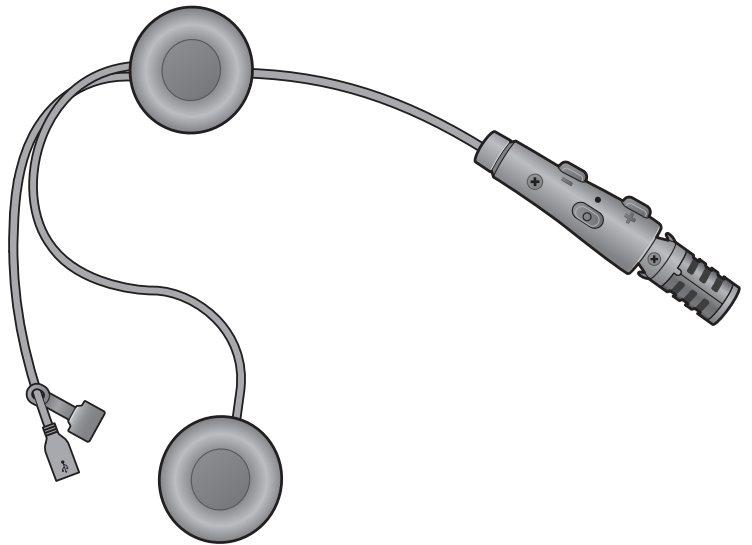


**SENA**



# ACS-RAM

MOTORCYCLE BLUETOOTH®  
COMMUNICATION SYSTEM

**HD** SPEAKERS

USER'S GUIDE

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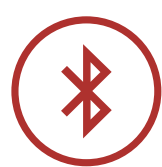
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# 1. ABOUT THE ACS-RAM

## 1.1 Product Features



Bluetooth® 5.0



Two-Way Intercom



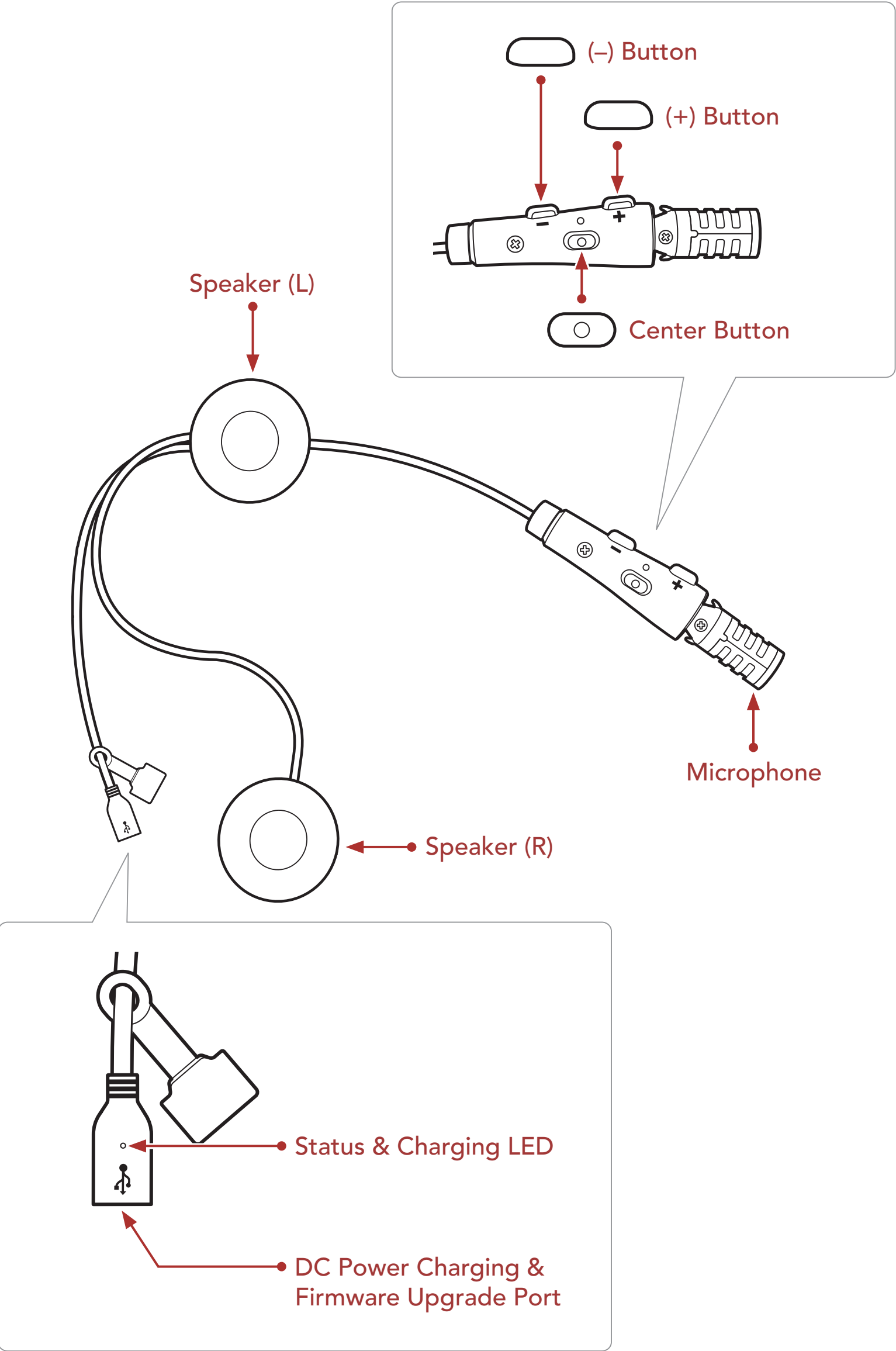
Intercom up to 0.5 km (0.3 mi)\*



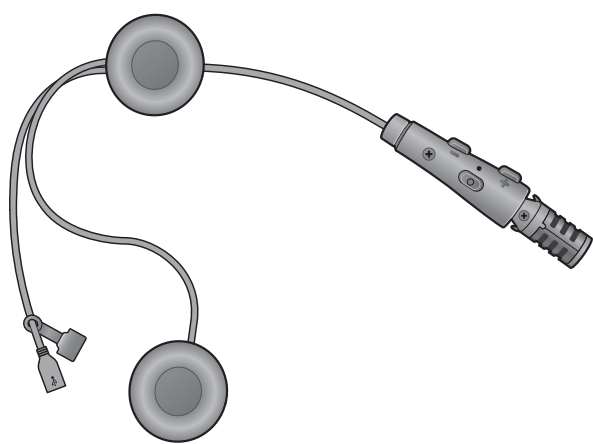
Advanced Noise Control™

\* in open terrain

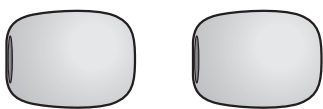
# 1.2 Product Details



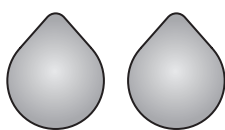
### 1.3 Package Contents



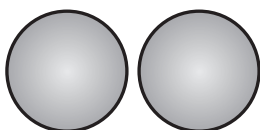
ACS-RAM



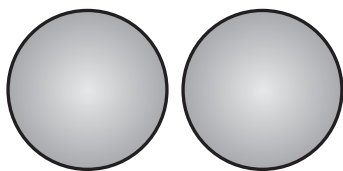
Microphone Sponges



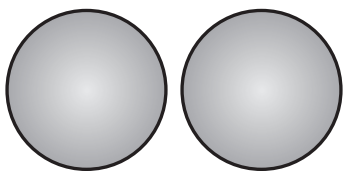
Female Hook and Loop Fasteners  
for Speakers



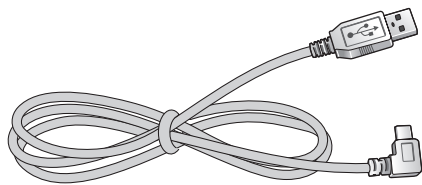
Male Hook and Loop Fasteners  
for Speakers



Thin Speaker Pads



Thick Speaker Pads



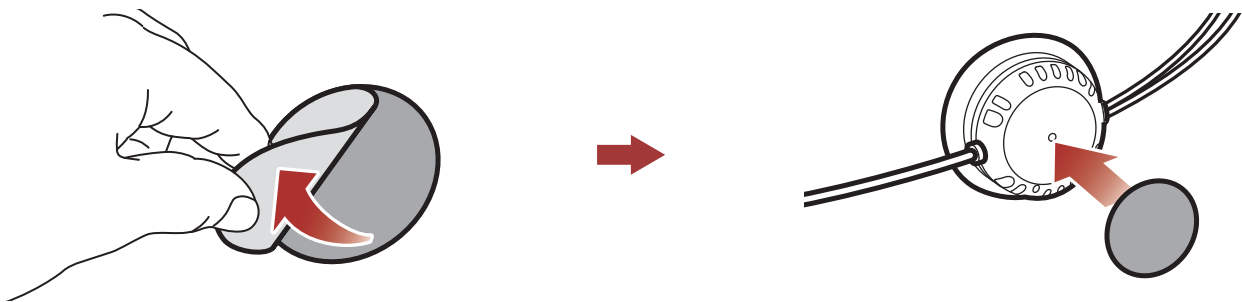
USB Power & Data Cable  
(USB-C)

## 2. INSTALLING THE HEADSET ON YOUR HELMET

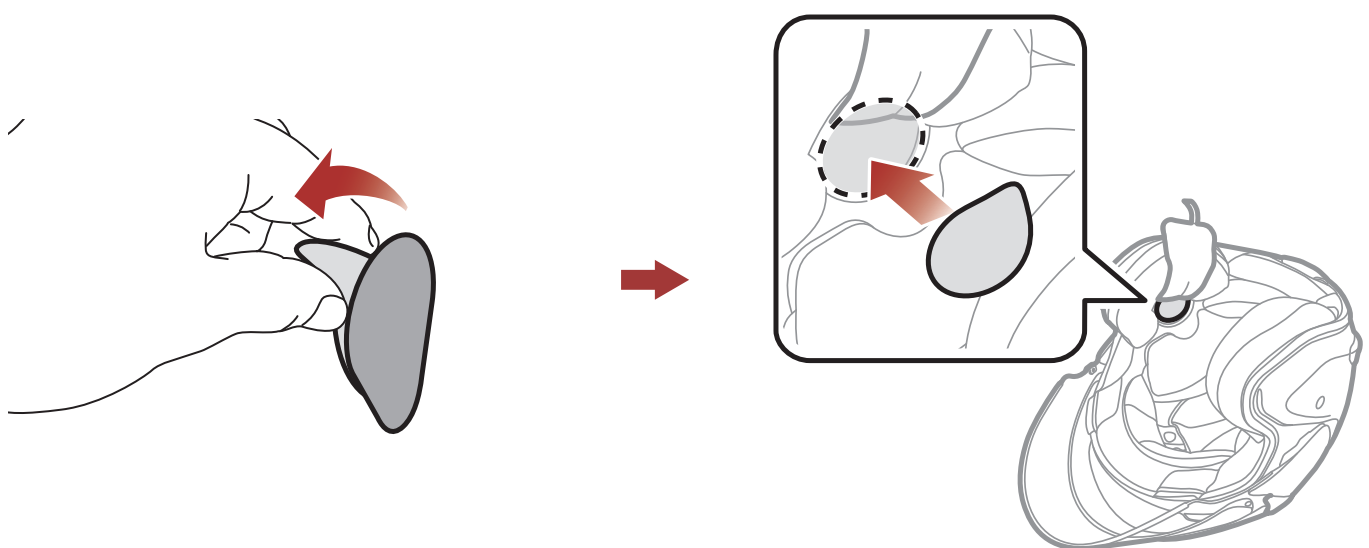
- The **ACS-RAM** fits best when installed on the **Arai SZ-R VAS** Helmet.

### 2.1 Installing the Headset

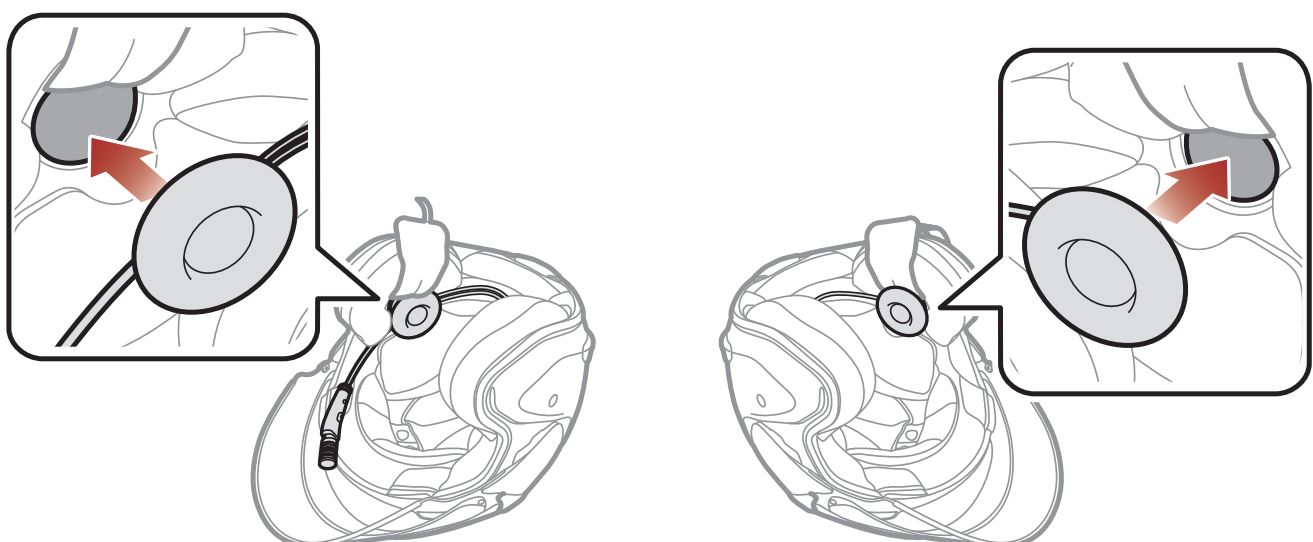
1. Peel off the cover of the male hook and loop fasteners for the **speakers** to expose the adhesive surface. Then, attach the fasteners to the back sides of speakers.



2. Peel off the cover of the female hook and loop fasteners for the **speakers** to expose the adhesive surface. Then, attach the fasteners to the ear pockets inside the helmet.



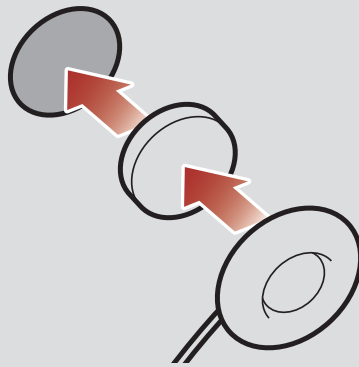
3. Attach the **speakers** to the hook and loop fasteners use for the speaker inside the helmet.



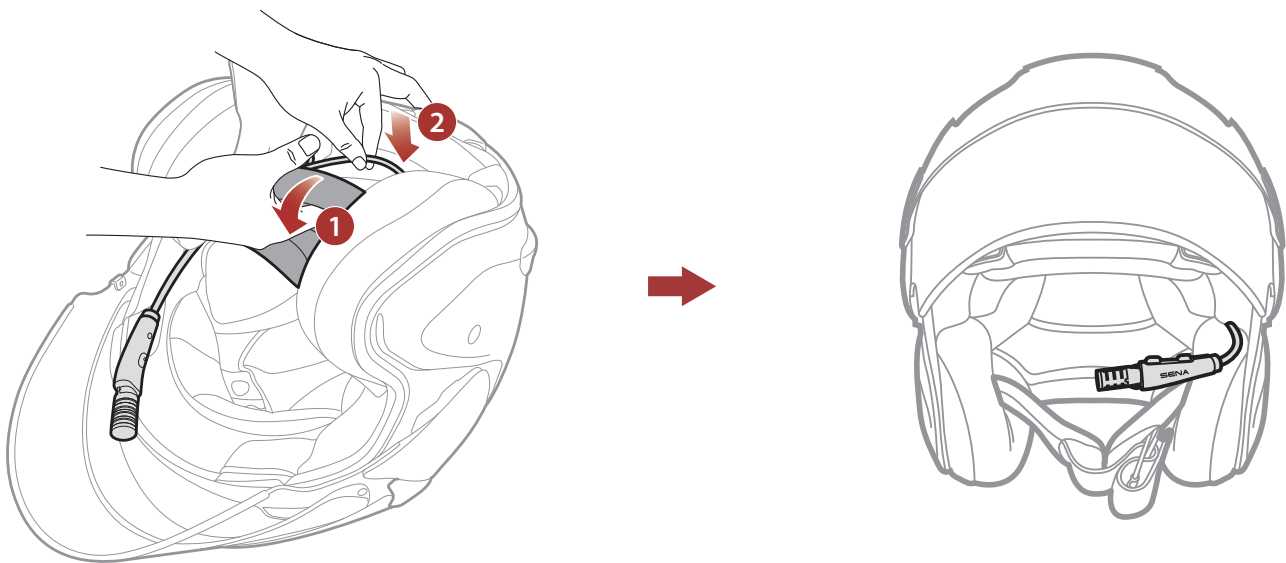


**Note:**

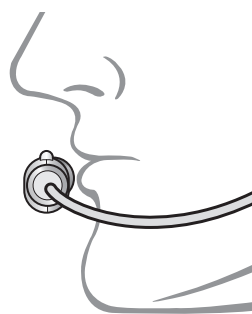
- In order to enjoy optimal audio quality, Sena recommends placing the speakers as close as possible to your ears, using the thickest pads.
- If you feel physically uncomfortable with the speakers when wearing the helmet, you can try thinner pads or remove the speaker pads.



4. Hide the wire under the helmet padding after the installation.



5. Locate the boom microphone as closely as possible to your mouth when wearing the helmet.



# 3. GETTING STARTED

## 3.1 Downloadable Sena Software

### 3.1.1 SENA MOTORCYCLES App

By simply pairing your phone with your headset, you can use the **SENA MOTORCYCLES App** for quicker, easier set up and management.



**SENA MOTORCYCLES**

- Device Configuration Setting

- Download the **SENA MOTORCYCLES App** on **Google Play Store** or **App Store**.

### 3.1.2 Sena Device Manager

The **Sena Device Manager** allows you to upgrade firmware and configure settings directly from your PC.

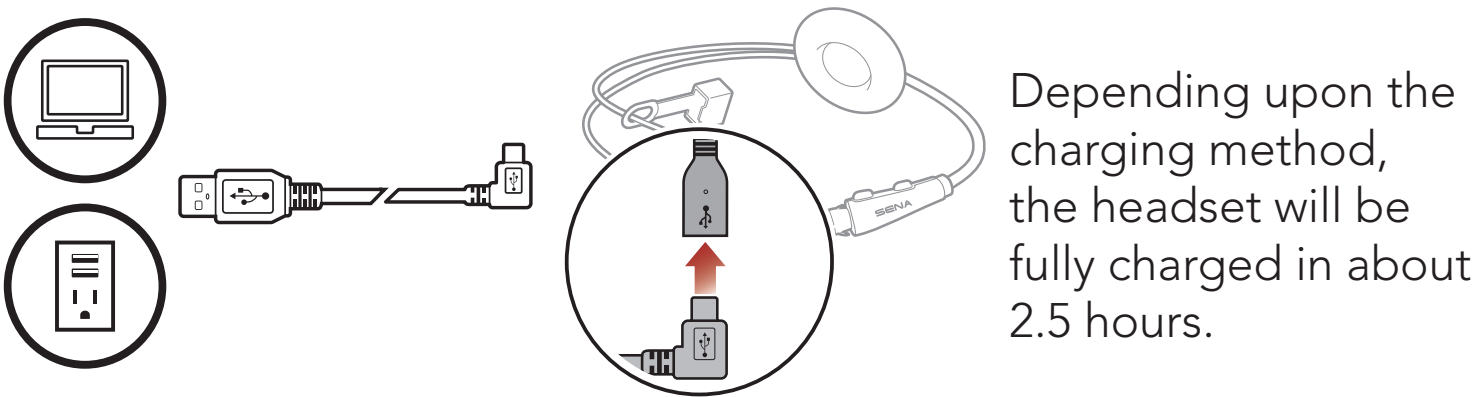


**Sena Device Manager**

- Download the **Sena Device Manager** at [sena.com](https://www.sena.com).

### 3.2 Charging

#### Charging the Headset



**Note:**

- Please make sure to take off your **headset**-installed helmet while charging. The headset automatically turns off during charging.
- Any 3rd party USB charger can be used with Sena products if the charger is approved by either the FCC, CE, IC, or other locally approved agencies.
- Use of a non-approved charger may cause fire, explosion, leakage, and other hazards which may also reduce the life time or performance of the battery.
- The **headset** is compatible with 5 V input USB-charged devices only.

### 3.3 Legend

TAP  
1x

Tap button the specified number of times

HOLD  
10s

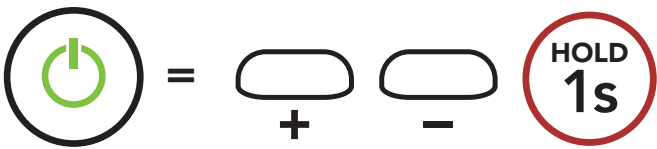
Press and Hold button for the specified amount of time

"Hello"

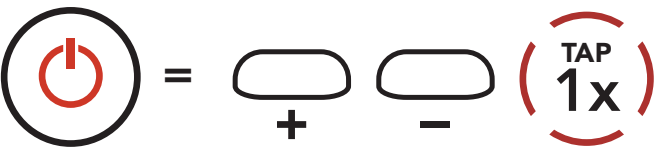
Audible prompt

### 3.4 Powering On and Off

#### Powering On



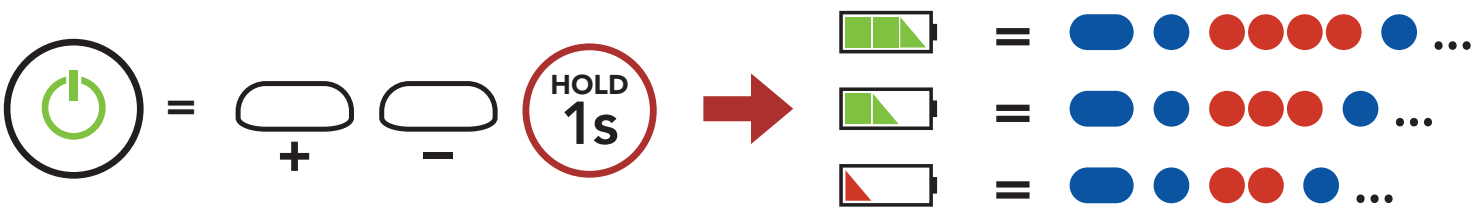
#### Powering Off



### 3.5 Checking the Battery Level

Instructions are for when powering the headset on.

#### Powering On

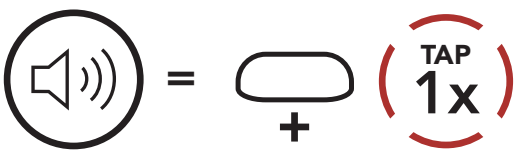


**Note:** When the battery is low while in use, you will hear a voice prompt saying “**Low battery.**”

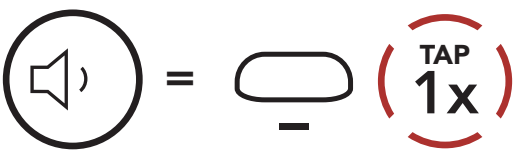
### 3.6 Volume Adjustment

You can raise or lower the volume by tapping the **(+) Button** or the **(-) Button**. Volume is set and maintained independently at different levels for each audio source (i.e., phone, intercom), even when the headset is rebooted.

#### Volume Up



#### Volume Down



# 4. PAIRING THE HEADSET WITH OTHER BLUETOOTH DEVICES

When using the headset with other Bluetooth devices for the first time, they will need to be “paired.” This enables them to recognize and communicate with one another whenever they are within range.

The headset can pair with multiple Bluetooth devices such as a mobile phone, GPS, MP3 player, or Sena SR10 Two-Way Radio Adapter via **Mobile Phone Pairing, Second Mobile Phone Pairing and GPS Pairing**. The headset can also be paired with up to three other Sena headsets.

## 4.1 Phone Pairing

There are three ways to pair the phone.

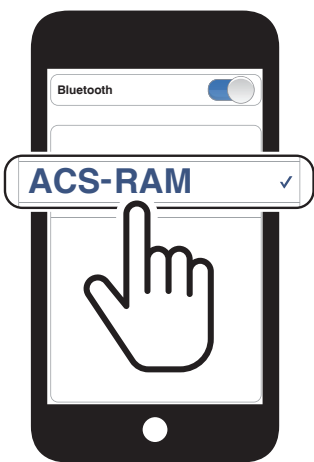
### 4.1.1 Initially Pairing the ACS-RAM

The headset will automatically enter the phone pairing mode when you initially turn on the headset or in the following situation:

- Rebooting after executing **Factory Reset**; or
  - Rebooting after executing **Delete All Pairings**.
1. Press and hold the **Center Button** and the **(+) Button** for **1 second**.



2. Select **ACS-RAM** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



**Note:**

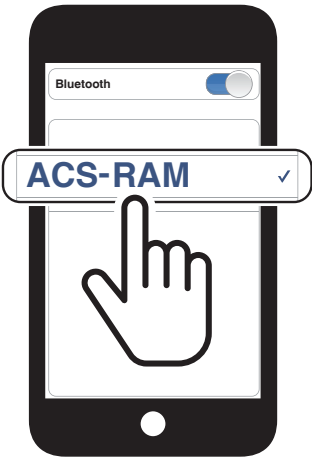
- The phone pairing mode lasts for **3 minutes**.
- To cancel phone pairing, tap the **Center Button**.

4.1.2 Pairing When the ACS-RAM is Turned Off

1. While the headset is off, press and hold the **(+) Button** and the **(-) Button** until the LED flashes red and blue alternately and you hear a voice prompt, **"Phone pairing."**

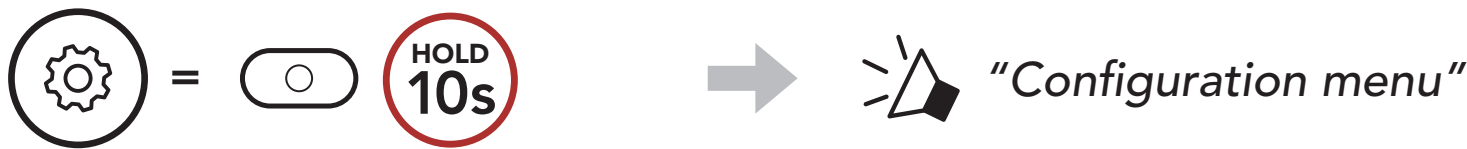


2. Select **ACS-RAM** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



4.1.3 Pairing When the ACS-RAM is Turned On

1. While the headset is on, press and hold the **Center Button** for **10 seconds**.



2. Tap the **(+) Button**.

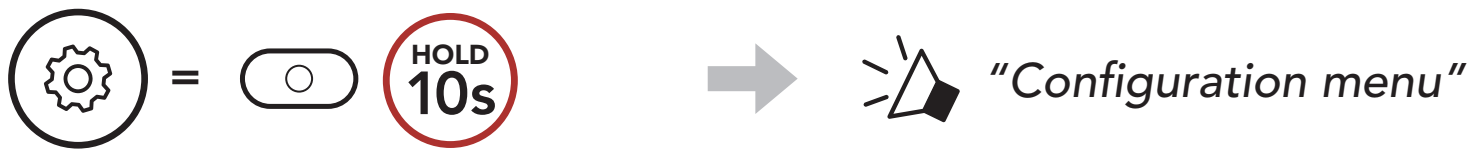


3. Select **ACS-RAM** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



## 4.2 Second Mobile Phone Pairing - Second Mobile Phone, GPS, and SR10

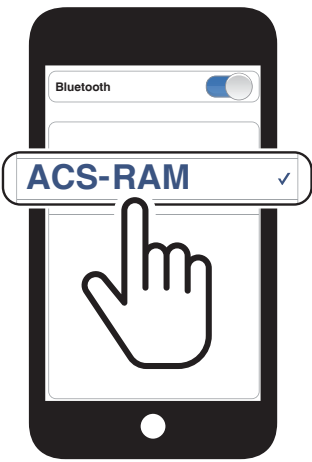
1. Press and hold the **Center Button** for **10 seconds**.



2. Double tap the **(+) Button**.



3. Select **ACS-RAM** in the list of Bluetooth devices detected. If your Bluetooth device asks for a PIN, enter 0000.



## 4.3 GPS Pairing

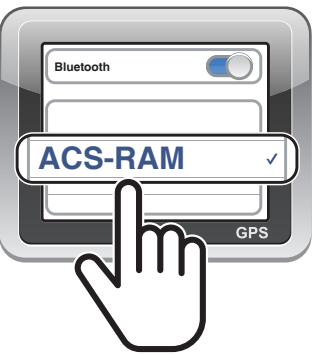
1. Press and hold the **Center Button** for **10 seconds**.



2. Tap the **(+) Button** three times.



3. Select **ACS-RAM** in the list of devices detected. If your Bluetooth device asks for a PIN, enter 0000.

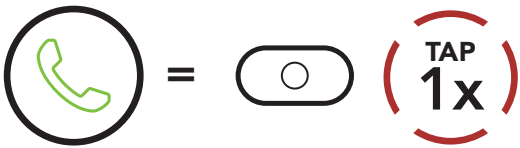


**Note:** If you have a mobile phone and a GPS connected to your headset, you may not be able to listen to the GPS voice instruction during the phone call.

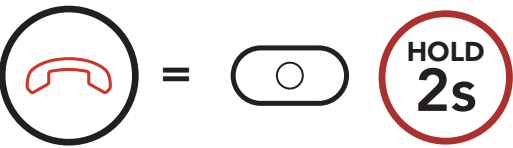
# 5. MOBILE PHONE USAGE

## 5.1 Making and Answering Calls

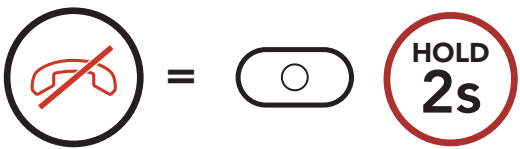
### Answer a Call



### End a Call



### Reject a Call



### Voice Dial



### Redial Last Number

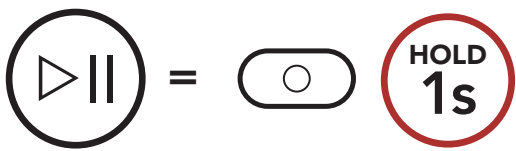




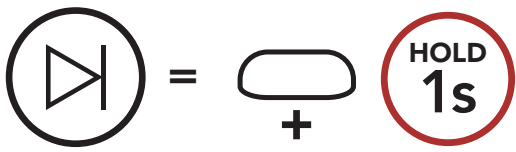
# 6. STEREO MUSIC

## 6.1 Bluetooth Stereo Music

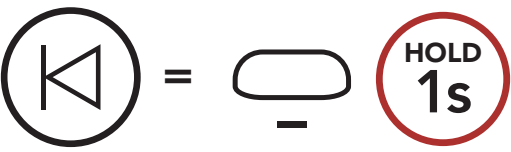
### Play/Pause Music



### Next Track



### Previous Track



# 7. BLUETOOTH INTERCOM

The **headset** can be paired with another headset for Bluetooth intercom conversation.




## 7.1 Intercom Pairing

There are two ways to pair the headset.

### 7.1.1 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.

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**.



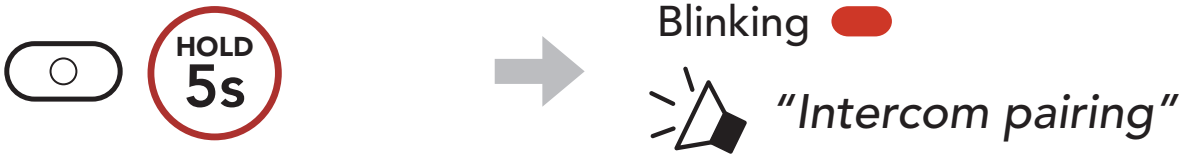
4. Tap **Save** and check that your friend **(B)** is paired with **you (A)** correctly.

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

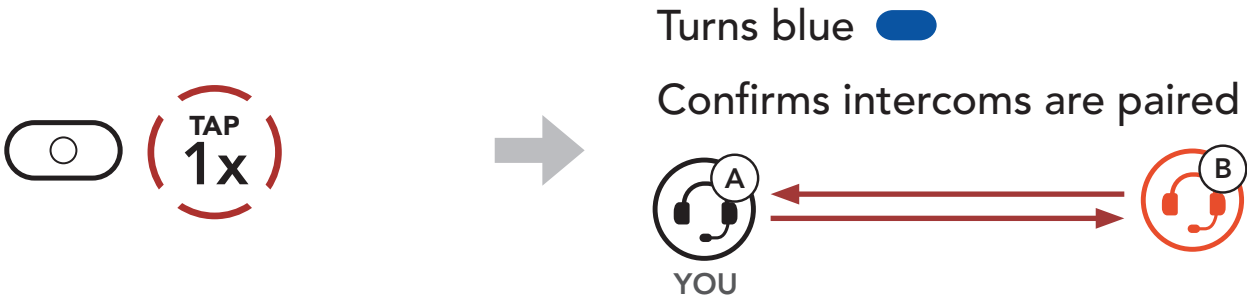
7.1.2 Using the Button



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

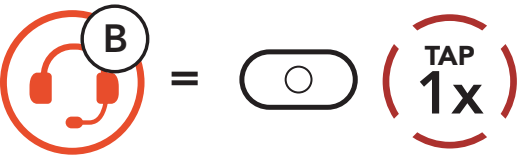


2. Tap the **Center Button** on either headset.



7.2 Two-Way Intercom

**Start/End Conversation with the Intercom Friend**






# 8. UNIVERSAL INTERCOM


**Universal Intercom** allows you to have Two-way intercom conversations with users of non Sena Bluetooth headsets. Non-Sena Bluetooth headset can be connected to the Sena Bluetooth headset if they support the **Bluetooth Hands-Free Profile (HFP)**. You can pair the headset with only one non-Sena headset at a time. The intercom distance depends on the performance of the Bluetooth headset to which it's connected. When a non-Sena Bluetooth headset is paired with the headset, if another Bluetooth device is paired via **Second Mobile Phone Pairing**, it will be disconnected.




## 8.1 Universal Intercom Pairing

1.


 =  




→

 "Configuration menu"
2.

 =  

→

 "Universal intercom pairing"
3.

 =  

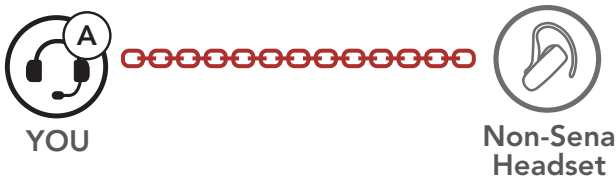
→

Enter into **Universal Intercom Pairing** mode.
4.

Put the non-Sena Bluetooth headset in Hands-free Pairing Mode. The headset will automatically pair with a non-Sena Bluetooth headset.

## 8.2 Two-Way Universal Intercom

You can initiate the **Universal Intercom** connection with non-Sena Bluetooth headsets using the same intercom connection method as you would between other Sena headsets.



You may start/end a **Two-Way Universal Intercom** using the same way as you do in a normal **Two-Way Intercom**. Please refer to **Section 7.2: "Two-Way Intercom"**.

## 9. FUNCTION PRIORITY AND FIRMWARE UPGRADES

### 9.1 Function Priority

The headset operates in the following order of priority:

- (highest) Mobile phone
- Intercom
- (lowest) Bluetooth stereo music

A lower-priority function gets interrupted by a higher-priority function. For example, stereo music will be interrupted by an **Intercom Conversation**.

### 9.2 Firmware Upgrades

You can upgrade firmware using the **Sena Device Manager**.

The **USB Power & Data Cable (USB-C)** must be connected to your PC to upgrade firmware using the **Sena Device Manager**.

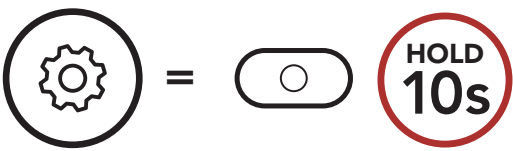
Please visit [sena.com](https://www.sena.com) to check for the latest software downloads.

[Click Here to Visit sena.com](https://www.sena.com)

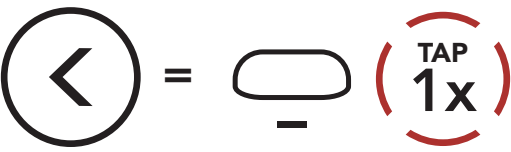
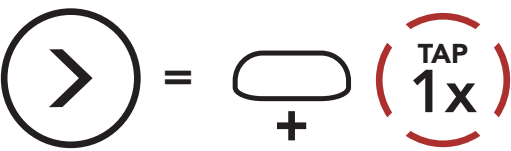
# 10. CONFIGURATION SETTING

## 10.1 Headset Configuration Menu

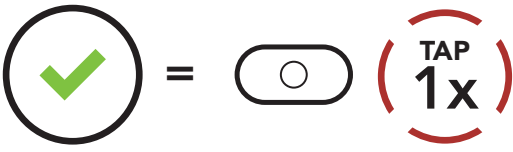
### Accessing the Configuration Menu



### Navigating Between Menu Options



### Execute Menu Options



Headset Configuration Menu

Voice Configuration Menu	Tap the Center Button
Mobile Phone Pairing	None
Second Mobile Phone Pairing	None
GPS Pairing	None
Delete All Pairings	Execute
Universal Intercom Pairing	Execute
Factory Reset	Execute
Exit Configuration	Execute

### 10.1.1 Delete All Pairings

You can delete all Bluetooth pairing information of the headset.

## 10.2 Software Configuration Setting

You can change the settings of the headset through the **SENA MOTORCYCLES App** or the **Sena Device Manager**.



### 10.2.1 Headset Language

You can select the device language. The selected language is maintained even when the headset is rebooted.

### 10.2.2 Audio Equalizer (Default: Off)

Increase or decrease the decibel level of different frequency ranges of audio.

- **Balance** will adjust all of the frequency ranges to be the same volume level (0 dB).
- **Bass Boost** will increase the bass range of audio (20 Hz-250 Hz).
- **Mid Boost** will increase the mid range of audio (250 Hz-4 kHz).
- **Treble Boost** will increase the high range of audio (4 kHz-20 kHz).

### 10.2.3 VOX Phone (Default: Enable)

If this feature is enabled, you can answer incoming calls by voice. When you hear a ringtone for an incoming call, you can answer the phone by saying a word such as **“Hello”** loudly or by blowing air into the microphone. **VOX Phone** is temporarily disabled if you are connected to intercom. If this feature is disabled, you have to tap the **Center Button** to answer an incoming call.

### 10.2.4 HD Intercom (Default: Enable)

**HD Intercom** enhances the two-way intercom audio from normal quality to HD quality.

**Note:** The intercom distance of **HD Intercom** is relatively shorter than that of normal intercom.

### 10.2.5 HD Voice (Default: Enable)

**HD Voice** allows you to communicate in high-definition during phone calls. This feature increases the quality so that the audio will be crisp and clear during phone call conversations. If this feature is enabled, incoming phone calls will interrupt intercom conversations and audio from the SR10 will not be heard during intercom conversations.

**Note:** Refer to the manufacturer of your Bluetooth device that will be connected to the headset to see if it supports **HD Voice**.

### 10.2.6 Voice Prompts (Default: Enable)

You can disable **Voice Prompts** by software configuration settings, but the following voice prompts are always on.

- Headset configuration settings menu

### 10.2.7 Advanced Noise Control™ (Always On)

The background noise is reduced during an intercom conversation.



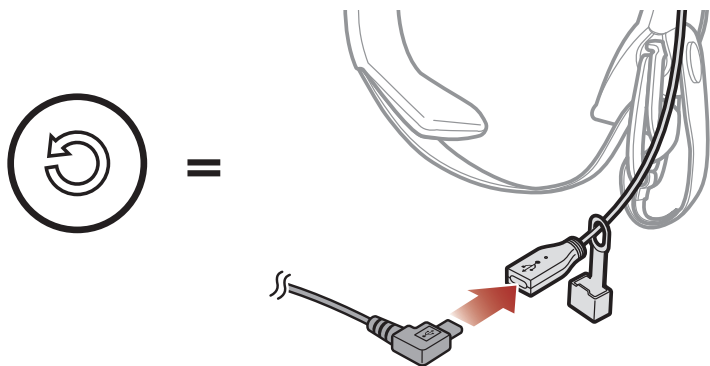
# 11. TROUBLESHOOTING

Please visit [sena.com](https://sena.com) for more troubleshooting information.

- Customer Support: [sena.com](https://sena.com)

## 11.1 Fault Reset

When the headset is not working properly, you can easily reset the unit. When the USB charging & data cable connects a power supply to the headset, the headset will automatically be turned off and a fault reset will occur.


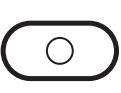




**Note: Fault Reset** will not restore the headset to factory default settings.


## 11.2 Factory Reset




To erase all of your settings and start fresh, the headset can be restored to factory default settings using the **Factory Reset** feature.


1.


 =  


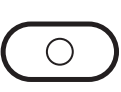




 "Configuration menu"
2.


 =  



 "Factory reset"
3.

 =  



 "Headset reset, good-bye"



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