Congratulations on your purchase!

In order to enjoy your intercom as much as possible, certain necessary configurations must be carried out. We recommend that you check whether updates are available for your device before using the device for the first time. Below you will find the steps to follow.

Go to the site https://www.sena.com/support/device-manager/ and follow the steps listed there. Start the update program, select the language of your choice via the flags (top right corner) and follow the instructions step by step as indicated by the program.

A short manual is included with the intercom at the time of purchase. It describes the basic operations of your intercom. A full manual can be found on the Sena website: https://www.sena.com/support/. After selecting your intercom model, at the bottom of the page, you can download the manual.

We also recommend that you install the Sena app on your smartphone. This allows you to easily adjust the settings of your new intercom. Which app you need to install can be found on Sena's website: https://www.sena.com/support/apps/. Please note: there is no app available for the Sena SMH-5 and 3S.

General info:

It is important that, after purchase, the battery(ies) of the module(s) are fully charged before being used.

To recharge the battery of your module, it is best to use a charger marked 5V/1A at the output. This is the same type of charger that is used for smartphones. If you are recharging via your PC, please note that, after 30 minutes, your PC will go into sleep mode and that the module will not be charged further.

From time to time new software updates are released. We therefore recommend that you regularly check the brand's website for new updates for your device. Even if you do not experience any problems with your device, software updates are very useful to prevent any problems in the future. That way you can always get on the road without any worries!

Do you have a problem with your intercom? Does it no longer respond, is it no longer possible to navigate in the menu or do you regularly lose the connection?
First check whether an update is available for your module. If this does not help, do a reset via the configuration program.
If the problem persists, return the complete kit to the RAD shop of your choice and we will review it with you. If necessary, we will send the kit to the manufacturer for further examination and/or repair.

We hope you enjoy your device!