

# SENA



## BOK

MOTORCYCLE BLUETOOTH®  
COMMUNICATION SYSTEM  
WITH MESH INTERCOM™

**HD** SPEAKERS

3.2.0

# RIDE CONNECTED

The 30K features Sena's Mesh Intercom technology allowing your group to seamlessly communicate, even if a rider falls out of range. With more connections and Mesh Intercom™ technology, the 30K is the next generation of communication.



Mesh Intercom™  
up to 2 km  
(1.2 mi)\*



Bluetooth® 5.0



Audio  
Multitasking™



Multi-Way  
Intercom



Intercom up to  
2 km (1.2 mi)\*



HD Speakers



Advanced Noise  
Control™



Group  
Intercom



Remote Control



Fast Charging

\* in open terrain

# GETTING STARTED

1. This product comes with a Quick Start Guide, which is a basic version of the User's Guide. **A FULL VERSION OF THE USER'S GUIDE CAN BE DOWNLOADED AT [SENA.COM](http://SENA.COM).**
2. Update this product for free with the latest firmware to fully enjoy the new advanced features built into this product. Visit [sena.com](http://sena.com) to see how to update your product.
3. Users can follow Sena on Facebook, YouTube, Twitter and Instagram to receive the most up to date information on products, helpful tips and all other announcements regarding Sena products.

**SENA**



Sena Technologies Co., Ltd.  
Customer Support: [sena.com](http://sena.com)

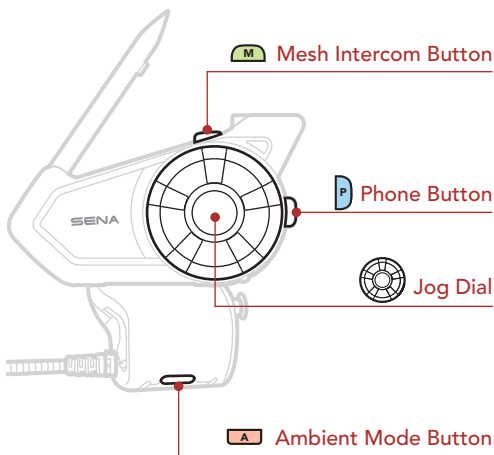
# GETTING STARTED

## How to Use This Guide

The legend and callouts are here to help you read the illustrations. New technology can be confusing, but we've created a simple way to perform actions using illustrations.



## Buttons



# GETTING STARTED

## Icon Legend



**Tap** button/Jog Dial the specified number of times



**Press and Hold** button/Jog Dial for the specified amount of time



**Rotate** Jog Dial clockwise (right) or counterclockwise (left).



**Rotate while Pressing** Jog Dial clockwise (right) or counterclockwise (left).



"Hello"

**Audible prompt** from the Bluetooth Module

# QUICK START GUIDE

## Product Details

Mesh Intercom Antenna

Mesh Intercom Button

Status LED

Bluetooth  
Antenna

Phone Button

Jog Dial

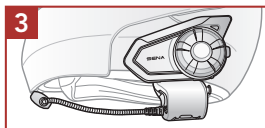
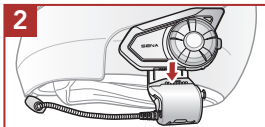
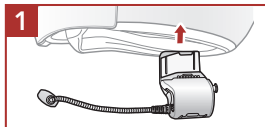
Ambient Mode Button

DC Power Charging &  
Firmware Upgrade Port



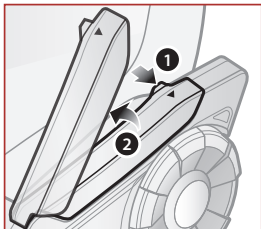
# QUICK START GUIDE

## Installation



## Mesh Intercom Antenna

Pull the Mesh Intercom Antenna outwards slightly to unfold it.



# QUICK START GUIDE

## Sena Motorcycles App

Download the **Sena Motorcycles App** at **Google Play Store** or **App Store**.



**Sena Motorcycles**

- Device configuration setting

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

### NOTICE

- This **Quick Start Guide (Version 3.0.0 or higher)** explains how to operate the 30K with **firmware version 4.0.0 or higher**.
- For operating the 30K with **a firmware version lower than 4.0.0**, refer to the **30K Quick Start Guide** that is available when you connect the 30K to the **Sena Motorcycles App**.



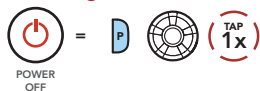
# QUICK START GUIDE

## Basic Operations

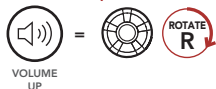
### Powering On



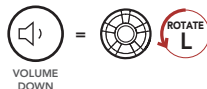
### Powering Off



### Volume Up



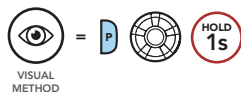
### Volume Down



## Checking the Battery Level

Instruction is for when powering the headset on.

### Visual Method

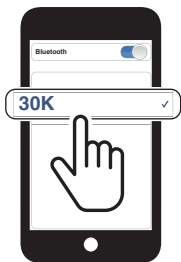


# QUICK START GUIDE

## Phone Pairing

-  =   →  Blinking   "Phone pairing"

- Select **30K** in the list of Bluetooth devices detected.

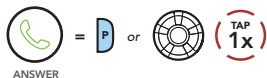


- The headset will enter the **Phone Pairing mode** automatically when you **initially turn on** the headset.
- For more information on phone pairing, refer to the User's Guide.

# QUICK START GUIDE

## Mobile Phone

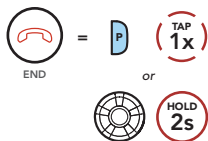
### Answer a Call



### Reject a call



### End a Call



### Call a Voice Assistant



## Music Controls

### Play/Pause



"[Beep, Beep]"

### Track forward



### Track backward

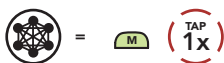


# QUICK START GUIDE

## Mesh Intercom™

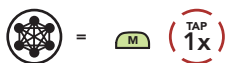
When **Mesh Intercom** is enabled, the **30K** will automatically connect to nearby **30K** users and allow them to talk to each other.

### Mesh Intercom On



"Mesh intercom on"

### Mesh Intercom Off



"Mesh intercom off"

**Note:** **Open Mesh** and **Group Mesh** cannot communicate with the previous modes **Public Mode** and **Private Mode**. In case of no communication, the headset should be upgraded to the latest firmware.

# QUICK START GUIDE

## Open Mesh™

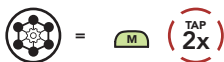
When **Mesh Intercom** is enabled, the headset will be in **Open Mesh (default: channel 1)** initially. Users can freely communicate with each other in the same **Open Mesh** channel.

## Channel Setting (Default: channel 1)

If the **Open Mesh** communication experiences interference because other groups are also using **channel 1 (default)**, change the channel. You can select from channels 1 to 9.

# QUICK START GUIDE

## Enter into the Channel Setting

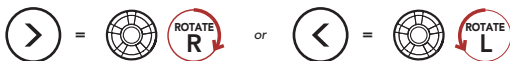


"Channel setting, 1"



## Navigate between Channels

(1 → 2 → ... → 8 → 9 → Exit → 1 → ...)



"#"



## Save the Channel



"Channel is set, channel #"

**Note:** To exit the **Channel Setting**, rotate the **Jog Dial** clockwise or counterclockwise until you hear a voice prompt, **"Exit"**, and tap the **Jog Dial**.

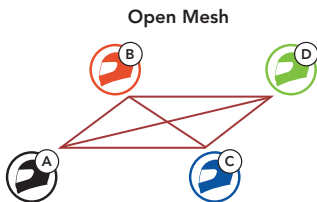
# QUICK START GUIDE

## Group Mesh™

**Group Mesh** is a closed group intercom function that allows users to join, leave, or rejoin a group intercom conversation without pairing each headset. Up to 24 users can all be connected in each private group.

## Creating a Group Mesh

Creating a **Group Mesh** requires **two or more Open Mesh users**.



1. Enter into **Mesh Grouping** to create a **Group Mesh**.



YOU

and =



FRIEND



"Mesh grouping"

# QUICK START GUIDE

- The headsets complete **Mesh Grouping** and automatically switch from **Open Mesh** to **Group Mesh**.

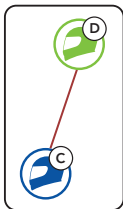


"Group Mesh"

Open Mesh



Group Mesh



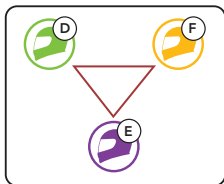
## Joining an Existing Group Mesh

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

New Members



Existing Group Mesh  
and Current Members





# QUICK START GUIDE

1. **One of the current members** and a **new member** enter into **Mesh Grouping** to join the **Existing Group Mesh**.



YOU  
(NEW  
MEMBER)

and

=



CURRENT  
MEMBER  
IN GROUP  
MESH

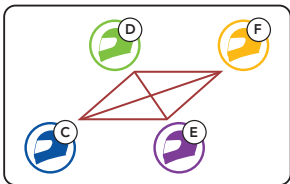


"Mesh grouping"

2. The headsets complete **Mesh Grouping**. The new members will hear a voice prompt as their headsets automatically switch from **Open Mesh** to **Group Mesh**.



"Group Mesh"

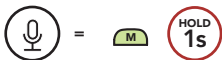


# QUICK START GUIDE

## Enable/Disable Mic (Default: Enable)

Users can enable/disable the microphone when communicating in a **Mesh Intercom**.

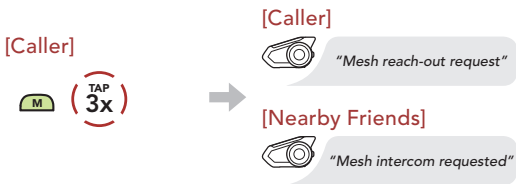
### Enable/Disable the Microphone



## Mesh Reach-Out Request

You (caller) can send a request message to turn on the Mesh Intercom to nearby friends who have it turned off.

1. If you want to send or receive a request message, you need to enable **Mesh Reach-Out** on the **Sena Motorcycles App**.
2. While your headset's Mesh Intercom is on, you (caller) send a request message using the **headset's Button** or the **Sena Motorcycles App**.

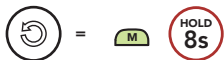


3. Friends who receive the request message need to manually turn on their Mesh Intercom using the **headset's Button** or the **Sena Motorcycles App**.

# QUICK START GUIDE

## 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)**.

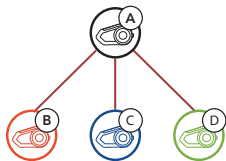


## Bluetooth Intercom

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

### Intercom Pairing




There are two ways to pair the headset.




### Using the Smart Intercom Pairing (SIP)

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

# QUICK START GUIDE

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

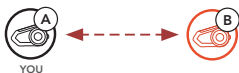


4. Tap **Save** and check that your friend (**B**) is paired with **you (A)** correctly.
5. Tap **Scan** () and repeat steps 3-4 to pair with **Intercom Friends (C)** and (**D**).

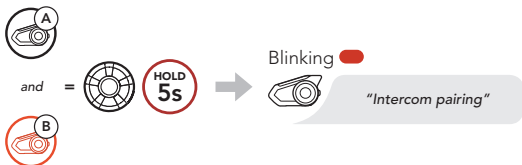
**Note:** The **Smart Intercom Pairing (SIP)** is not compatible with Sena products that use **Bluetooth 3.0** or **below**.

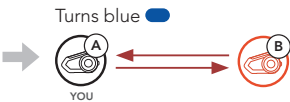
# QUICK START GUIDE

## Using the Button



1. The **users (You, B)** enter into **Intercom Pairing**.



2. The **users' headsets** will be automatically paired. 
3. Repeat the steps above to pair with **other headsets (C and D)**.

# QUICK START GUIDE

## Two-Way Intercom

### Last-Come, First-Served



### Start/End with Intercom Friend 1



### Start/End with Intercom Friend 2

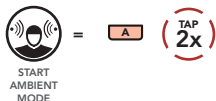


### Start/End with Intercom Friend 3



# QUICK START GUIDE

## Ambient Mode

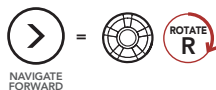


## Configuration Menu

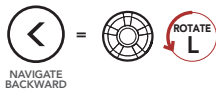
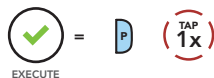
### Accessing the Configuration Menu



### Navigating Between Menu Options



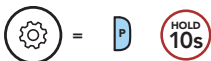
### Enable or Execute Menu Options



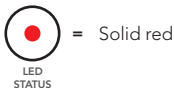
# QUICK START GUIDE

## Troubleshooting

### Factory Reset



"Factory reset"




























### Fault Reset


























**Note: Fault Reset** will not restore the Bluetooth module to factory default settings.



# QUICK REFERENCE

TYPE	OPERATION	BUTTON COMMANDS
 Basic Operations	Power on/ Power off	     
	Volume up/ Volume down	  or 
	Ambient Mode	 
 Mobile Phone	Answer phone call	 
	End phone call	 
	Reject phone call	 
	Call transfer while on the phone	 
	Call a Voice Assistant	 
	Speed dial	 

# QUICK REFERENCE

TYPE	OPERATION	BUTTON COMMANDS
 Music	Play/Pause music	 
	Track forward	 
	Track backward	 
 Mesh Intercom™	Mesh intercom on/off	 
	Channel setting	 
	Mesh Grouping	 
	Enable/Disable Mic	 
	Mesh Reach-Out Request	 
	Reset Mesh	 
 Intercom	Intercom pairing	 
	Start/End intercom	