



# TUFFTALK M

Industrial Bluetooth® Communication System





## WARNING

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

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# 1 PACKAGE CONTENTS

## 1.1 Over-the-Head Earmuff Type

- **Headset**



- **USB Power & Data Cable**



- **Microphone**

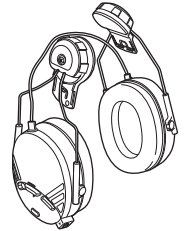


- **Microphone Sponge (2)**

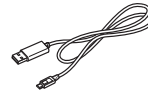


## 1.2 Hard Hat Mount Earmuff Type

- **Headset Main Units  
(including the Type A Hard Hat Adapter  
for Tufftalk M)**



- **USB Power & Data Cable**



- **Microphone**



- **Microphone Sponge (2)**



- **Rubber Pad (2)**



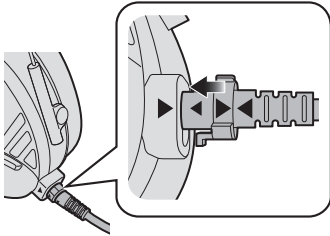
- **Type B Hard Hat Adapter for Tufftalk M (2)**



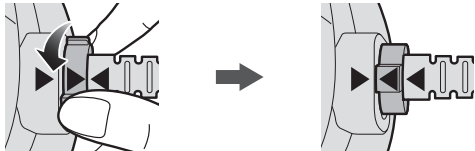
## 2 INSTALLING THE HEADSET

### 2.1 Installing the Microphone (Over-the-Head Earmuff Type/Hard Hat Mount Earmuff Type)

1. Align the arrows on the main unit and microphone and insert the microphone.



2. Fasten the microphone by rotating it counter clockwise.



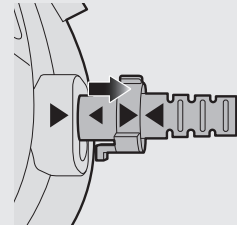
*Note:*

#### Removing the Microphone

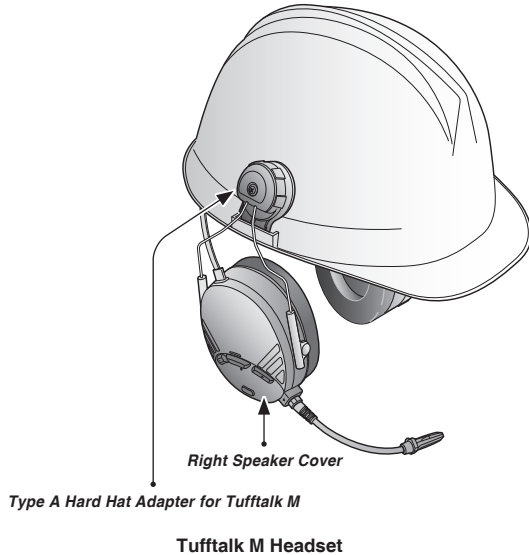
1. Unfasten the microphone by rotating it clockwise.



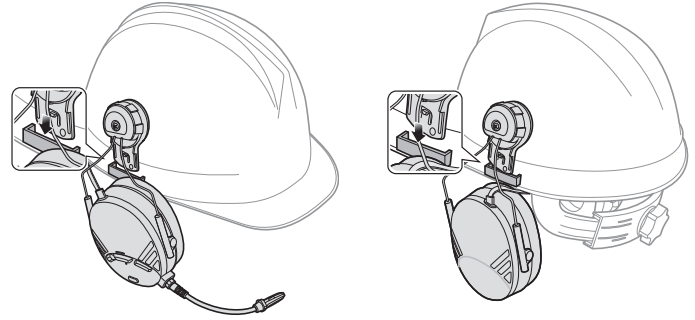
2. Align the arrows on the main unit and microphone and remove the microphone.



## 2.2 Installing the Headset (Hard Hat Mount Earmuff Type)



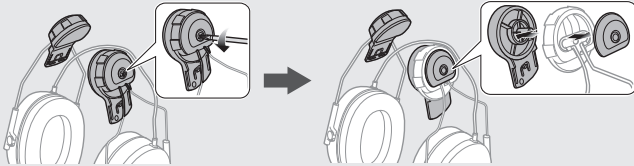
1. Attach the headsets to each side of the hard hat by sliding them into the left and right slots of the hard hat. The headset with the microphone should be mounted on the right side of the hard hat.



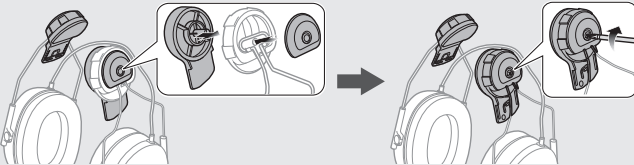
2. Organize the cables under the hard hat suspensions.

*Note:*

- If the rubber pad on the inner surface of the bracket-top begins to fray, replace it with the included pad.
- If the Type A Hard Hat Adapters do not fit in the left and right slots of the hard hat, replace them with the Type B Hard Hat Adapters. Refer to the following procedure:
  1. Loosen the screws and remove the Type A Hard Hat Adapters and the top covers.

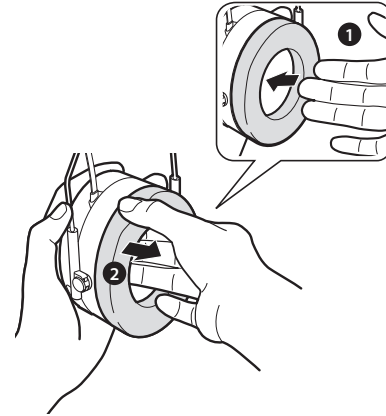


2. Assemble the Type B Hard Hat Adapters and the top covers, and tighten the screws.



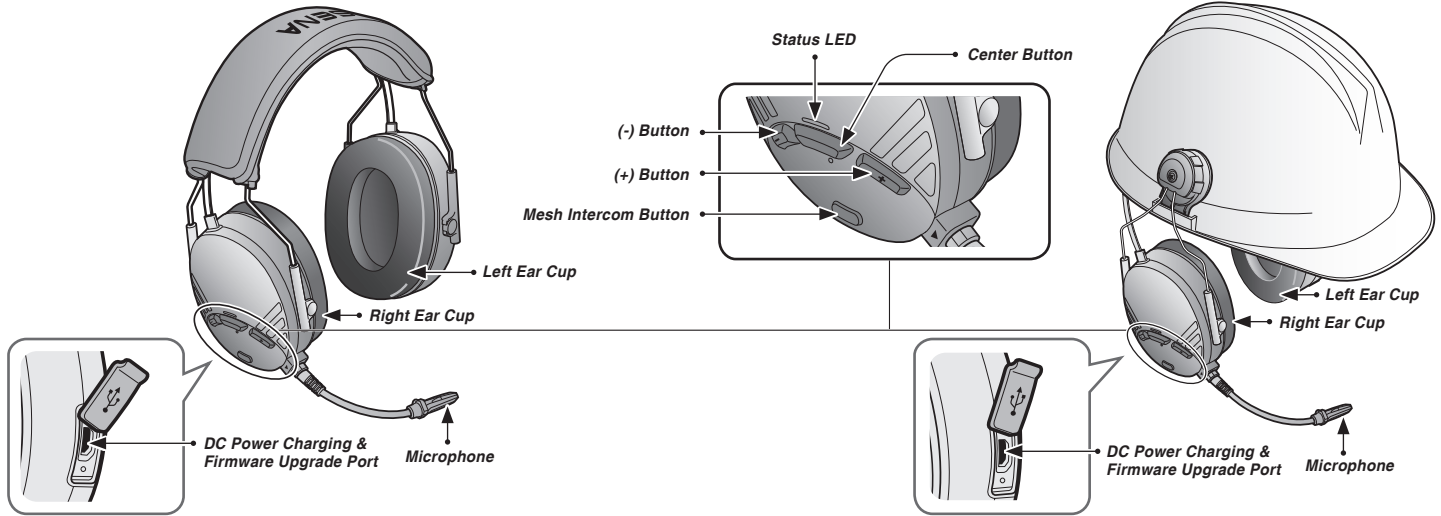
### 2.3 Replacing the Ear Pads

1. Use your fingers to remove the ear pads.
2. Insert the included ear pads.



## 3 GETTING STARTED

### 3.1 Button Operation



## 3.2 Sena Softwares

### 3.2.1 Sena Industrial App

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

- App Features
  - Music, FM Radio, Device settings, Quick Start Guide, and User's Guide.
- Download
  - Android: Google Play Store > '**Sena Industrial**'
  - iOS: App Store > '**Sena Industrial**'

### 3.2.2 Sena Device Manager

The **Sena Device Manager** allows you to upgrade the firmware and configure its settings directly from your PC or Apple computer. Download the **Sena Device Manager** from [www.senaindustrial.com](http://www.senaindustrial.com).

## 3.3 Attenuation Values

- Over-the-Head Earmuff Type: NRR = 26 dB, SNR = 31 dB
- Hard Hat Mount Earmuff Type: NRR = 24 dB, SNR = 28 dB

## 3.4 Powering On and Off

To power on the headset, press and hold the **Center Button** and the **(+) Button** for **1 second**. To power off the headset, tap the **Center Button** and the **(+) Button**.

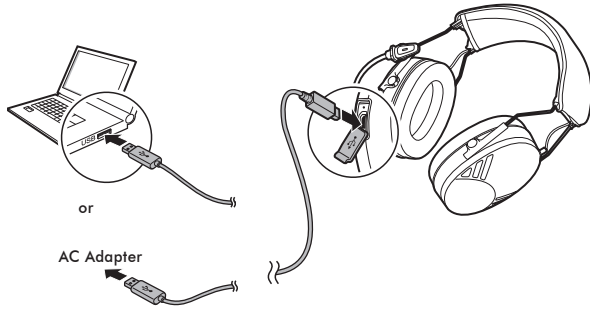
## 3.5 Charging



### WARNING

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

You can charge the headset by connecting the supplied USB power & data cable into a computer's USB port or USB wall charger. You can use any standard micro USB cable to charge the units. The charging LED turns red while charging and turns blue when fully charged. It takes about 3 hours to be completely charged.



*Note:*

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

### 3.6 Checking the Battery Level

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%

### 3.7 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, even when the headset is rebooted.

### 3.8 Muting the Microphone (Default: Unmute)

To mute the microphone, tap the **Center Button** and the **(-) Button** until you hear a voice prompt, “**Mic off.**”

To unmute the microphone, tap the **Center Button** and the **(-) Button** until you hear a voice prompt, “**Mic on.**”

*Note:*

1. The mute and unmute function only works if **Bluetooth Intercom** or **Mesh Intercom** is on.
2. After turn off your headset, the **Mute** setting will return to default (**Unmute**).

## 4 PAIRING THE HEADSET WITH BLUETOOTH DEVICES

You can pair the headset with Bluetooth mobile phones. The pairing operation is required only once for each Bluetooth device. The headset can also be paired with up to three other Sena headsets.

### 4.1 Mobile Phone Pairing - Mobile Phone

1. Press and hold the **(+) Button** and the **Center Button** for **10 seconds** when the **Tufftalk M** is turned off.
2. You will hear a voice prompt, “**Phone pairing.**”
3. Search for Bluetooth devices on your mobile phone. Select the **Sena Tufftalk M** in the list of the devices detected on the mobile phone.
4. If your mobile phone asks for a PIN, enter 0000.

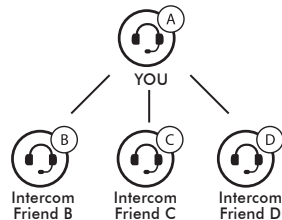
## 4.2 Intercom Pairing

### 4.2.1 Pairing with Other Headsets for Intercom Conversation

The headset can be paired with up to three other headsets for **Bluetooth intercom** conversation.

1. Press and hold the **Center Button** of the **headset A and B** for **5 seconds** until red LEDs of the both units start to flash rapidly.
2. Simply tap the **Center Button** of any one of the two **headsets A and B**, and wait until the LEDs of both headsets turn to blue and intercom connection is automatically established.
3. You can make other pairings between **headsets A and C**, and between **headsets A and D** by following the same procedure as above.

4. The intercom pairing queue is '**Last-Come, First-Served**'. If a headset has multiple paired headsets for intercom conversations, the last paired headset is set as **first intercom friend**. The previous intercom friend becomes **second intercom friend**, and **third intercom friend**.



## 5 MOBILE PHONE

### 5.1 Mobile Phone Call Making and Answering

1. When you have an incoming call, simply 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**, or wait for the called person to end the call.
4. To reject a call, press the **Center Button** for **2 seconds** 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 a voice assistant of your mobile phone. For this, a voice assistant function must be available on the mobile phone. Refer to your mobile phone manual for further instruction.

### 5.2 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, “**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:

<b>(1) Last number redial</b>	<b>(4) Speed dial 3</b>
<b>(2) Speed dial 1</b>	<b>(5) Cancel</b>
<b>(3) Speed dial 2</b>	
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, “**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, “**Cancel**”, and tap the **Center Button**.

*Note:*

- *Make sure that you connect the mobile phone and the headset to use the speed dial function.*
- *You need to assign speed dial numbers before using the speed dial.*

## 6 STEREO MUSIC

### 6.1 Bluetooth Stereo Music

1. To play or pause music, press and hold 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.

### 6.2 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 and hold the **(-) Button** for **3 seconds** during an intercom conversation until you hear a double beep.

*Note:*

*Both you and your intercom friend can remotely control music playback such as track forward and track back.*

## 7 MESH INTERCOM™

### 7.1 What is Mesh Intercom?

Sena proposes using **Mesh Intercom**, which provides instant and effortless communication without a pre-grouping process.

**Mesh Intercom** allows users to connect and communicate with nearby users without the need to pair each headset together.

The working distance between each **Tufftalk M** in **Mesh Intercom** can be up to 1.1 km (0.7 miles) in open terrain. In open terrain, the **Mesh** can be extended up to 4.4 km (2.8 miles) between a minimum of 6 users.

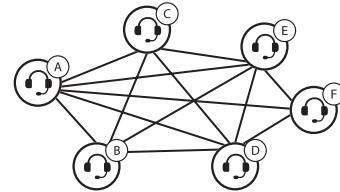
Users can communicate in two modes:

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

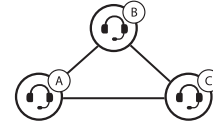
#### 7.1.1 Open Mesh

**Open Mesh** is an open group intercom conversation. Users can freely communicate with each other in the same channel of **Open Mesh**. A user can select with channel to use (1 - 6) using the headset. It can connect with a virtually unlimited number of users in each channel.

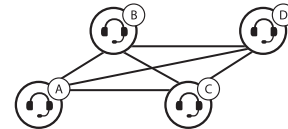
Channel 1



Channel 2



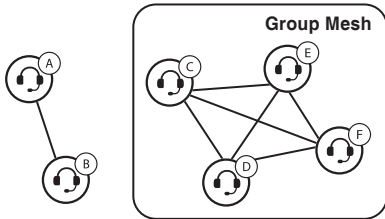
Channel 6



### 7.1.2 Group Mesh

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

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



## 7.2 Starting Mesh Intercom

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

### 7.2.1 Switch to Mesh 2.0 for Backward Compatibility

Mesh 3.0 is the latest Mesh Intercom technology, but to communicate with legacy products using Mesh 2.0, please switch to Mesh 2.0 using the **Sena Industrial App**.

### 7.2.2 Mesh Intercom On/Off

To start the **Mesh Intercom**, tap the **Mesh Intercom Button**.

To terminate the **Mesh Intercom**, tap the **Mesh Intercom Button** again.

## 7.3 Using the Mesh in Open Mesh

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

### 7.3.1 Channel Setting (Default: channel 1)

If the **Open Mesh** communication experiences interference because other groups are also using the **channel 1 (default)**, change the channel. You can select one of 1 to 6 channels.

1. To enter into the **Channel Setting**, double tap the **Mesh Intercom Button** until you hear a voice prompt, “**Channel Setting.**”
2. To save one of the channels, tap the **(+) button** or the **(-) Button** to navigate between the channels until you hear a voice prompt, “**(#).**” Then, tap the **Center Button**.  
(1 → 2 → ... → 6 → **Exit** → 1 → ...)

*Note:*

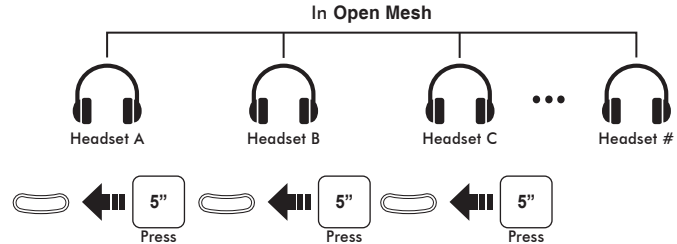
- **Channel Setting** always starts with channel 1.
- If you do not press any button within for approximately **10 seconds** in a specific channel, the channel will be automatically saved.
- The channel will be remembered even if you turn off the headset.

## 7.4 Using the Mesh in Group Mesh

### 7.4.1 Mesh Grouping

#### Creating a Group Mesh

1. Users who want to create a **Group Mesh** should press and hold the **Mesh Intercom Button** for **5 seconds** until both users hear a voice prompt, “**Mesh Grouping.**”



- When the headsets complete **Mesh Grouping**, users will hear a voice prompt, “**Group Mesh.**”

Headsets automatically switch from **Open Mesh** to **Group Mesh**.

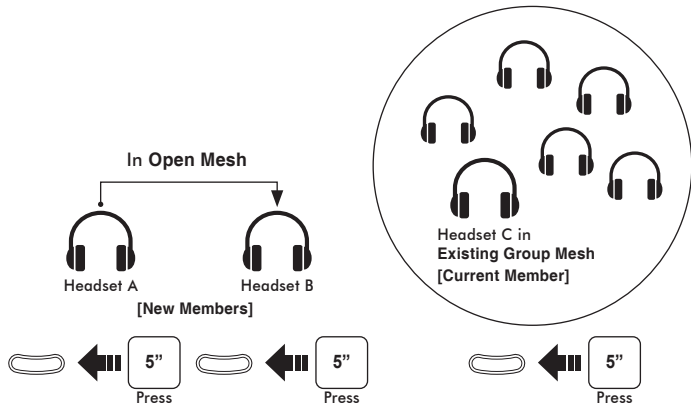
*Note:*

If the **Mesh Grouping** is not completed within **30 seconds**, users will hear a voice prompt, “**Grouping failed.**”

### Joining an Existing Group Mesh

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

- The current member and the new members put their headsets into **Mesh Grouping**. Press and hold the **Mesh Intercom Button** for **5 seconds** until the users hear a voice prompt, “**Mesh Grouping.**”



- When the headsets complete **Mesh Grouping**, new members will hear a voice prompt, “**Group Mesh.**”  
The new members’ headsets automatically switch from **Open Mesh** to **Group Mesh**.

*Note:*

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

## 7.5 Toggling Open Mesh/Group Mesh

A user is able to toggle between **Open Mesh** and **Group Mesh** without resetting the **Mesh**. This allows the user to keep the Mesh Network connection information while in **Open Mesh**.

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



- To toggle between **Open Mesh** and **Group Mesh**, press and hold the **Mesh Intercom Button** for **3 seconds**.

### *Note:*

*If you don't have Mesh Network connection information, you can't toggle between **Open Mesh** and **Group Mesh**. You will hear a voice prompt, "**No group available.**"*

## 7.6 Reset Mesh

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

- To reset the **Mesh**, press and hold the **Mesh Intercom Button** for **8 seconds** and you will hear a voice prompt, "**Reset Mesh.**"

### *Note:*

*When a user resets the **Mesh**, the stored Mesh Network information will be deleted.*

## 7.7 Mesh Intercom Music Sharing

If you start sharing music while **Mesh Intercom** are running at the same time, then music shared during Bluetooth intercom will take priority over music shared during **Mesh Intercom**. The Creator will send a request message to a headset connected during **Mesh Intercom** and will share music with the first participant that accepts the request.

[Creator]

1. Press and hold the **(-) Button** for **3 seconds** until you hear a voice prompt, “**Music Sharing on.**”

Participant will hear a voice prompt, “**Would you like to accept music sharing?**”

[Participant]

1. To accept the request, tap the **Mesh Intercom Button**.
2. To reject the request, press and hold the **Mesh Intercom Button** for **1 second**.

## 7.8 Mesh Audio Multitasking (Always On)

**Mesh Audio Multitasking** allows you to have a **Mesh Intercom** conversation while simultaneously listening to music, FM radio, or GPS instructions. The overlaid audio is played in the background with reduced volume whenever there is a **Mesh Intercom** conversation and will return to normal volume once the conversation is finished. The **Mesh Audio Multitasking** feature can be configured through the **Intercom-Audio Overlay Sensitivity** and the **Audio Overlay Volume Management** settings.

## 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**: single tap to intercom with the **first intercom friend**, double tap to intercom with the **second intercom friend**, and triple tap to intercom with the **third intercom friend**.

#### 8.1.2 Ending Two-way Intercom

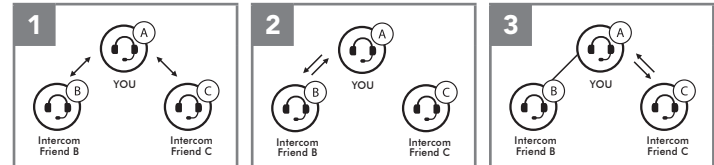
You can end an intercom conversation with one of any intercom friends by tapping the **Center Button**: single tap to end intercom with the **first intercom friend**, double tap to end intercom with the **second intercom friend**, and triple tap to end intercom with the **third intercom friend**.

### 8.2 Multi-Way Intercom

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

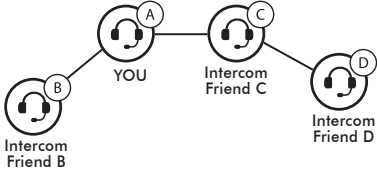
#### 8.2.1 Starting Three-way Intercom

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.
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).



### 8.2.2 Starting Four-way Intercom

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).



### 8.2.3 Ending Multi-Way Intercom

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

1. Press and hold the **Center Button** for **1 second** until you hear a beep to terminate all intercom connections.
2. Tap the **Center Button** to disconnect from your first intercom friend. Double tap the **Center Button** to disconnect from your second intercom friend.

*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.*

### 8.3 Three-Way Conference Phone Call with Intercom Participant

You can have a three-way conference phone call by adding an intercom friend to the mobile phone conversation.

1. During a mobile phone call, tap the **Center Button** to invite one of your intercom friends to the conversation.
2. To disconnect the intercom during a conference phone call, tap the **Center Button**.
3. To disconnect the mobile phone call during a conference phone call, press and hold the **Center Button** for **2 seconds**.

### 8.4 Group Intercom

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

1. Go through intercom pairing with up to three headsets you want to have **Group Intercom** with.
2. Tap the **(+) Button** and the **(-) Button** to begin **Group Intercom**. The LED will flash green.
3. To terminate **Group Intercom**, press and hold the **Center Button** for **1 second** during **Group Intercom**.

## 9 FM RADIO

### 9.1 FM Radio On/Off

To turn on or off the FM radio, press and hold the **(-) Button** for **1 second** until you hear a mid-toned double beep sound.

### 9.2 Preset Stations

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

### 9.3 Seek and Save

1. Double tap the **(+) Button** or the **(-) Button** to search up or down the station dial.
2. You can save current station from the **Sena Device Manager** or the **Sena Industrial App**.

## 9.4 Scan and Save

1. Press and hold the **(+) Button** for **1 second**.
2. The Sena tuner pauses at each station it finds for **8 seconds** before moving to the next.
3. You can save current station from the **Sena Device Manager** or the **Sena Industrial App**.

## 9.5 Temporary Preset

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

1. Tap the **(+) Button 3 times** to automatically scan for 10 temporary preset stations.
2. The temporary preset stations will be cleared when the headset is powered off.

## 9.6 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.

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

## 10 FUNCTION PRIORITY

<b>(highest)</b>	Mobile phone Mesh Intercom / Bluetooth Intercom Music sharing via Bluetooth stereo music FM radio
<b>(lowest)</b>	Bluetooth stereo music

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

## 11 CONFIGURATION SETTING

### 11.1 Headset Configuration Setting

1. To enter configuration menu, press and hold the **Center Button** for **10 seconds** until 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.
3. You can execute the command by tapping the **Center Button**.

Configuration Menu	Tap Center Button
Phone Pairing	None
Delete All Pairings	Execute
Factory Reset	Execute
Exit Configuration	Execute

### 11.1.1 Phone Pairing

1. Execute **Phone Pairing** in the **Configuration Menu**.
2. Search for Bluetooth devices on your mobile phone. Select the **Sena Tufftalk M** in the list of the devices detected on the mobile phone.
3. If your mobile phone asks for a PIN, enter 0000.

### 11.2 Software Configuration Setting

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

#### 11.2.1 Speed Dial

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

#### 11.2.2 Channel Setting (Default: channel 1)

If the **Open Mesh** communication experiences interference because other groups are also using the **channel 1 (default)**, change the channel. You can select one of 1 to 6 channels.

#### 11.2.3 Audio Boost (Default: Disable)

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

#### 11.2.4 VOX Phone (Default: Enable)

If this feature is enabled, you can answer incoming calls by voice. When you hear a ringtone for an incoming call, you can answer the phone by saying a word such as **“Hello”** loudly or by blowing air into the microphone. **VOX phone** is temporarily disabled if you are connected to intercom. If this feature is disabled, you have to tap the **Center Button** to answer an incoming call.

### 11.2.5 VOX Sensitivity (Default: 3)

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

### 11.2.6 Intercom-Audio Overlay Sensitivity (Default: 3)

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

*Note:*

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

### 11.2.7 Audio Overlay Volume Management (Default: Disable)

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

### 11.2.8 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.*

### 11.2.9 Voice Prompts (Default: Enable)

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

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

### 11.2.10 RDS AF Setting (Default: Disable)

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

### 11.2.11 FM Station Guide (Default: Enable)

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

### 11.2.12 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.

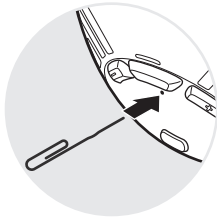
## 12 FIRMWARE UPGRADE

The headset supports firmware upgrades. You can update the firmware using the **Sena Device Manager**.

## 13 TROUBLESHOOTING

### 13.1 Fault Reset

When the headset is not working properly or is in faulty status for any reason, you may reset by pushing the **pin-hole reset button** located below the **Center Button**.



### 13.2 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.

