


# USER GUIDE


ENGLISH / Version 1.0.0

SENA  
for SHARK


























# QUICK REFERENCE

 : (+) button

 : (-) button

 : Mesh Intercom button

 : Center button

Type	Operation	Button	Duration
<b>Basic operations</b>	Power on	 & 	Press for 1 second
	Power off	 & 	Single tap
	Volume up/down	 or 	Single tap
<b>Phone</b>	Phone pairing		Press for 5 seconds
	Answer phone call		Single tap
	End phone call		Single tap
			Press for 2 seconds
	Reject phone call		Press for 2 seconds
	Activate voice assistant		Press for 3 seconds
	Speed dial		Press for 3 seconds
	Play/Pause music		Press for 1 second
Track forward/back	 or 	Press for 1 second	
<b>Mesh Intercom</b>	Mesh Intercom on/off		Single tap
	Mute/unmute mic		Press for 1 second
	Channel selection		Double tap
	Mesh grouping		Press for 5 seconds
	Mesh Reach-Out request		Triple tap
	Reset mesh		Press for 8 seconds
<b>Configuration menu</b>			Press for 10 seconds

# BEFORE GETTING STARTED

## SHARKHelmets

Download the SHARKHelmets app from the Google Play Store or the App Store.



## SHARK Helmets Device Manager

Download the SHARK Helmets Device Manager from [www.shark-helmets.com](http://www.shark-helmets.com).

# CLICK ANY SECTION TO BEGIN



ABOUT THE  
SHARK MW



BASIC OPERATION



PAIRING WITH  
BLUETOOTH  
DEVICES



USING WITH A  
SMARTPHONE



MESH INTERCOM™



AUDIO  
MULTITASKING



FIRMWARE UPDATE



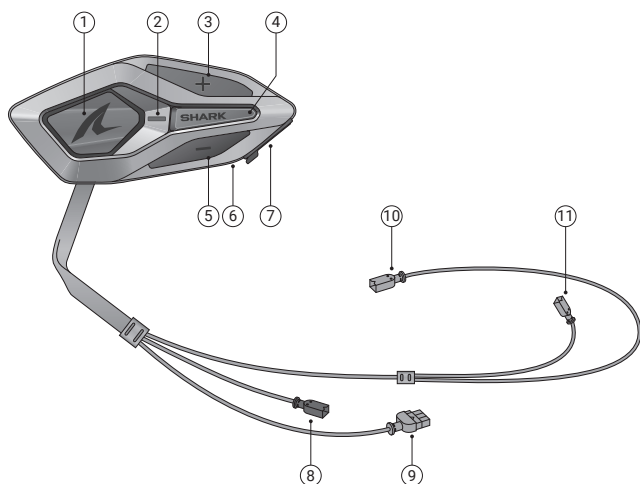
TROUBLESHOOTING



# 01 ABOUT THE SHARK MW



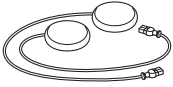



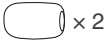




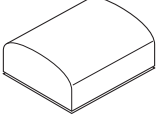


## Key Features

- Mesh Intercom range: 0.5 mi (0.8 km)
- Audio Multitasking
- SHARK fit design
- Bluetooth® version 5.2
- Over-The-Air (OTA) firmware update







- ① Center button
- ② Status LED
- ③ (+) button
- ④ Mesh Intercom button
- ⑤ (-) button
- ⑥ Charging LED
- ⑦ USB-C charging port
- ⑧ Wired microphone connector
- ⑨ Battery connector
- ⑩ Speaker (L) connector
- ⑪ Speaker (R) connector

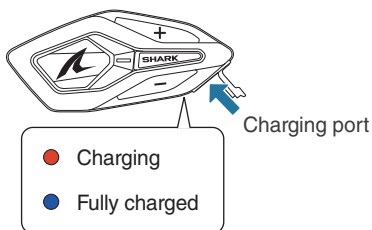
## Package Contents

 <p>SHARK MW</p>	 <p>Double sided adhesive tape</p>	 <p>Speakers</p>
 <p>Velcro pads for speakers</p>	 <p>Wired-boom microphone</p>	 <p>Extension cable for wired-boom microphone</p>
 <p>Microphone sponges</p>	 <p>Velcro pad for wired-boom microphone</p>	 <p>Wired-boom microphone holder</p>
 <p>Velcro pad for wired-boom microphone holder</p>	 <p>Battery</p>	 <p>Adhesive foam for battery</p>
 <p>USB-C charging cable</p>	 <p>Allen Wrench</p>	

## 02 BASIC OPERATION

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

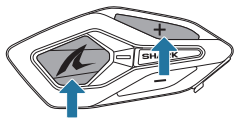
### Charging



It takes 2.5 hours to fully charge.

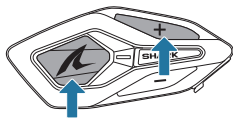
- Any third-party USB charger can be used, as long as it is approved by the FCC, CE, IC, or other locally recognized regulatory agencies.
- Using a non-approved charger may cause fire, explosion, leakage, and other hazards, potentially reducing the battery's lifespan or performance.

**Power On**



1s

**Power Off**



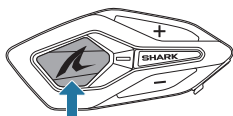
1x

**Volume**



**Configuration**

**Enter Configuration**



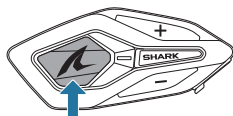
10s

"Configuration menu"

**Navigate**



**Confirm**



1x

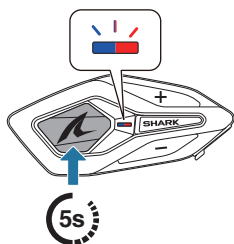


## 03 PAIRING WITH BLUETOOTH DEVICES

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

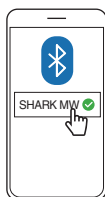
### Phone Pairing

1.



🔊 "Phone pairing"

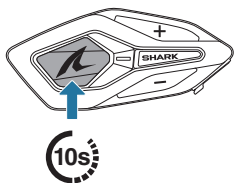
2.



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

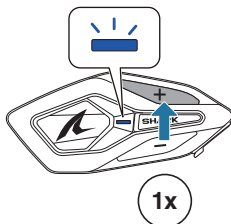
## Second Mobile Phone Pairing

1.



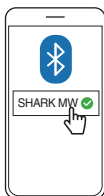
🔊 "Configuration menu"

2.



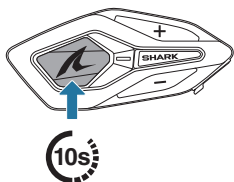
🔊 "Second mobile phone pairing"

3.



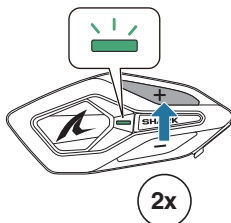
## GPS Pairing

1.



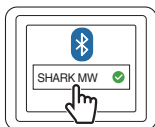
🔊 "Configuration menu"

2.



🔊 "GPS pairing"

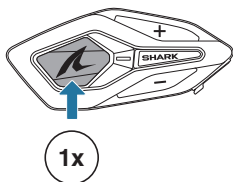
3.



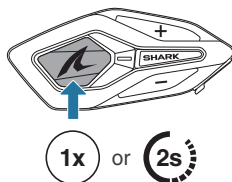
## 04 USING WITH A SMARTPHONE

### Making and Answering Calls

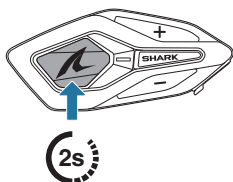
#### Answer a Call



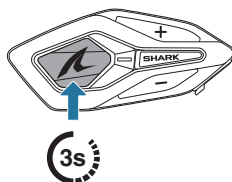
#### End a Call



#### Reject a Call



#### Activate Voice Assistant



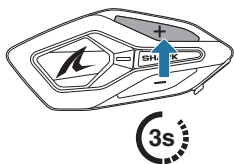
## Speed Dial

### Assign Speed Dial Presets

Speed dial presets can be assigned using the SHARKHelmets app.

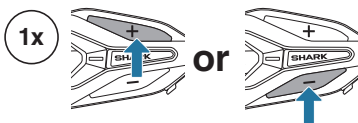
### Use Speed Dial Presets

1. Enter into the speed dial menu.



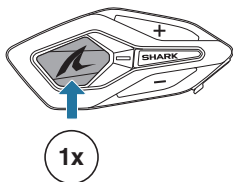
"Speed dial"

2. Navigate forward or backward through speed dial preset.



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

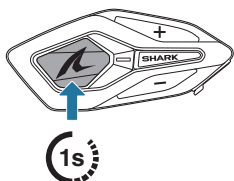
3. Tap the center button to confirm.



"Speed dial(#)"

## Music

### Play/Pause Music



### Track Forward/Backward

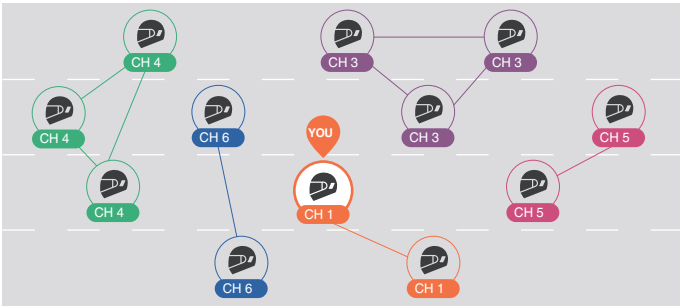


## 05 MESH INTERCOM™

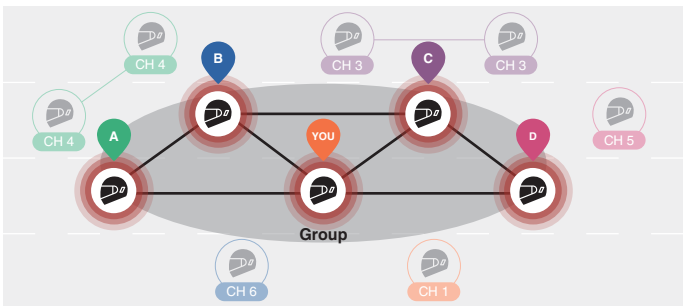
The SHARK MW provides two Mesh Intercom modes:

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

### Open Mesh



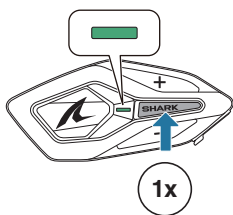
### Group Mesh



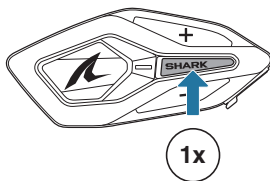
## Open Mesh

You can freely communicate with virtually unlimited users in each of the 6 available channels. The default Mesh Intercom channel is 1.

### Mesh Intercom On/Off



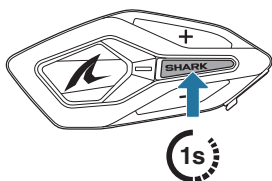
**On:** "Mesh intercom on,  
Open Mesh, channel 1"



**Off:** "Mesh intercom off"

### Mute/Unmute Mic

Press the Mesh Intercom button for 1 second to mute/unmute the microphone during Mesh Intercom communication.

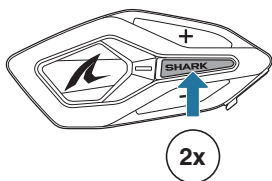


**Mute:** "Mic off"

**Unmute:** "Mic on"

## Channel Selection

1. Enter into the channel setting.
2. Navigate between channels.

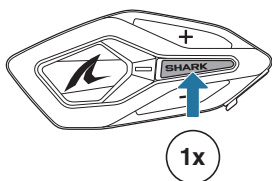


"Channel setting, 1"



"#"

3. Confirm and save the channel.



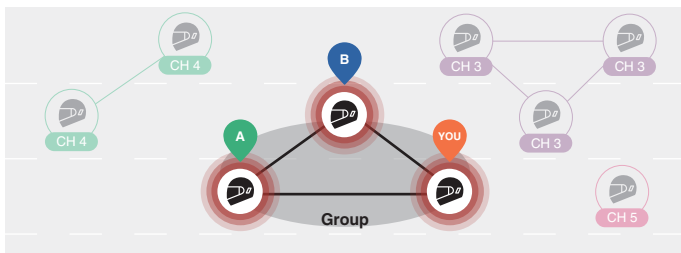
"Channel is set,  
channel #"

- The channel will be automatically saved if no buttons are pressed for 10 seconds on a specific channel.
- The channel will be saved even if the SHARK MW is turned off.

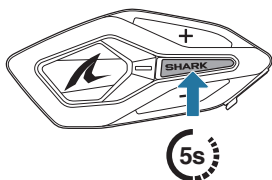
## Group Mesh

By using group mesh, a private conversation group can be created for up to 24 participants.

### Create a Group Mesh



1. Users (You, A, and B) enter the mesh grouping by pressing the Mesh Intercom button for 5 seconds while staying in the open mesh. They don't need to be on the same open mesh channel to create a group mesh together.



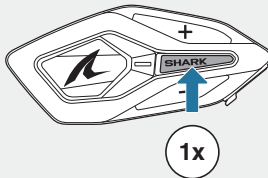
"Mesh grouping"

2. When mesh grouping is completed, it automatically switches from open mesh to group mesh.

"Group Mesh"



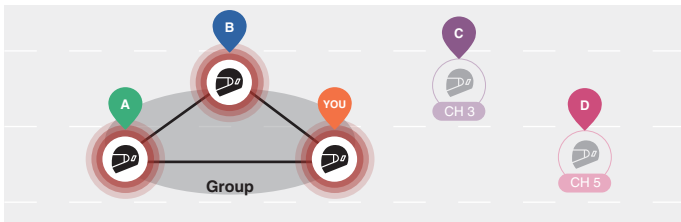
- If you want to cancel mesh grouping, tap the Mesh Intercom button.



- If the mesh grouping is not successfully completed within 30 seconds, users will hear a voice prompt saying, "Grouping failed."

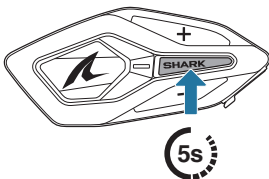
## Join an Existing Group Mesh

While you are in a group mesh, you can invite other users in open mesh to join the group.



You are already in group mesh with A and B, and the other users, C and D, are in open mesh.

- You and the other users, C and D, enter mesh grouping by pressing the Mesh Intercom button for 5 seconds.



"Mesh grouping"

2. When mesh grouping is completed, the other users, C and D, automatically join the group mesh while leaving the open mesh.

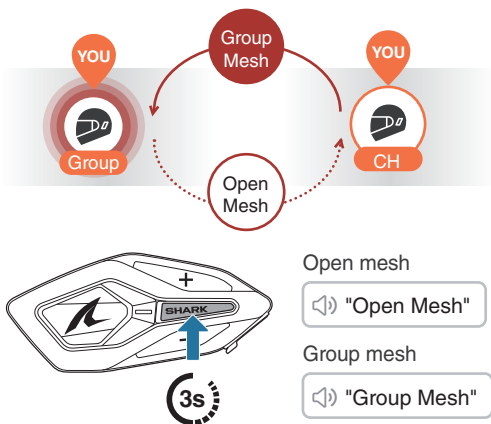
"Group Mesh"

New participants (C and D)

- If the mesh grouping is not successfully completed within 30 seconds, the current user (You) will hear a low tone double beep and the new users (C and D) will hear a voice prompt saying, "Grouping failed."

## Toggle Open/Group Mesh

You can toggle between open mesh and group mesh without resetting the mesh.



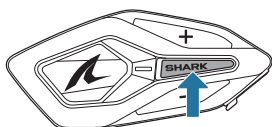
- If you have never participated in group mesh, you cannot toggle between open mesh and group mesh. You will hear a voice prompt saying, "No group available."

## Mesh Reach-Out Request

You (caller) can send a Mesh Reach-Out request to turn on Mesh Intercom to nearby\* friends who have it turned off.

1. If you want to send or receive a Mesh Reach-Out request, you need to enable it in the SHARKHelmets app.
2. You can send a Mesh Reach-Out request using the Mesh Intercom button or the SHARKHelmets app.

### Caller



3x

**Caller:** "Mesh reach-out request"

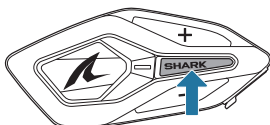
**Nearby Friends:** "Mesh intercom requested"

3. Friends who receive the Mesh Reach-Out request need to manually turn on their Mesh Intercom.

\* Up to 330 ft in open terrain

## Reset Mesh

If the SHARK MW resets the mesh while in open mesh or group mesh, it will automatically return to open mesh, channel 1.



8s

"Reset Mesh"

## 06 AUDIO MULTITASKING

Audio multitasking on the SHARK MW allows you to listen to music while having a Mesh Intercom.

For more details, go to Device Settings on the SHARKHelmets app to configure the settings.

### 1. Intercom-Audio Overlay Sensitivity

The music 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.

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

### 2. Audio Overlay Volume Management

The music 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.

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## 07 FIRMWARE UPDATE

### ■ Over-The-Air (OTA) Update

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

### ■ SHARK Helmets Device Manager

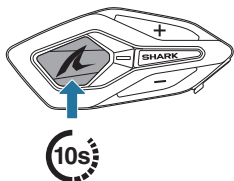
You can upgrade the firmware using the SHARK Helmets Device Manager.

## 08 TROUBLESHOOTING

### Factory Reset

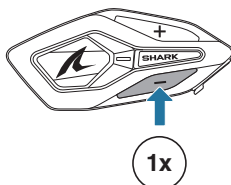
To restore the SHARK MW to its factory default settings, simply use the factory reset feature.

1.



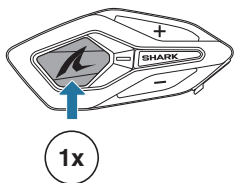
🔊 "Configuration menu"

2.



🔊 "Factory reset"

3.



🔊 "Headset reset, good-bye"

### Fault Reset

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

Ensure the USB-C charging cable is disconnected, then press the center button and (+) button simultaneously for 8 seconds.

All settings will remain unchanged.

