphone mute option
- Universal Intercom™
- Group Intercom™**
- HD quality crystal clear and natural sound
- Firmware upgradeable
- Water resistant

* In open terrain
** Only available in SF4

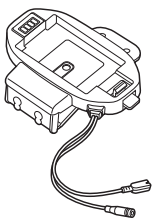
Key Specifications:

- Bluetooth 5
- Supporting profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), and Audio Video Remote Control Profile (AVRCP).

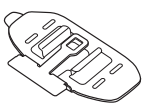
2 PACKAGE CONTENTS

- ***Headset Main Unit***

- ***Clamp Kit***



- ***Glued Surface Mounting Adapter***



Speaker

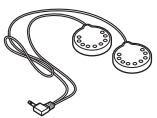
SF1

- ***Speakers***

- ***Hook and Loop Fasteners for Speakers (2)***

SF2, SF4

- ***Speakers***



- ***HD Speakers***

- ***Hook and Loop Fasteners for Speakers (2)***

Wired Boom Microphone

- ***Wired Boom Microphone***

- ***Hook and Loop Fastener for Boom Microphone***

- ***Microphone Sponges (2)***

- ***Boom Microphone Holder***

- ***Hook and Loop Fastener for Holder***

Wired Microphone

- ***Wired Microphone***

- ***Hook and Loop Fastener for Wired Microphone***

Others

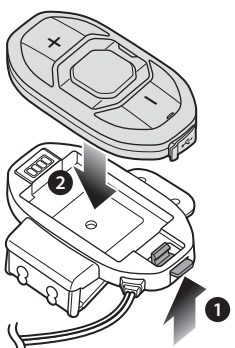
- ***USB Power & Data Cable***

3 INSTALLING THE SF SERIES ON YOUR HELMET

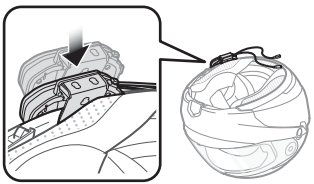
3.1 Installing the Main Unit

3.1.1 Installing the Clamp Kit to the Main Unit

1. Push and hold the clamp kit's tab upwards. While pushing the tab, insert the main unit into the clamp kit.



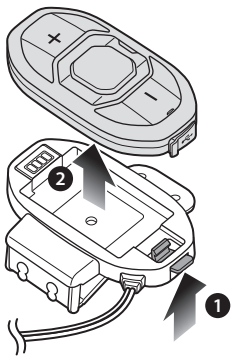
2. Insert the back plate of the clamp kit between the internal padding and external shell on the left side of the helmet.



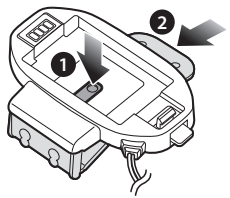
3.1.2 Using the Glued Surface Mounting Adapter for the Main Unit

If the clamp kit is not inserted into the helmet firmly, you can use the glued surface mounting adapter.

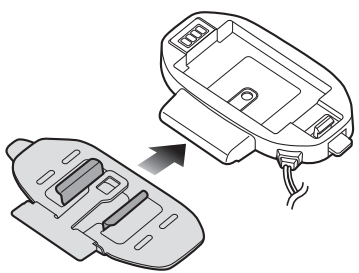
1. Make sure that the main unit is separated from the clamp kit. If not, push and hold the clamp kit's tab upwards and remove the main unit from the clamp kit.



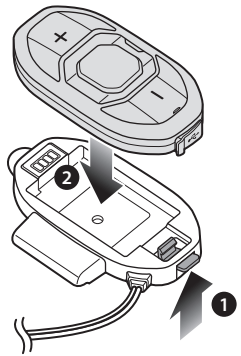
2. While pushing the latch at the center of the clamp kit, push the back plate of the clamp kit outwards to remove it.



3. Align the glued surface mounting adapter and the back of the clamp kit and slide the adapter into the clamp kit until you hear a click. Make sure that the glued surface mounting adapter fits the back of the clamp kit's grooves.

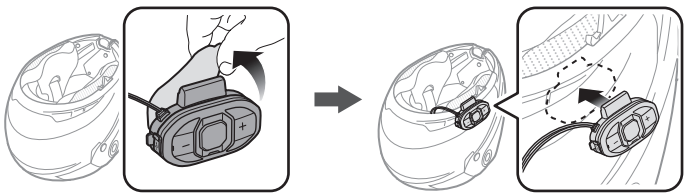


4. Push and hold the clamp kit's tab upwards. While pushing up the tab, insert the main unit into the clamp kit.



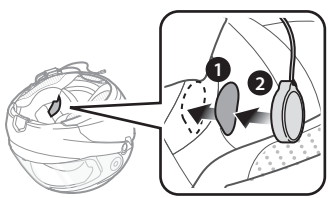
5. Clean the area on the left side of the helmet where you will attach the glued surface mounting adapter with a moistened towel and dry thoroughly.

6. Peel off the glued cover and attach the main unit on the left side of your helmet.

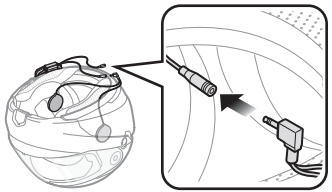


3.2 Installing the Speakers

1. Peel off each cover of the hook and loop fasteners for the speakers to expose the adhesive surface.
2. Attach the fasteners to the ear pockets inside the helmet, and then attach the speakers to the fasteners.



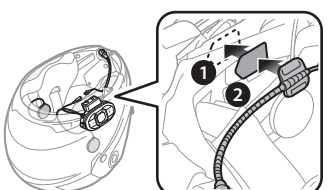
3. Connect the speaker cable to the speaker connector.



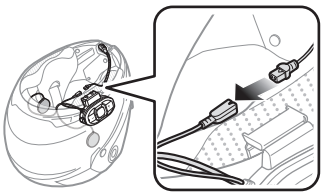
3.3 Installing the Microphones

3.3.1 Using the Wired Boom Microphone

1. Peel off the cover of the hook and loop fastener for the wired boom microphone to expose the adhesive tape.
2. Attach the hook and loop fastener on the inside surface of the left external shell, and then attach the wired boom microphone's mounting plate to the hook and loop fastener.

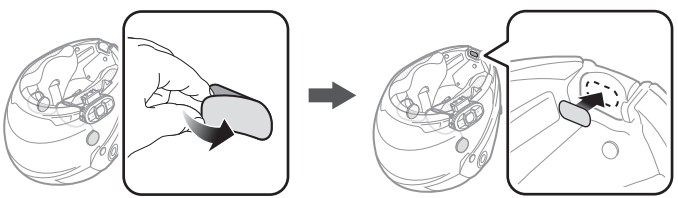


3. Align the arrows on the main unit and microphone cables and insert the microphone cable into the microphone connector.

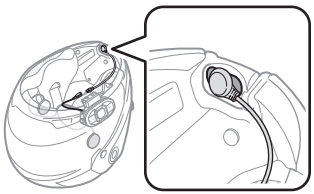


3.3.2 Using the Wired Microphone

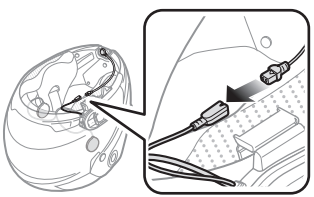
1. Peel off the cover of the hook and loop fastener for the wired microphone to expose the adhesive tape. Then, attach the hook and loop fastener on the inside of the helmet's chin guard.



2. Attach the wired microphone to the hook and loop fastener for the wired microphone.

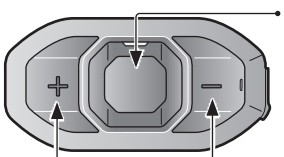


3. Align the arrows on the main unit and microphone cables and insert the microphone cable into the microphone connector.



4 GETTING STARTED

4.1 Button Operation



Center Button
- ***Answer and end a mobile phone call***
- ***Reject an incoming mobile phone call***
- ***Start and end intercom conversation***
- ***Play and pause Bluetooth stereo device***
- ***Enter into intercom pairing mode***
- ***Enter into voice configuration setting***

(+) Button
- ***Increase volume***
- ***Track forward***
- ***Scan FM radio station***
- ***Speed dial***

(-) Button
- ***Decrease volume***
- ***Track back***
- ***Turn on/off FM tuner***

4.2 Powering On and Off

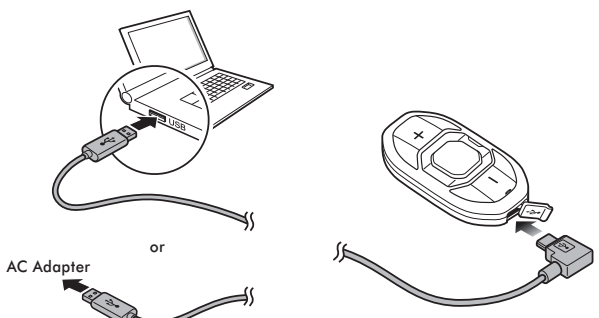
To power on the headset, press the Center Button and the (+) Button at the same time for 1 second while hearing ascending beeps and a voice prompt, **"Hello."** To power off the headset, tap the Center Button and the (+) Button at the same time while hearing descending beeps and a voice prompt, **"Goodbye."**

4.3 Charging

You can charge the headset by connecting the USB Power & Data Cable.

The headset will be fully charged in about 1.5 hours. (The charging time may vary depending on the charging method.)

- 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.
- 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.



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%

4.4.2 Voice Prompt Indicator

When you power on the headset, keep pressing the Center Button and the (+) Button simultaneously for about 5 seconds. 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. 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 hands-free, 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.

4.6 Muting the Microphone

To mute or unmute the microphone, press and hold the Center Button and the (-) Button for 1 second. When the microphone is muted, you will hear descending beeps every 10 seconds. When you unmute the microphone, you will hear ascending beeps and the microphone will be active.

4.7 Sena Softwares

4.7.1 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**.

4.7.2 Sena Motorcycles App

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

- Download
  - Android: Google Play Store > **Sena Motorcycles**
  - iOS: App Store > **Sena Motorcycles**

5 PAIRING THE SF SERIES WITH BLUETOOTH DEVICES

Before using the SF Series Bluetooth headset with any other Bluetooth devices for the first time, you will need to pair them together. You can pair the SF Series 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.

5.1 Phone Pairing

There are three ways to pair the phone.

5.1.1 Initially Pairing the Headset

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

- Rebooting after executing Factory Reset; or
- Rebooting after executing Delete All Pairings.

1. Press and hold the Center Button and the (+) Button for 1 second until you hear a voice prompt, **"Phone pairing."**
2. Search for Bluetooth devices on your smartphone. Select the Sena SF Series in the list of devices detected on your phone.
3. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.

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

5.1.2 Pairing When the Headset is Turned Off

1. While the headset is off, press and hold the Center Button and the (+) Button until you hear a voice prompt, **"Phone pairing."**
2. Search for Bluetooth devices on your smartphone. Select the Sena SF Series in the list of devices detected on your phone.
3. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.

5.1.3 Pairing When the Headset is Turned On

1. While the headset is on, press and hold the Center Button for 10 seconds until you hear a voice prompt, **"Configuration menu."**
2. By tapping the (+) Button, you will hear a voice prompt, **"Phone pairing."**
3. Search for Bluetooth devices on your smartphone. Select the Sena SF Series in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.

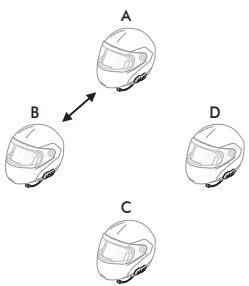
5.2 Second Mobile Phone Pairing

1. To enter the voice configuration menu, 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 your mobile phone. Select the Sena SF Series 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.

5.3 Intercom Pairing

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



Pairing A & B

5.3.1 Using the Smart Intercom Pairing (SIP)

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

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

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

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

5.3.2 Using the Button

1. Turn on the two 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-toned single beep and a voice prompt, **"Intercom pairing."**
3. Simply tap the Center Button of any one of the two headsets A or B and wait until the intercom connection is automatically established. The two headsets A and B are paired with each other for intercom conversation. If the pairing process is not completed within one minute, the headset will return to stand-by mode.

6 MOBILE PHONE, GPS

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 assistant of your mobile phone. For this, the voice assistant function must be available on the mobile phone. Refer to *your mobile phone manual* for further instruction.

Note:

If you have two phones connected to your headset and you have an incoming call from the second phone during the call of 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 guide you to the first phone call.

6.2 Speed Dialing

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

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

(1) Last number redial
(2) Speed dial 1
(3) Speed dial 2
(4) Speed dial 3
(5) Cancel

4. 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.
5. 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 SF Series 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 15.1, "Assigning Speed Dial").*

6.3 GPS Navigation

6.3.1 GPS Pairing

1. Turn on the headset and press the Center Button for 10 seconds until you hear high-toned double beeps. You will also hear a voice prompt saying “Configuration menu.”
2. Triple tap the (+) Button and you will hear a voice prompt saying **“GPS pairing.”**
3. Search for Bluetooth devices on the GPS navigation screen. Select the Sena SF Series in the list of the devices detected on the GPS.
4. Enter 0000 for the PIN.
5. The GPS confirms that pairing has completed and the SF Series are ready to use. You will hear a voice prompt saying **“Your headset is paired.”**
6. If the pairing process is not completed within three minutes, the SF Series will return to stand-by mode.

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.

6.3.2 GPS Pairing as Mobile Phone

If a GPS is not only used for turn-by-turn voice instructions but also is your preferred Bluetooth stereo music source, you can pair the GPS to the SF Series by following the simple procedures in *5.1, “Phone Pairing.”* However, since some GPS systems support mobile phone bridging over Bluetooth, you can pair the mobile phone to the GPS to use your mobile phone. When you do this, the SF Series think the GPS is a mobile phone so you can no longer pair your mobile phone to the SF Series directly. Please refer to the user’s guide of your GPS for details.

7 STEREO MUSIC

7.1 Bluetooth Stereo Music

The Bluetooth audio device must be paired with the SF Series by following the *"Phone Pairing"* procedures described in the *section 5.1*. The SF Series support the Audio/Video Remote Control Profile (AVRCP), so if your Bluetooth audio device also supports the AVRCP, you can use the SF Series 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 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. 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. *Music sharing will be terminated if the SF4 starts a multi-way intercom conference.*
4. *When Audio Multitasking is enabled, if an intercom call is made when you are listening to music, music sharing will not work.*

8 INTERCOM

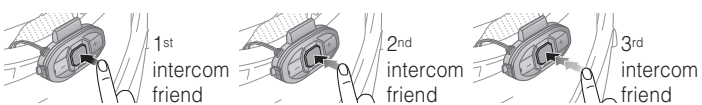
8.1 Two-way Intercom

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. 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***.



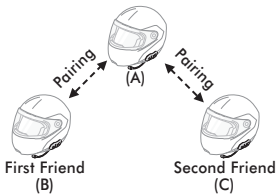
Start/End Two-way Intercom Conversation

8.2 Three-way Intercom (SF4)

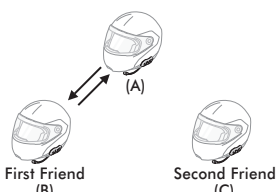
8.2.1 Starting Three-way Intercom

You (A) can have a three-way conference intercom with two other SF4 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.

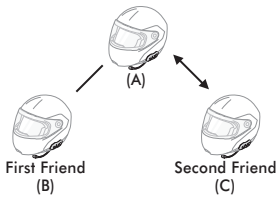
1. You (A) need to be paired with two other friends (B & C) for three-way conference intercom.



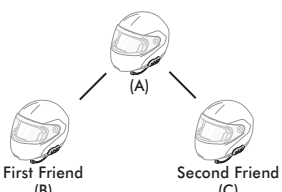
2. Start an intercom conversation with one of the two friends in your intercom group. For example, you (A) may start an intercom conversation with the intercom friend (B). Or intercom friend (B) may start an intercom call with you (A).



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 SF4 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 (SF4)

8.3.1 Starting Four-way Intercom

You can have four-way conference intercom with three other SF4 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 (SF4)"*, 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 same in the case of 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 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 relatively shorter than that of two-way intercom.

9 THREE-WAY CONFERENCE PHONE CALL WITH INTERCOM PARTICIPANT (SF4)

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	Tap 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 (SF4)

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 green and you will hear a voice prompt, **“Group intercom connected.”**
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).

11.1 Universal Intercom Pairing

The headset can be paired with non-Sena Bluetooth headsets for Bluetooth intercom conversation. You can pair the headset 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 headset 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. Please refer to *section 14.6, "Universal Intercom Pairing"* for more details.
3. Perform the operation required for hands-free pairing on the non-Sena Bluetooth headset (refer to *the User's Manual for the headsets* you want to use). The headset will automatically pair with a non-Sena Bluetooth headset when each are in pairing mode.

11.2 Two-way Universal Intercom

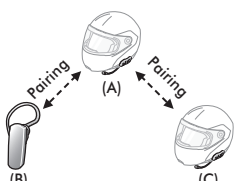
You can initiate the Universal Intercom connection with non-Sena Bluetooth headsets using the same intercom connection method as you would between other Sena headsets. You may single tap the Center Button to begin an intercom conversation with the first intercom friend, double tap with the second intercom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

Non-Sena Bluetooth headsets may initiate the Universal Intercom connection, by activating the voice assistant 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 assistant, redialing, and ending a call).

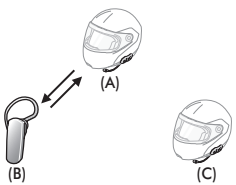
11.3 Three-way Universal Intercom (SF4)

You may make a three-way Universal Intercom connection with two SF4s 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.

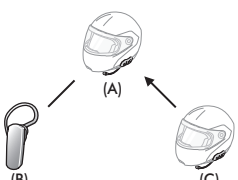
1. You (A) need to be paired with a non-Sena Bluetooth headset (B) and another SF4 headset (C) for the three-way conference intercom.



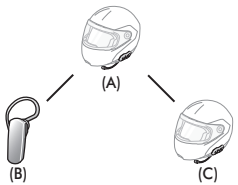
2. Start an intercom conversation with non-Sena Bluetooth headset (B) in your intercom group. For example, you (A) may start an intercom conversation with non-Sena Bluetooth headset (B). The non-Sena Bluetooth headset (B) may also start an intercom call with you (A).



3. The other SF4 (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 SF4 (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 (SF4)

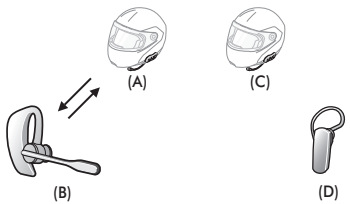
You may make a four-way Universal Intercom connection with a couple of different configurations, *1) three SF4s and one non-Sena Bluetooth headset* or *2) two SF4s and two non-Sena Bluetooth headsets*.

You may have a couple of other Four-way Universal Intercom configurations, *1) your headset (A), a non-Sena Bluetooth headset (B), another SF4 (C), and a non-Sena Bluetooth headset (D)*, *2) your headset (A), a non-Sena Bluetooth headset (B), and two other SF4 headsets (C and D)*. You may make the four-way Universal Intercom call the same way as a normal four-way intercom call.

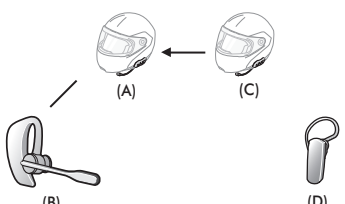
11.4.1 Four-way Universal Intercom Case 1

Two SF4 headsets (A and C) and two non-Sena Bluetooth headsets (B and D).

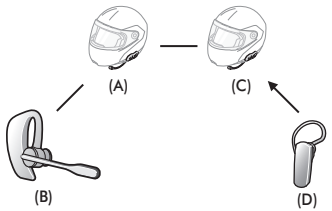
1. You (A) may start an intercom conversation with the non-Sena Bluetooth headset (B).



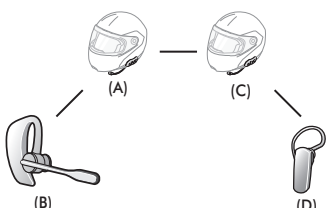
2. The other SF4 (C) may join the intercom by making an intercom call to you (A).



3. The non-Sena Bluetooth headset (D) may join the conference intercom by making an intercom call to the SF4 (C).



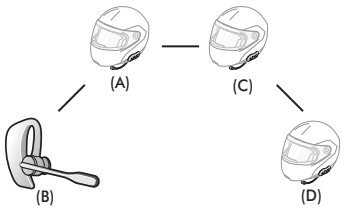
4. Now two SF4 headsets (A & C) and two non-Sena Bluetooth headsets (B & D) are connected with the four-way Universal Intercom.



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 SF4 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 (SF4)

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 SF4 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 up or down 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:
You can save FM stations to presets before using FM radio. Connect the SF4 to your PC and open the Sena Device Manager. It allows you to save up to 10 FM station frequency presets on the SF4 settings menu. You may do the same operation by using the Sena Motorcycles App.

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 at that station. You will hear a voice prompt, **"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 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 (factory default: worldwide).

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 SF Series operate in the following order of priority:

(highest)	Mobile phone
	Intercom
	Music sharing by Bluetooth stereo music
	Bluetooth stereo music
(lowest)	FM Radio*

*Only available in SF4

A lower priority function is always interrupted by a higher priority function. For example, stereo music is interrupted by an intercom call, and an intercom conversation is interrupted by an incoming mobile phone call.

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
	Music sharing by Bluetooth stereo music
(lowest)	FM Radio*

*Only available in SF4

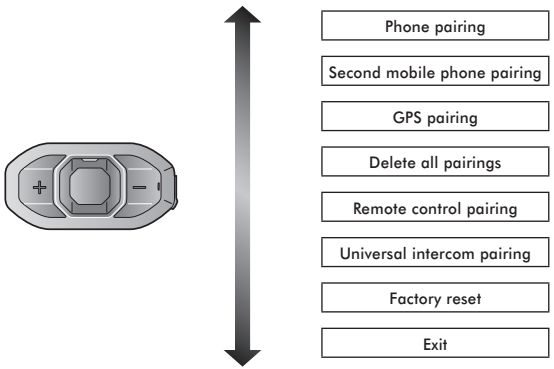
14 HEADSET CONFIGURATION SETTINGS

You can set the configuration of the SF Series by the voice menu instruction described below.

1. To enter into voice configuration menu, press and hold the Center Button for 10 seconds until 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.
4. If no button is pressed within 10 seconds, the SF Series will exit the configuration and go back to stand-by mode.
5. If you want to exit the configuration immediately, tap the (+) Button or the (-) Button until you hear a voice prompt, **“Exit”**, and tap the Center Button.

The voice prompt for each menu item is as below:

(1) Phone pairing
(2) Second mobile phone pairing
(3) GPS pairing
(4) Delete all pairings
(5) Remote control pairing
(6) Universal intercom pairing
(7) Factory reset
(8) Exit



14.1 Mobile Phone Pairing

Voice Prompt	**“Phone pairing”**
Factory Default	N/A

To go into mobile phone pairing mode, tap the (+) Button or the (-) Button until you hear a voice prompt, **“Phone pairing.”** Please refer to *section 5.1, “Phone Pairing”* for details on mobile phone pairing. If you tap the (+) Button or the (-) Button, you can exit from the phone pairing mode.

14.2 Second Mobile Phone Pairing

Voice Prompt	**“Second mobile phone pairing”**
Factory Default	N/A

To go into second mobile phone pairing mode, tap the (+) Button or the (-) Button until you hear a voice prompt, **“Second mobile phone pairing.”** Please refer to *section 5.2, “Second Mobile Phone Pairing”* for details on second mobile phone pairing. If you tap the (+) Button or the (-) Button, you can exit from the second mobile phone pairing mode.

14.3 GPS Pairing

Voice Prompt	**“GPS pairing”**
Factory Default	N/A

To go into GPS pairing mode, tap the (+) Button or the (-) Button until you hear a voice prompt, **“GPS pairing.”** Please refer *section 6.3.1, “GPS Pairing”* for details on GPS pairing. If you tap the (+) Button or the (-) Button, you can exit from the GPS pairing mode.

14.4 Delete All Bluetooth Pairing Information

Voice Prompt	**“Delete all pairings”**
Factory Default	N/A
Execute	Tap the Center Button

To delete all Bluetooth pairing information of the SF Series, tap the (+) Button or the (-) Button until you hear a voice prompt, **“Delete all pairings”**, and tap the Center Button to confirm.

14.5 Remote Control Pairing

Voice Prompt	**“Remote control pairing”**
Factory Default	N/A
Execute	Tap the Center Button

To enter into remote control pairing mode, tap the (+) Button or the (-) Button until you hear a voice prompt, **“Remote control pairing.”** Then tap the Center Button to enter into remote control pairing mode. The headset will automatically exit from the configuration menu.

14.6 Universal Intercom Pairing

Voice Prompt	**“Universal intercom pairing”**
Factory Default	N/A
Execute	Tap the Center Button

To enter into universal intercom pairing mode, tap the (+) Button or the (-) Button until you hear a voice prompt, **“Universal intercom pairing.”** Then tap the Center Button to enter into universal intercom pairing mode. The headset will automatically exit from the configuration menu.

14.7 Factory Reset

Voice Prompt	**“Factory reset”**
Factory Default	N/A
Execute	Tap the Center Button

To restore factory default settings on the SF Series, tap the (+) Button or the (-) Button until you hear a voice prompt, **“Factory reset”**, and tap the Center Button to confirm. The SF Series power off with a voice prompt, **“Headset reset, goodbye.”**

14.8 Exit Voice Configuration Menu

Voice Prompt	**“Exit”**
Factory Default	N/A
Execute	Tap the Center Button

To exit voice configuration menu and get back to stand-by mode, tap the (+) Button or the (-) Button until you hear a voice prompt, **“Exit”**, and tap the Center Button to confirm.

Tap (+) Button or (-) Button	Tap Center Button
Phone Pairing	None
Second Mobile Phone Pairing	None
GPS Pairing	None
Delete All Pairings	Execute
Remote Control Pairing	Execute
Universal Intercom Pairing	Execute
Factory Reset	Execute
Exit	Execute

Voice Configuration Menu & Button Operations

15 SOFTWARE CONFIGURATION SETTINGS

In addition to the headset configuration menu, you can change the settings of the SF Series through the Sena Device Manager or the Sena Motorcycles App.

15.1 Assigning Speed Dial

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

15.2 Headset Language

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

15.3 Setting 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.

15.4 Enabling/Disabling Voice Activated Phone Answering (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.

15.5 Enabling/Disabling Voice Activated 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.

15.6 Enabling/Disabling 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:

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.*

15.7 Enabling/Disabling 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.*

15.8 Enabling/Disabling Voice Prompts (Default: Enable)

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

- Voice prompts for headset configuration settings menu
- Voice prompts for battery level indicator
- Voice prompts for speed dial
- Voice prompts for FM radio functions

15.9 Enabling/Disabling RDS AF (Default: Disable) (SF4)

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

15.10 Enabling/Disabling FM Station Guide (Default: Enable) (SF4)

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

15.11 Advanced Noise Control™ (Always On)

The background noise is reduced during an intercom conversation.

15.12 Enabling/Disabling 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 Motorcycles 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
SF4	O[A]	O[A]			
		O	O		
			O[B]	O	O[B]
		O[C]		O[C]	O
SF1/SF2	O[A]	O[A]			
		O	O		
			O[B]		O[B]
		O[C]			O

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.*

15.13 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.

15.14 VOX Sensitivity (Default: 3)

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

15.15 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.

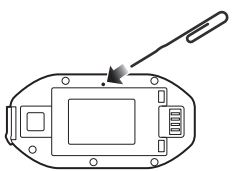
16 FIRMWARE UPGRADE

The SF Series support firmware upgrades. You can update the firmware using the Sena Device Manager.

17 TROUBLESHOOTING

17.1 Fault Reset

When the SF Series are not working properly or is in faulty status for any reason, you may reset by gently pushing the pin-hole reset button on the back of the main unit. Insert a paper clip into the reset pin-hole and press the reset button for a second with light pressure. The SF Series will be switched off. Restart the system and try again. This will not restore the headset to factory default settings.



17.2 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. Please refer to *section 14.7, "Factory Reset"* for more details.