USER GUIDE

ENGLISH / Version 1.1.0

SENA for SHARK Mesh

SHARK

QUICK REFERENCE

● : (+) button   ⊖ : (−) button
Ⓜ : Mesh Intercom button   Ⓒ : Center button

Type	Operation	Button	Duration
Basic operations	Power on	Ⓒ & ●	Press for 1 second
	Power off	Ⓒ & ●	Single tap
	Volume up/down	● or ⊖	Single tap
Phone	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
Mesh Intercom™	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
Wave Intercom™	Wave Intercom on	Ⓜ	Double tap
	Wave Intercom off	Ⓜ	Single tap
	Switch to Mesh Intercom	Ⓒ	Single tap
Configuration menu		Ⓒ	Press for 10 seconds

BEFORE GETTING STARTED

▌ SHARKHelmets

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

▌ WAVE Intercom App

Download the WAVE Intercom app from the Google Play Store or the App Store.

For detailed information on the Wave Intercom, please refer to the Wave Intercom User Guide at sena.com.

▌ SHARK Helmets Device Manager

Download the SHARK Helmets Device Manager from www.shark-helmets.com.

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CLICK
ANY SECTION TO BEGIN

ABOUT THE SHARK MW >	BASIC OPERATION >	PAIRING WITH BLUETOOTH DEVICES >
USING WITH A SMARTPHONE >	MESH INTERCOM >	WAVE INTERCOM >
AUDIO MULTITASKING >	FIRMWARE UPDATE >	TROUBLESHOOTING >

01 ABOUT THE SHARK MW

Key Features

- Mesh Intercom 3.0 - delivers improved sound quality, a more robust connection, and extended talk time
- Dual version Mesh - Mesh 2.0 for backward compatibility
- Wave Intercom Compatible
- Audio Multitasking
- SHARK fit design
- Bluetooth® version 5.2
- Over-the-Air (OTA) firmware update
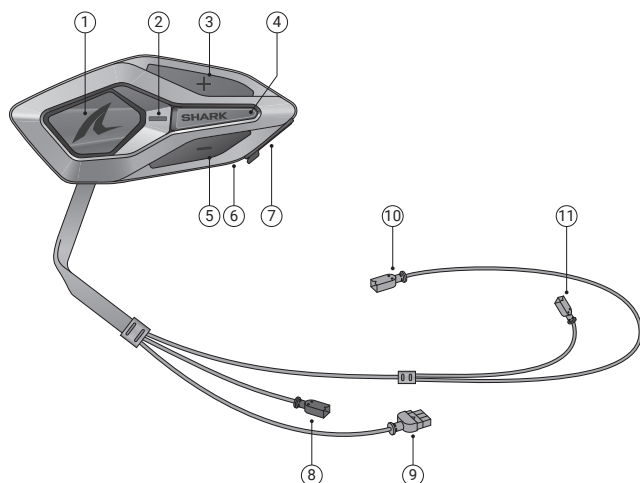
① Center button	② Status LED
③ (+) button	④ Mesh Intercom button
⑤ (−) button	⑥ Charging LED
⑦ USB-C charging port	⑧ Wired microphone connector
⑨ Battery connector	⑩ Speaker (L) connector
⑪ Speaker (R) connector	

▌ Package Contents

SHARK MW	Double sided adhesive tape	Speakers
× 2 Velcro pads for speakers	Wired-boom microphone	Extension cable for wired-boom microphone
× 2 Microphone sponges	Velcro pad for wired-boom microphone	Wired-boom microphone holder
Velcro pad for wired-boom microphone holder	Battery	Adhesive foam for battery
USB-C charging cable	Allen Wrench	

02 BASIC OPERATION

1x	**Tap** Tap the button the specified number of times
1s	**Press and Hold** Press and hold the button for the specified amount of time
⊲» " "	Voice Prompt
LED icon	LED

▌ Charging

Charging port

🔴 Charging
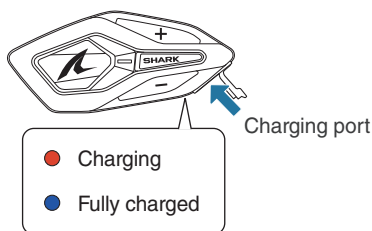
🔵 Fully charged

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

1x **or**
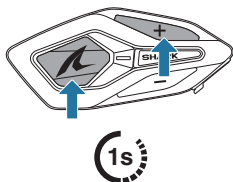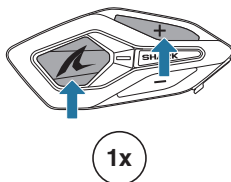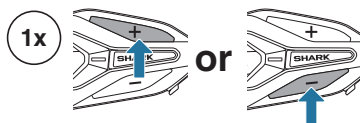
Configuration

Enter Configuration

10s
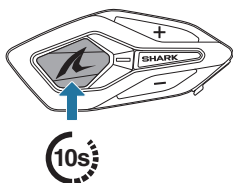
◁) "Configuration menu"

Navigate

1x **or**

Confirm

1x
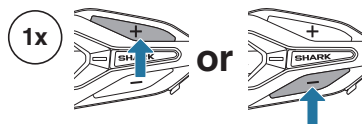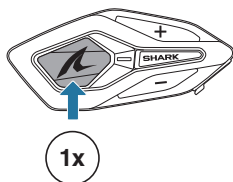
03 PAIRING WITH BLUETOOTH DEVICES

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.
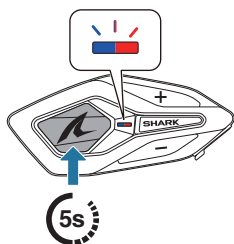
🔊 "Phone pairing"

2.
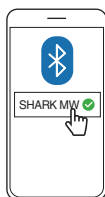
- When you turn on the SHARK MW for the first time or reboot it after a factory reset, the SHARK MW will automatically enter phone pairing mode.
- To cancel phone pairing, press any button.

Second Mobile Phone Pairing

1.
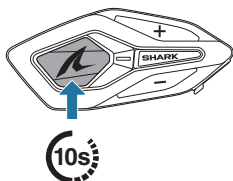
🔊 "Configuration menu"

2.
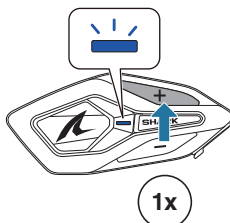
🔊 "Second mobile phone pairing"

3.
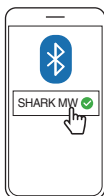
GPS Pairing

1.
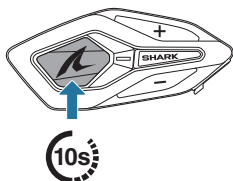
🔊 "Configuration menu"

2.
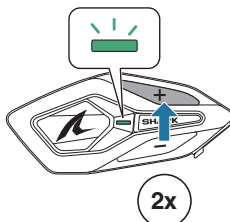
🔊 "GPS pairing"

3.
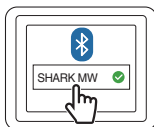
04 USING WITH A SMARTPHONE

Making and Answering Calls

▍ Answer a Call
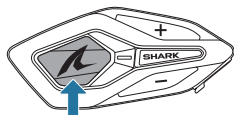
1x

▍ End a Call
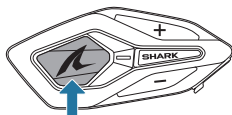
1x or **2s**

▍ Reject a Call
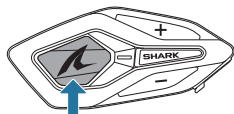
2s

▍ Activate Voice Assistant
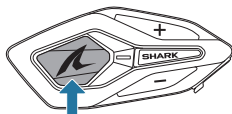
3s

Speed Dial

▮ Assign Speed Dial Presets

Speed dial presets can be assigned using the SHARKHelmets app.

▮ Use Speed Dial Presets

1. Enter the speed dial menu.

◁)) "Speed dial"

2. Navigate forward or backward through speed dial preset.
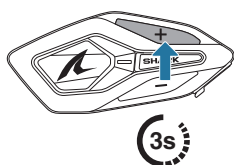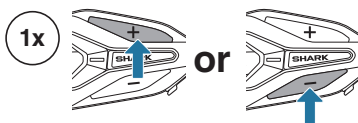
① Last number redial
② Speed dial (1→2→3)
③ Cancel

3. Tap the center button to confirm.
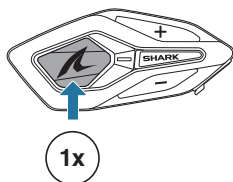
◁)) "Speed dial(#)"

Music

▮ Play/Pause Music
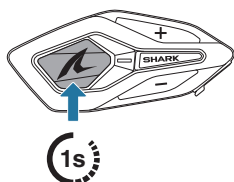
▮ Track Forward/Backward

12
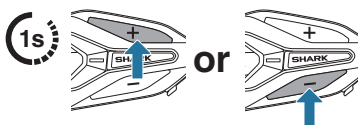
05 MESH INTERCOM

The SHARK MW provides two Mesh Intercom modes:
- Open Mesh™ for open group intercom conversations.
- Group Mesh™ for private group intercom conversations.

Open Mesh
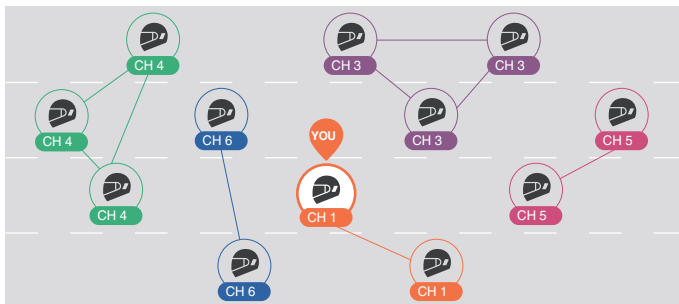
Group Mesh
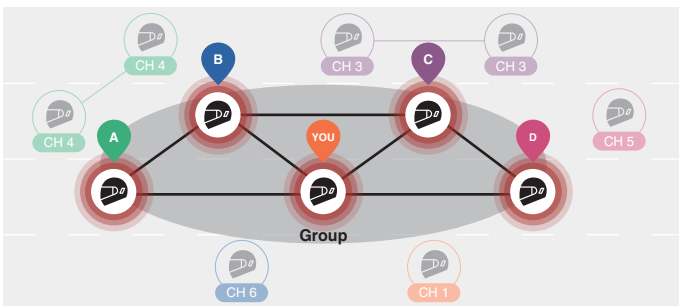
Mesh Version Switch

▌ 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 SHARKHelmets app.

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
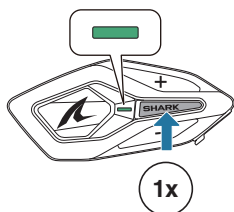
1x	**1x**
◁﬚ **On**: "Mesh intercom on, Open Mesh, channel 1"	◁﬚ **Off**: "Mesh intercom off"
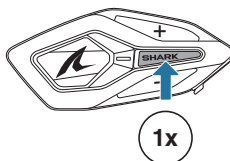
▎ **Mute/Unmute Mic**

Press the Mesh Intercom button for 1 second to mute/unmute the microphone during Mesh Intercom communication.
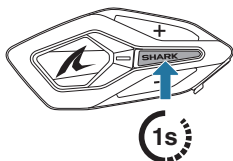
◁ᴵ) **Mute**: "Mic off"
◁ᴵ) **Unmute**: "Mic on"

▎ **Channel Selection**

1. Enter the channel setting.
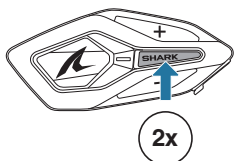
◁ᴵ) "Channel setting, 1"

2. Navigate between channels.

◁ᴵ) "#"
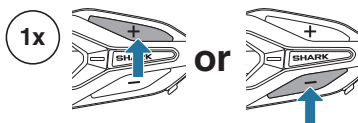
3. Confirm and save the channel.
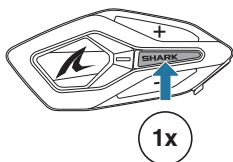
◁ᴵ) "Channel is set, channel #"

- 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.

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Group Mesh

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

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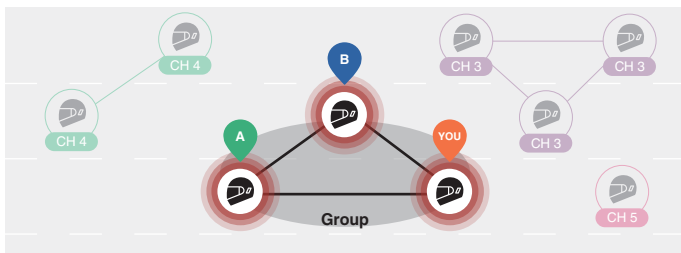
1. Users (You, A, and B) enter the mesh grouping by pressing the Mesh Intercom button for 5 seconds while staying in the open mesh. They don't need to be on the same open mesh channel to create a group mesh together.
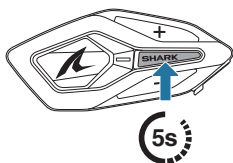
◁ "Mesh grouping"

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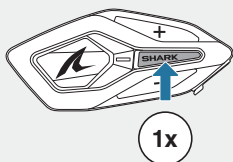
- If the mesh grouping is not successfully completed within 30 seconds, users will hear a voice prompt saying, "Grouping failed."

▌ Join an Existing Group Mesh

While you are in a group mesh, you can invite other users in open mesh to join the group.
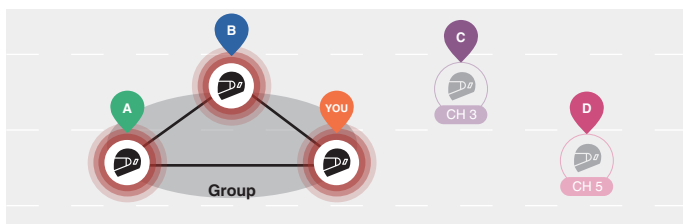
You are already in group mesh with A and B, and the other users, C and D, are in open mesh.

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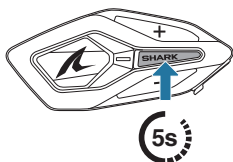
◁) "Mesh grouping"

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.

Open mesh

◁)) "Open Mesh"

Group mesh
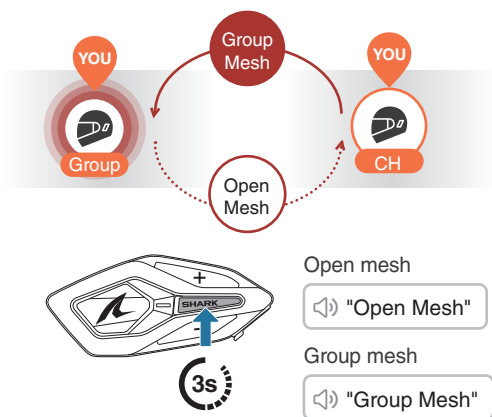
◁)) "Group Mesh"

• 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
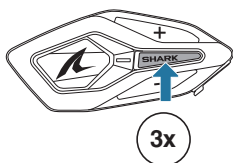
◁)) **Caller**: "Mesh reach-out request"

◁)) **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"

19
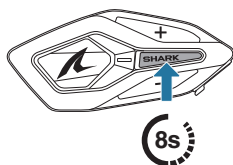
06 WAVE INTERCOM

Wave Intercom enables open communication using cellular data. For detailed information, please refer to the Wave Intercom User Guide on sena.com.

▌ Wave Intercom On/Off

Open the WAVE Intercom app, then double-tap the Mesh Intercom button to join Wave Intercom.

- You must open the WAVE Intercom app before starting Wave Intercom.
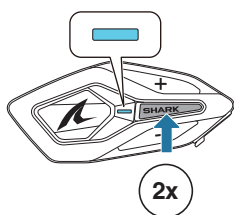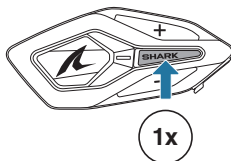
2x	1x
◁》 "Wave Intercom on"	◁》 "Wave Intercom off"

When you start Wave Intercom, you will automatically connect with random users in the Wave Zone. The Wave Zone covers a 5-mile radius in North America and an 8-km radius in Europe.
To end Wave Intercom, single-tap the Mesh Intercom button.

▌ Switch between Wave Intercom and Mesh Intercom

You can easily switch between Mesh Intercom and Wave Intercom with a single tap on the center button.
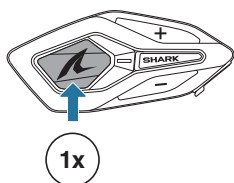
🔊 **Wave to Mesh**: "Wave Intercom off. Mesh Intercom on."

🔊 **Mesh to Wave**: "Mesh Intercom off. Wave Intercom on."

- When the WAVE Intercom app is in use, the Bluetooth Intercom becomes temporarily disabled.

07 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.

08 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.
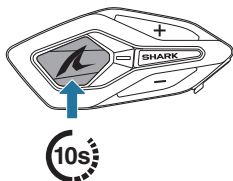
▌ SHARK Helmets Device Manager

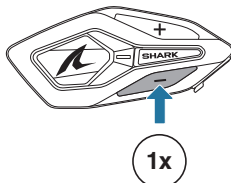You can upgrade the firmware using the SHARK Helmets Device Manager.

09 TROUBLESHOOTING

▌ **Factory Reset**

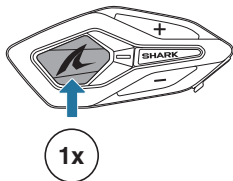To restore the SHARK MW to its factory default settings, simply use the factory reset feature.

1.

10s

◁⟩ "Configuration menu"

2.

1x

◁⟩ "Factory reset"

3.

1x

◁⟩ "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.

8s