



# USER GUIDE

**Firmware Version: 1.0.x**  
Last updated on Apr 27, 2026

# A-CONNECT

MOTORCYCLE COMMUNICATION SYSTEM

———— SOUND BY ————  
**harman/kardon**



The firmware version 1.0.x indicates that this manual is applicable to all firmware updates within the version 1.0 series.

# 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	⊙	Press for 2 seconds
	Reject phone call	⊙	Press for 2 seconds
	Speed dial	⊕	Press for 3 seconds
	Play/Pause music	⊙	Press for 1 second
	Track forward/back	⊕ or ⊖	Press for 1 second
<b>Siri or Google Assistant</b>		⊙	Press for 3 seconds
<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>Wave Intercom™</b>	Wave Intercom on	⊕	Double tap
	Wave Intercom off	⊕	Single tap
	Switch to Mesh Intercom	⊙	Single tap
<b>Configuration menu</b>		⊙	Press for 10 seconds

# BEFORE GETTING STARTED

## **I Sena Motorcycles App**

Download the Sena Motorcycles app from the Google Play Store or the App Store.



## **I 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](http://sena.com).

# CLICK ANY SECTION TO BEGIN



ABOUT THE  
A-CONNECT



INSTALLATION



BASIC OPERATION



PAIRING WITH  
BLUETOOTH  
DEVICES



USING WITH A  
SMARTPHONE



MESH INTERCOM



**WAVE**  
INTERCOM

WAVE INTERCOM



BLUETOOTH  
INTERCOM



UNIVERSAL  
INTERCOM



INTERCOM  
GATEWAY



AUDIO  
MULTITASKING



FM RADIO



VOICE COMMAND



FIRMWARE UPDATE



TROUBLESHOOTING



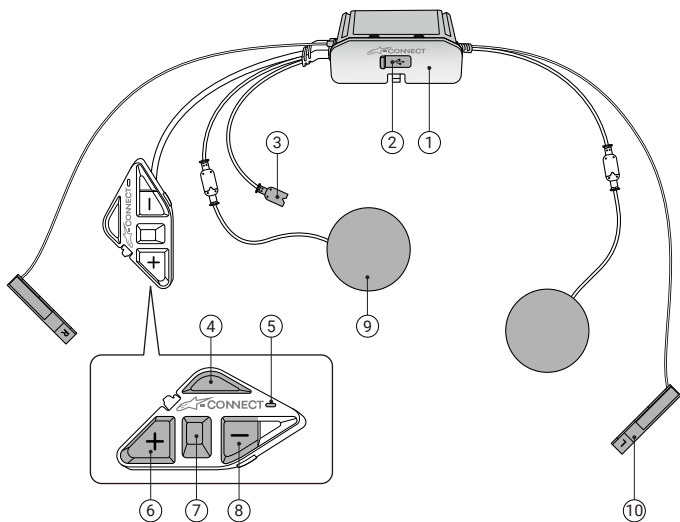
# 01 ABOUT THE A-CONNECT

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## Key Features

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- Mesh Intercom 3.0 with improved sound quality, a more robust connection, and extended talk time
- Dual version Mesh: Mesh 2.0 for backward compatibility
- Wave Intercom compatible
- Dual-core CPU with parallel architecture to maximize performance for simultaneous connections to multiple devices and enhances audio multitasking capabilities
- AI-based noise cancellation
- Enhanced voice command
- Second-generation premium audio by Harman Kardon
- Auto On/Off
- Bluetooth version 5.3
- Over-the-Air (OTA) firmware update



① Battery module

③ Microphone connector

⑤ Status & charging LED

⑦ Center button

⑨ Speaker

② USB-C charging port

④ Mesh Intercom button

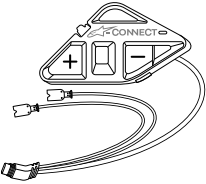
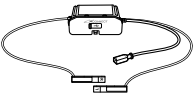
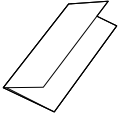

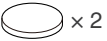





⑥ (+) button

⑧ (-) button

⑩ Antenna

- Always keep the USB rubber cap closed to prevent debris from entering the port.

## Package Contents






 <p>A-CONNECT</p>	 <p>Battery module</p>	 <p>Helmet installation manual</p>
 <p>Speaker pads (thick)</p>	 <p>Speaker pads (thin)</p>	 <p>Velcro for speakers</p>
 <p>Wired microphone</p>	 <p>Velcro for wired microphone</p>	 <p>Velcro for cable management</p>
 <p>USB-C charging cable</p>		

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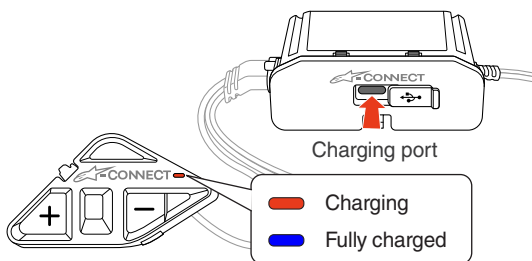
## 02 INSTALLATION

Refer to the Helmet Installation Manual included in the package.

## 03 BASIC OPERATION

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

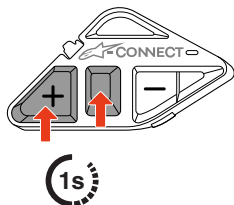
## Charging



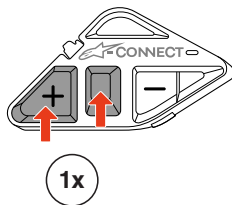
It takes 2 hours to fully charge.

- 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

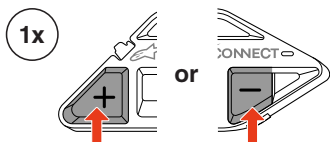


## Power Off



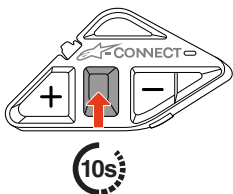
- The A-CONNECT enters deep sleep mode if it remains motionless for 2 minutes.
- If any motion is detected within 3 days, the A-CONNECT wakes up. Otherwise, it powers off completely after 3 days.

## Volume



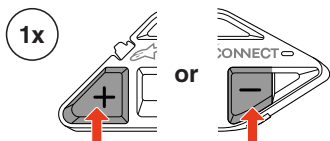
## Configuration

### Enter Configuration

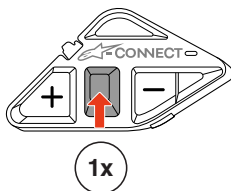


Speaker icon "Configuration menu"

### Navigate



### Confirm

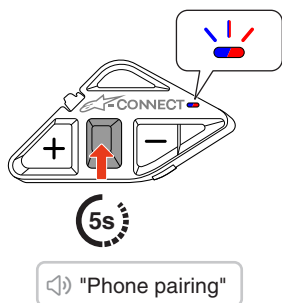


## 04 PAIRING WITH BLUETOOTH DEVICES

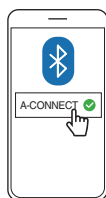
When using the A-CONNECT with other Bluetooth devices for the first time, they need to be paired. The A-CONNECT can pair with multiple devices, including two mobile phones and one GPS. However, it supports only one additional device, alongside a mobile phone, for simultaneous connection.

### Phone Pairing

1.



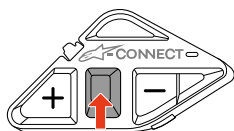
2.



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

## Second Mobile Phone Pairing

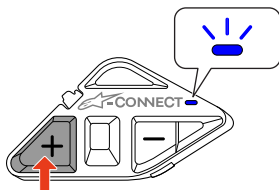
1.



10s

"Configuration menu"

2.



2x

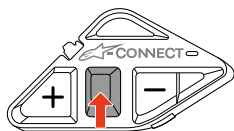
"Second mobile phone pairing"

3.



## GPS Pairing

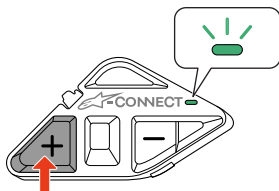
1.



10s

"Configuration menu"

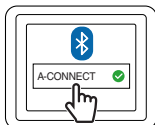
2.



3x

"GPS pairing"

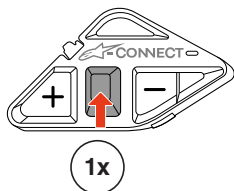
3.



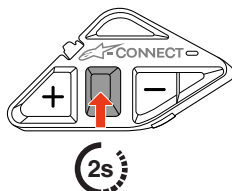
## 05 USING WITH A SMARTPHONE

### Making and Answering Calls

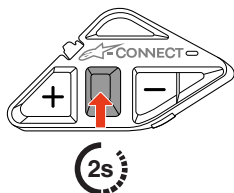
#### Answer a Call



#### End a Call



#### Reject a Call

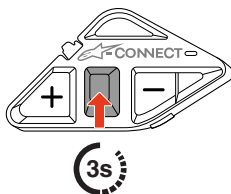


### Siri or Google Assistant

Say "Hey Siri", "Hey Google," or tap the center button to activate Siri or Google Assistant.

 "Hey Google" or "Hey Siri"

or



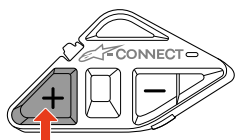
## Speed Dial

### Assign Speed Dial Presets

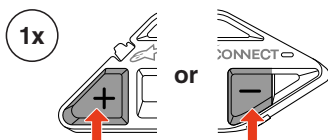
Speed dial presets can be assigned using the Sena Motorcycles app.

### Use Speed Dial Presets

1. Enter the speed dial menu.
2. Navigate forward or backward through speed dial preset.

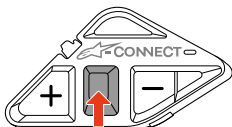


"Speed dial"



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

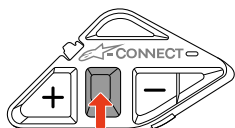
3. Tap the center button to confirm.



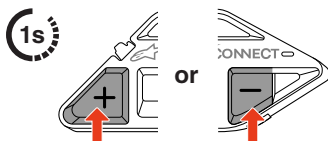
"Speed dial(#)"

## Music

### Play/Pause Music



### Track Forward/Backward

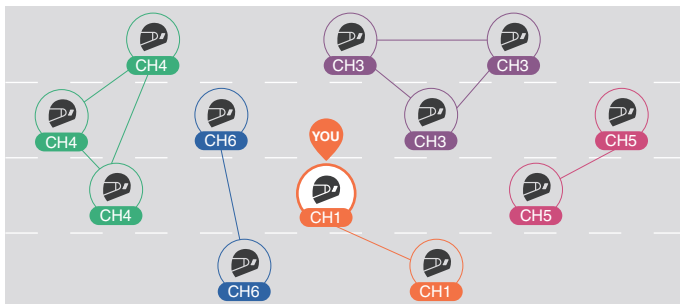


## 06 MESH INTERCOM

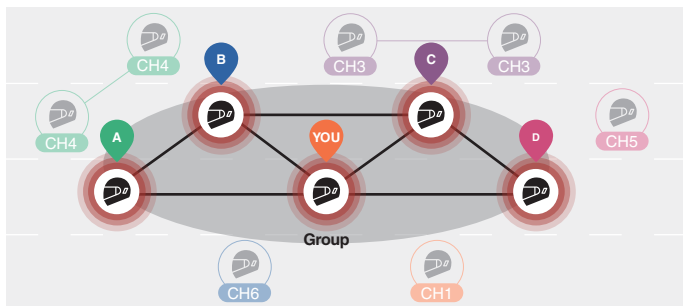
The A-CONNECT provides two Mesh Intercom modes:

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

### Open Mesh



### Group Mesh



## Mesh Version Switch

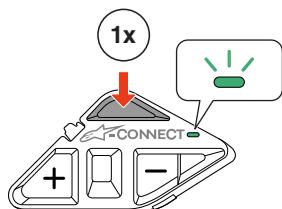
### Switch to Mesh 2.0 for Backward Compatibility


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 Sena Motorcycles app.

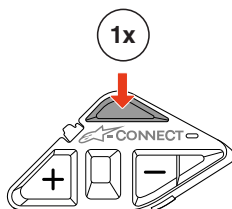
## Open Mesh

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



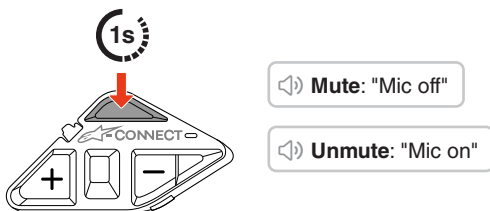
 **On:** "Mesh intercom on, Open Mesh, channel 1"



 **Off:** "Mesh intercom off"

## Mute/Unmute Mic

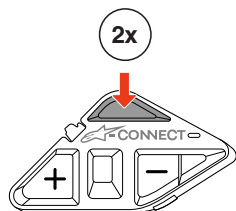
Press the Mesh Intercom button for 1 second to mute/unmute the microphone during Mesh Intercom communication.



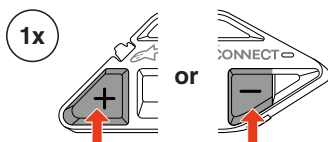
## Channel Selection

1. Enter the channel setting.

2. Navigate between channels.

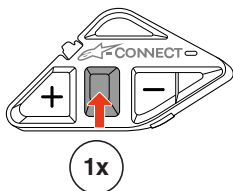


"Channel setting, 1"



"#"

3. Confirm and save the channel.



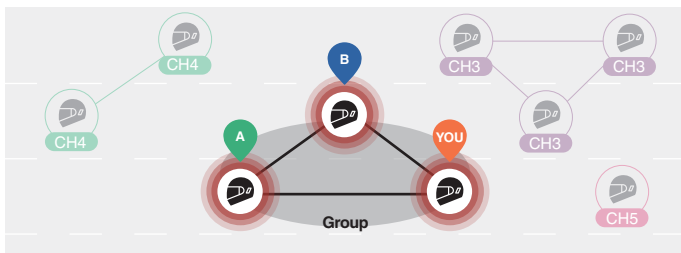
"Channel is set, channel #"

- 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 A-CONNECT is turned off.

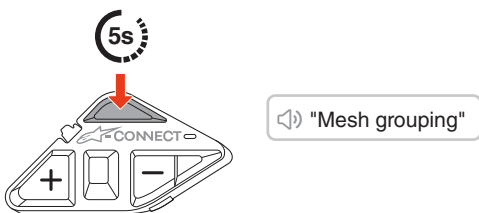
## Group Mesh

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

### Create a Group Mesh



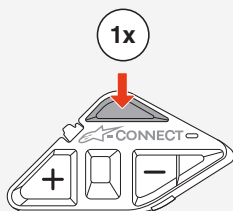
1. Users (You, A, and B) enter the mesh grouping by pressing the Mesh Intercom button for 5 seconds while staying in the open mesh. They don't need to be on the same open mesh channel to create a group mesh together.



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

🔊 "Group Mesh"

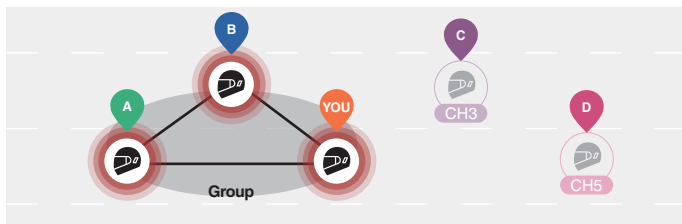
- If you want to cancel mesh grouping, tap the Mesh Intercom button.



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

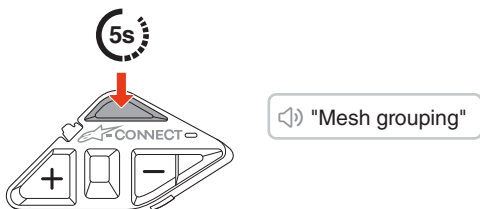
## Join an Existing Group Mesh

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.



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

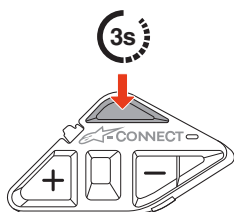
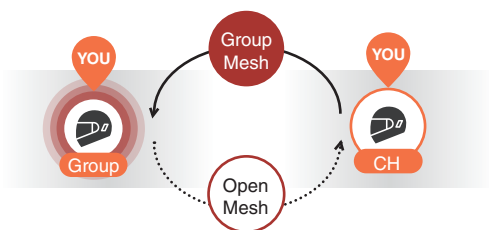
🔊 "Group Mesh"

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"

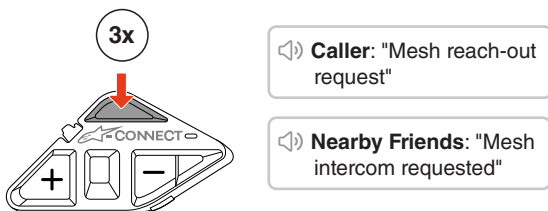
- If you have never participated in group mesh, you cannot toggle between open mesh and group mesh. You will hear a voice prompt saying, "No group available."

## 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 Sena Motorcycles app.
2. You can send a Mesh Reach-Out request using the Mesh Intercom button or the Sena Motorcycles app.

### Caller



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 A-CONNECT resets the mesh while in open mesh or group mesh, it will automatically return to open mesh, channel 1.



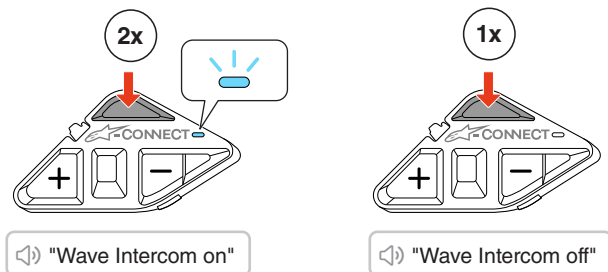
## 07 WAVE INTERCOM

Wave Intercom enables open communication using cellular data. For detailed information, please refer to the Wave Intercom User Guide on [sena.com](http://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 app before starting Wave Intercom.

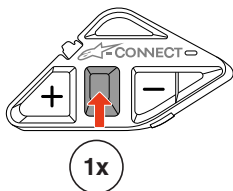


When you start Wave Intercom, you will automatically connect with users in the Wave Zone. The Wave Zone covers a 1-mile radius in North America and a 1.6-km radius in Europe.

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

## 08 BLUETOOTH INTERCOM

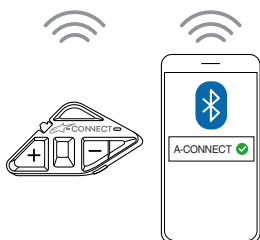
### Bluetooth Intercom Pairing

To have a Bluetooth intercom conversation, you need to pair with the other Sena headset users. The other user's headset will be added to the intercom pairing list of your A-CONNECT, and vice versa.

You can add up to 3 headsets to the Bluetooth intercom pairing list, regardless of the headset model.

#### Using QR codes

1. Pair the mobile phone with the A-CONNECT.
2. Each user opens the Sena Motorcycles app and taps "QR Pairing."



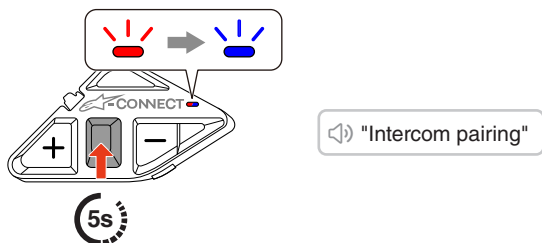
3. Scan the QR code displayed on the other user's screen.
4. Tap Save, and go to the "Bluetooth Intercom" menu to check the pairing list.
5. Tap the device name you want to pair with.
6. Repeat the process to add more headsets.

- QR Pairing is compatible with models featuring Bluetooth version 3.0 or later. For more information, visit [sena.com](https://www.sena.com).

## Using Buttons

QR pairing is highly recommended, but you can also pair with the other headsets using the center button.

1. Press and hold the center button for 5 seconds on both devices to enter intercom pairing mode together.

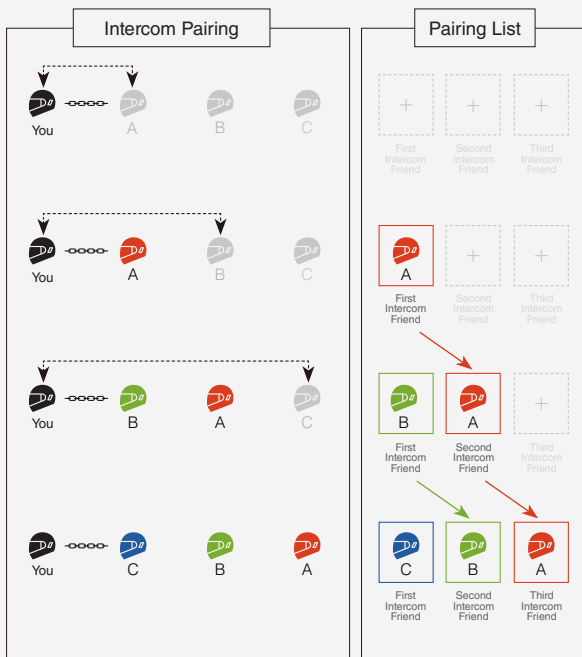


2. Wait until the pairing is complete. Once paired, a Bluetooth intercom connection is established.
3. To pair with another headset, please repeat the process above.

- It can take some time depending on the surrounding wireless signals, such as Wi-Fi.
- To cancel the intercom pairing, press the center button on the A-CONNECT.

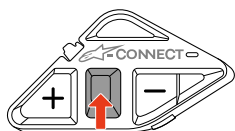
## Bluetooth Intercom Pairing List

- Paired headsets are added to the Bluetooth intercom pairing list of your A-CONNECT. Tap "QR pairing" on the Sena Motorcycles app to check the list.
- The intercom pairing list operates on a last-come, first-served basis. If your A-CONNECT is paired with multiple headsets for intercom conversations, the last paired headset is set as the first intercom friend.



## Two-Way Intercom

### Start/End Conversation with the Intercom Friend



1x



You



C

First  
Intercom  
Friend



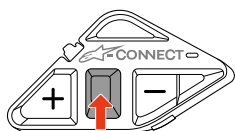
B

Second  
Intercom  
Friend



A

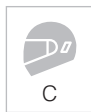
Third  
Intercom  
Friend



2x



You



C

First  
Intercom  
Friend



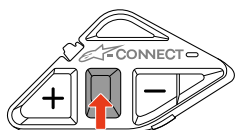
B

Second  
Intercom  
Friend



A

Third  
Intercom  
Friend



3x



You



C

First  
Intercom  
Friend



B

Second  
Intercom  
Friend



A

Third  
Intercom  
Friend

### HD Intercom

Two-way Bluetooth intercom always operates in HD mode to enhance the intercom audio quality. The HD mode will be temporarily disabled when you enter a multi-way intercom.

## Multi-Way Intercom

Multi-way intercom enables group conversations with up to three other intercom friends simultaneously.

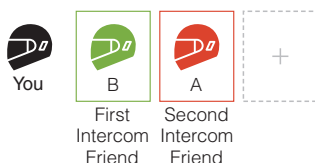
It works by linking multiple two-way intercom connections and sharing audio. For example, a three-way intercom connects two pairs of two-way intercoms, while a four-way intercom connects three.

Unlike previous Sena models, the A-CONNECT maintains a phone connection during multi-way intercom.

### Start a Three-Way Intercom

One participant has to establish two independent two-way intercoms simultaneously.

1. Pair your headset with two other intercom friends to add them to your Bluetooth intercom pairing list.



2. Tap the center button once and start a conversation with B.



3. While maintaining the conversation with B, double-tap the center button to start another intercom conversation with A. Alternatively, A can start an intercom connection by calling you.



4. Now you, A and B can have a group conversation in a three-way intercom.



## Start a Four-Way Intercom

Each participant can establish up to two independent two-way intercom connections. Since you're already connected with A and B, either A or B must create a two-way intercom with C to link all connections together.



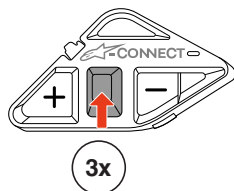
Now you, A, B, and C can have a group conversation in a four-way intercom.



## End Multi-Way Intercom

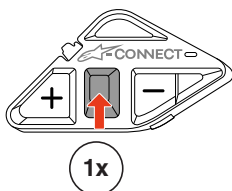
You can completely terminate the multi-way intercom or disconnect one of the intercom connections.

### Terminate All Intercom Connections

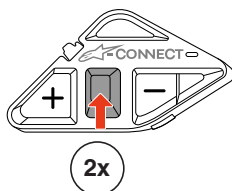


### Disconnect One of the Intercom Connections

[ Disconnect B,  
First Intercom Friend ]



[ Disconnect A,  
Second Intercom Friend ]

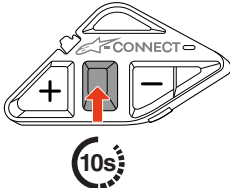



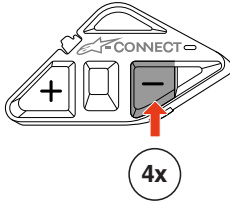
- In a four-way intercom, disconnecting the second intercom friend, A, will also disconnect you from the third participant, C. This is because C is connected to you through A.


## 09 UNIVERSAL INTERCOM

Universal intercom allows you to have intercom conversations with headsets from other brands as long as they support Bluetooth Hands-Free Profile (HFP).

### Universal Intercom Pairing

- 

1.  "Configuration menu"
- 

2.  "Universal intercom pairing"

- Put a non-Sena headset in phone pairing mode and wait until the A-CONNECT automatically pairs with it.



Once paired, the universal intercom conversation is automatically established.

## Start/End Universal Intercom Conversation

Once paired, a non-Sena headset can join both two-way and multi-way intercom conversations. Unlike Sena headsets, only one non-Sena headset can be connected to the A-CONNECT in a multi-way intercom.

Below are examples of the four-way Bluetooth intercoms with universal intercom included.

### Case 1. Three Sena headsets and one non-Sena headset.



### Case 2. Two Sena headsets and two non-Sena headsets.



- Not all non-Sena headsets support multi-way intercom. Refer to their user guides for compatibility.

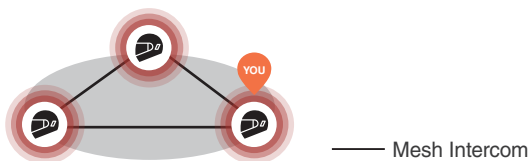
## 10 INTERCOM GATEWAY

The A-CONNECT serves as a gateway to bridge Mesh Intercom with other intercom types, such as Bluetooth intercom or universal intercom. It supports two simultaneous connections: Mesh Intercom plus either Bluetooth intercom or universal intercom.

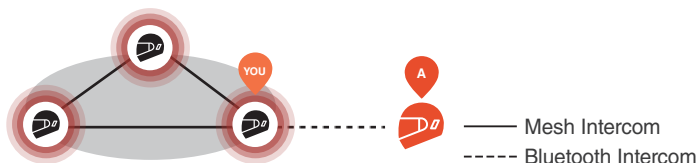
While in open or group Mesh Intercom, you can easily initiate a bridge to either Bluetooth intercom or universal intercom.

### Mesh Intercom with Bluetooth Intercom

1. Tap the Mesh Intercom button to turn on the Mesh Intercom. You can stay either in open mesh or group mesh.

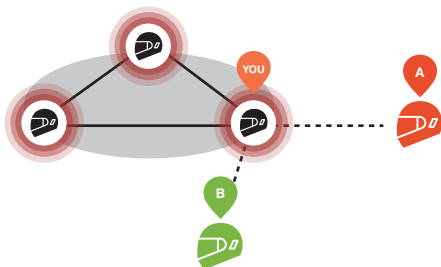


2. Start a Bluetooth intercom with your friend for a two-way intercom.

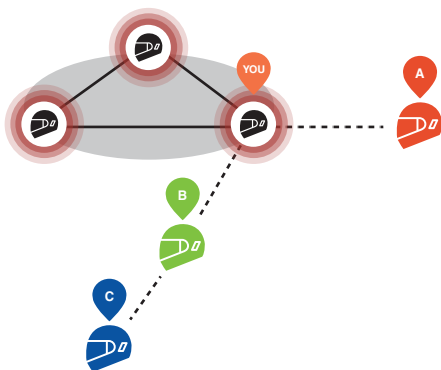


3. Add more Bluetooth intercom connections for a multi-way intercom.

### Mesh Intercom and Three-Way Intercom



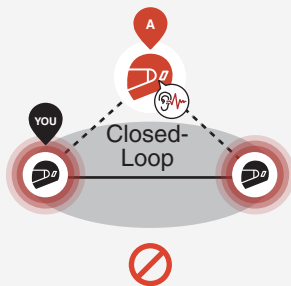
### Mesh Intercom and Four-Way Intercom



- The audio quality will be reduced in multi-way intercom while staying in Mesh Intercom.

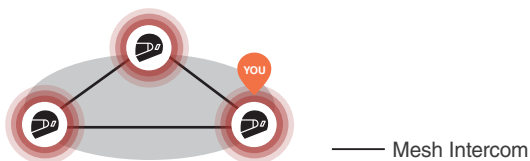
## A Closed-Loop Warning

- When the A-CONNECT serves as a gateway, connecting two Mesh Intercom participants with one Bluetooth intercom participant will cause excessive noise for all participants.
- Please be aware not to create such a connection under any circumstances.

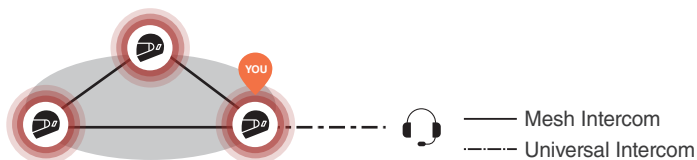


## Mesh Intercom with Universal Intercom

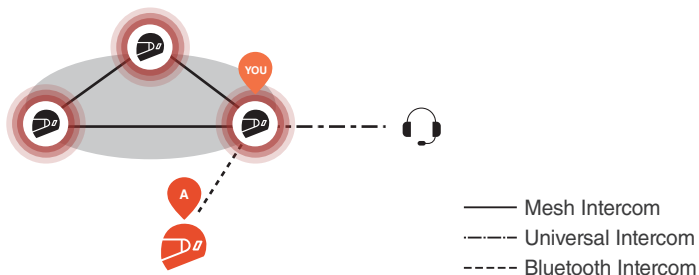
1. Tap the Mesh Intercom button to turn on the Mesh Intercom. You can stay either in open mesh or group mesh.



2. Start a universal intercom with a non-Sena headset.



3. Start a Bluetooth intercom with your friend A. You can establish a multi-way intercom by adding more intercom connections.



Mesh Intercom and Three-Way Universal Intercom

- The audio quality will be reduced in multi-way intercom while staying in Mesh Intercom.

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## 11 AUDIO MULTITASKING

Audio multitasking on the A-CONNECT allows you to listen to music, GPS turn-by-turn instructions, and FM radio while having a Mesh Intercom or Bluetooth intercom.

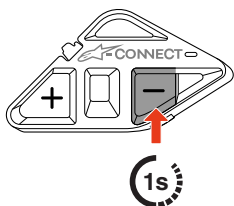
For more details, go to Device Settings on the Sena Motorcycles app to configure the settings.

### **Background Volume**

Background audio, such as music playback, will automatically lower in volume during an active intercom conversation. You can adjust the volume reduction percentage in the app under 'Background Volume'.

## 12 FM RADIO

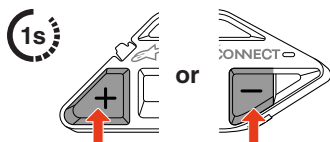
### FM Radio On/Off



**On:** "FM Radio On"

**Off:** "FM Radio Off"

### Seek Stations

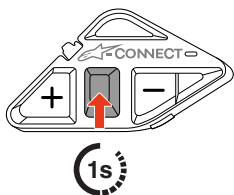


### Save to Preset

You can use the Sena Motorcycles app to save the station to your preset stations.

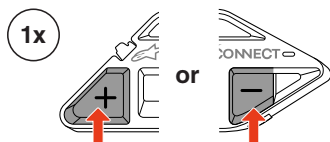
### Select Station from Preset

1. Enter the station selection mode.



"Station Selection Mode"

2. Navigate forward or backward through preset stations.



"Preset (#)"

- If you do not press any button for approximately 10 seconds, or if you press and hold the center button for 1 second while in the station selection mode, the headset will exit the station selection mode.

## 13 VOICE COMMAND

The A-CONNECT offers multi-language voice commands in eight different languages, which can be easily set through the Sena Motorcycles app. A complete list of available voice commands is also provided in the Sena Motorcycles app.

To activate voice commands, simply say, "Hey Sena."

 "Hey Sena"

### **Voice Command List**

- "Answer"
- "Ignore"
- "Hey Sena, Check Battery"
- "Hey Sena, Volume Up"
- "Hey Sena, Volume Down"
- "Hey Sena, Phone Pairing"
- "Hey Sena, Redial Number"
- "Hey Sena, End Call"
- "Hey Sena, Play Music"
- "Hey Sena, Stop Music"
- "Hey Sena, Previous Track"
- "Hey Sena, Next Track"
- "Hey Sena, FM Radio On"
- "Hey Sena, FM Radio Off"
- "Hey Sena, End Intercom"
- "Hey Sena, Intercom One"
- "Hey Sena, Intercom Two"
- "Hey Sena, Intercom Three"
- "Hey Sena, Mesh Intercom On"
- "Hey Sena, Mesh Intercom Off"
- "Hey Sena, Wave Intercom On"
- "Hey Sena, Wave Intercom Off"

## 14 FIRMWARE UPDATE

### Over-the-Air (OTA) Update

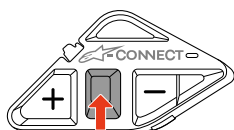
You can update the firmware via Over-the-Air (OTA) directly from the settings in the Sena Motorcycles app.

## 15 TROUBLESHOOTING

### Factory Reset

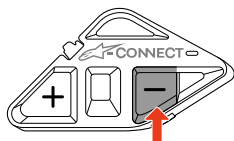
To restore the A-CONNECT to its factory default settings, simply use the factory reset feature.


1.



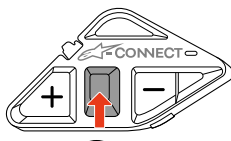
 "Configuration menu"


2.



 "Factory reset"

3.



 "Headset reset, good-bye"

## Fault Reset

If the A-CONNECT 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 10 seconds.

All settings will remain unchanged.

