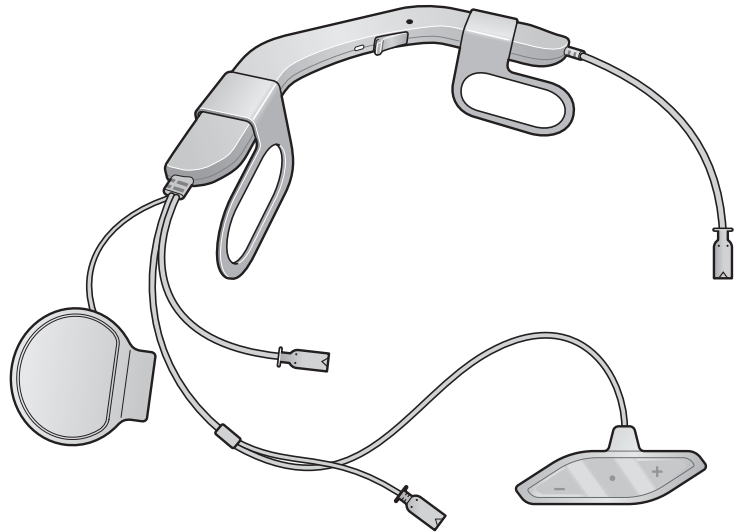


**SENA**



**ACS 10**

**For Arai Quantic Helmet**

**MOTORCYCLE BLUETOOTH®  
COMMUNICATION SYSTEM**

**HD SPEAKERS**

**USER'S GUIDE**

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# 1. ABOUT THE ACS10

## 1.1 Product Features



Bluetooth® 4.1



Four-Way Intercom



Intercom up to 1.6 km (1.0 mi)\*



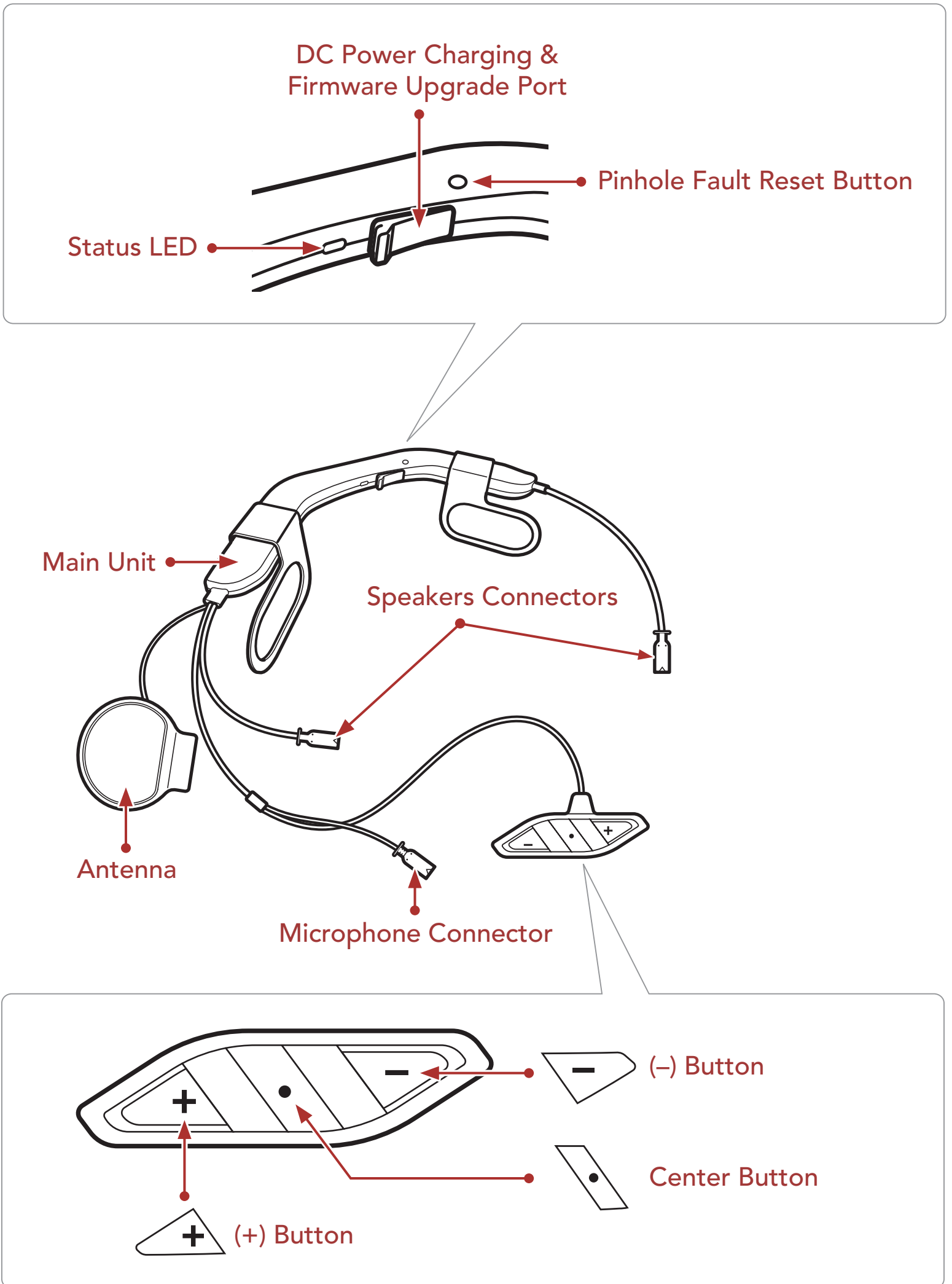
Audio Multitasking™



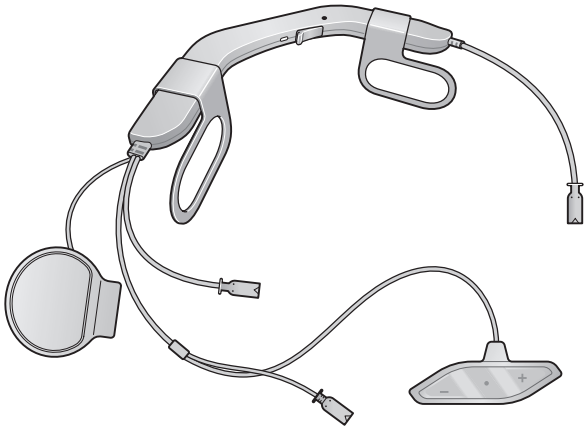
Advanced Noise Control™

\* in open terrain

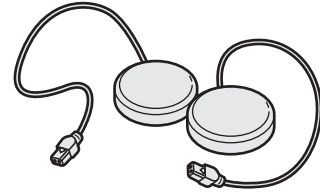
## 1.2 Product Details



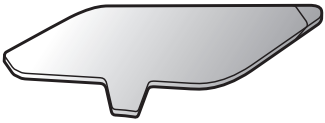
## 1.3 Package Contents



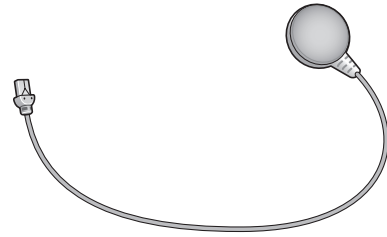
ACS10



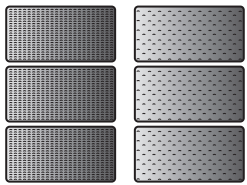
Speakers



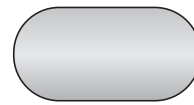
Adhesive Tapes for the Control Unit



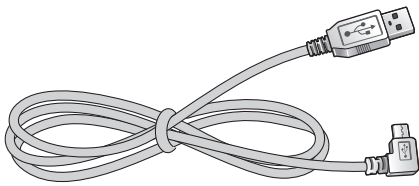
Wired Microphone



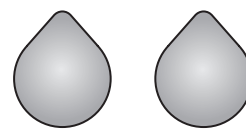
Hook and Loop Fasteners for the Main Unit



Hook and Loop Fastener for Wired Microphone



USB Power & Data Cable

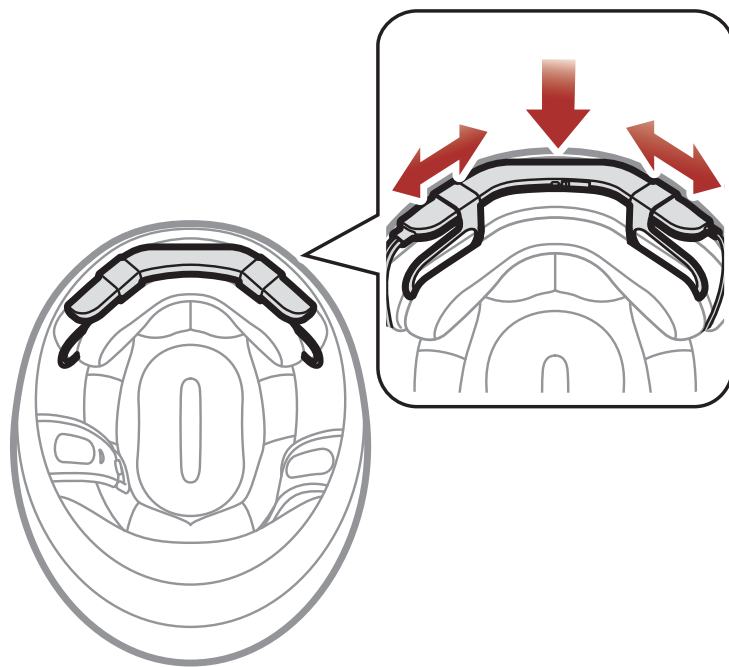


Hook and Loop Fasteners for Speakers

## 2. INSTALLING THE HEADSET ON YOUR HELMET

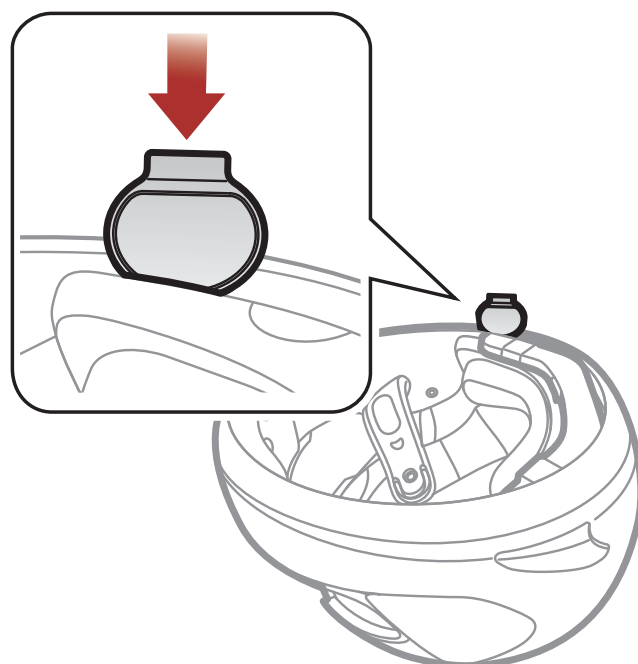
### 2.1 Installing the Headset

- The **ACS10** is compatible with **Arai Quantic** Helmet.
1. Before you install the **ACS10**, remove the cheek pads and the neckroll.
  2. Insert the **ACS10** between the external shell and the inner shell. Align its **snap holders** with the rear snaps, then click them through the **snap holders**.



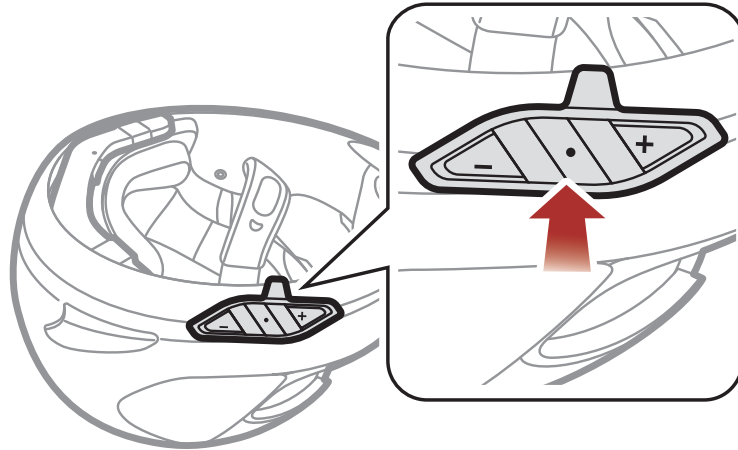
**Note:** You can utilize hook and fasteners for the main unit to tightly hold the main unit to the helmet.

3. Slide in the **antenna** between the external shell and the rear left inner shell.



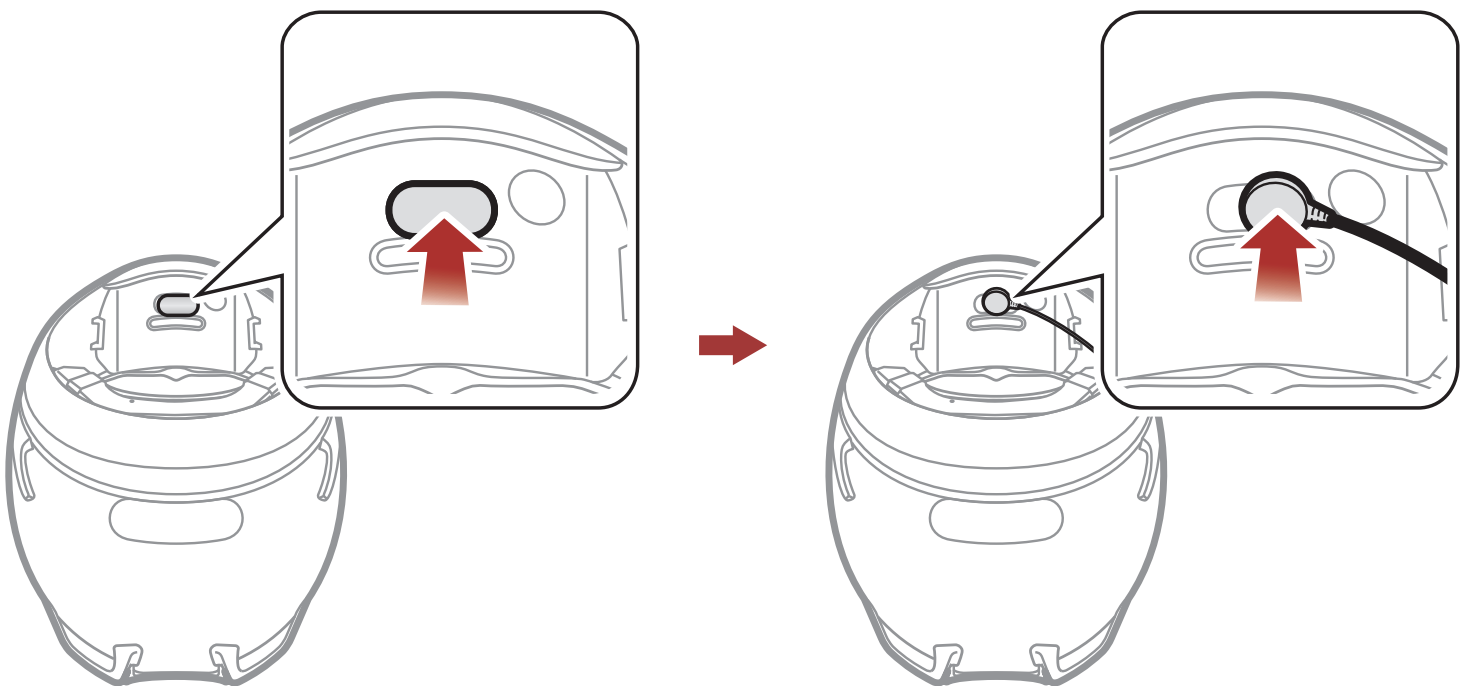


4. Peel off the cover of the **adhesive tape of the headset buttons** and attach it to the helmet.

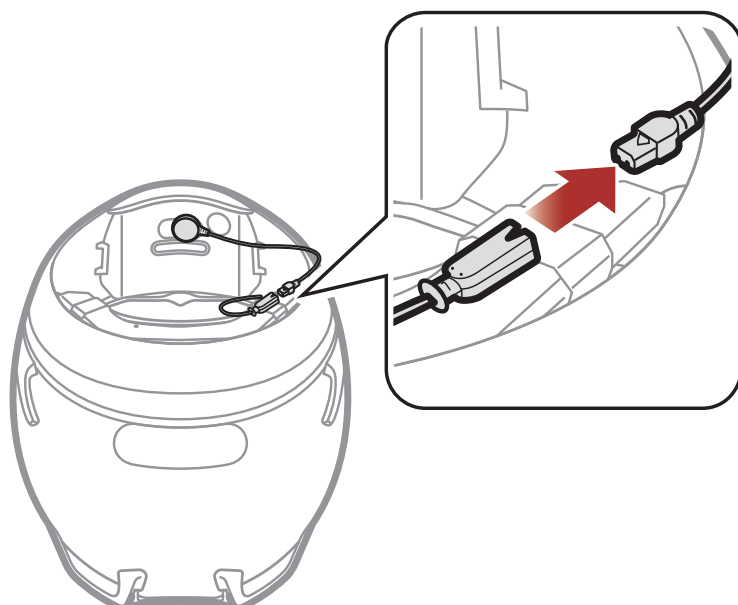


5. Peel off the cover of **the adhesive tape of the hook and loop fastener for microphone** and attach it on the inside of the helmet's chin guard.

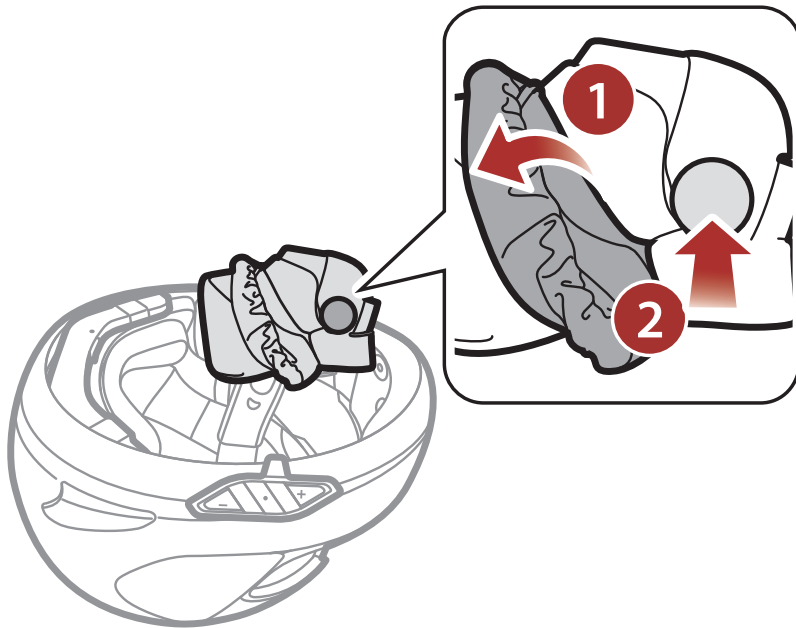
6. Attach the **wired microphone** on the **hook and loop fastener** and insert the **microphone cable** into the microphone connector.



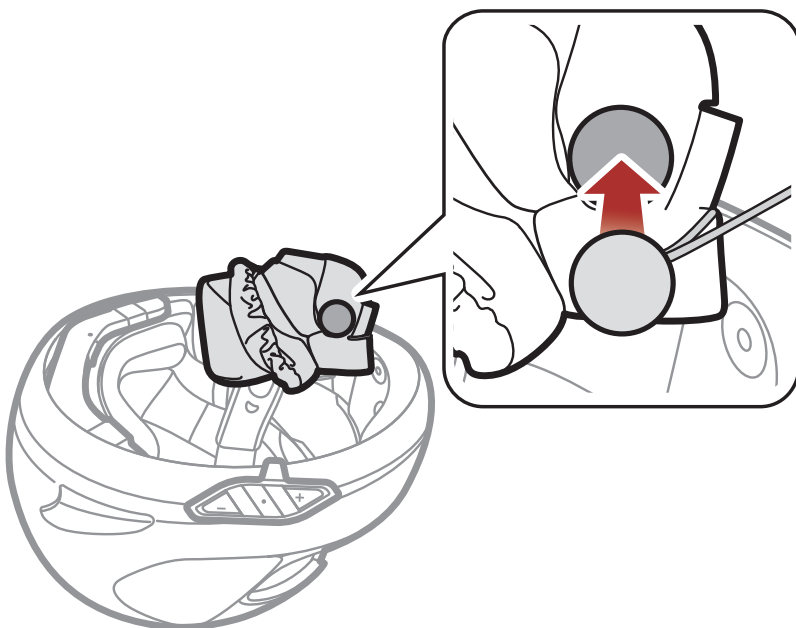
7. Align the arrows on the main unit and microphone cables and insert the microphone cable into the microphone connector.



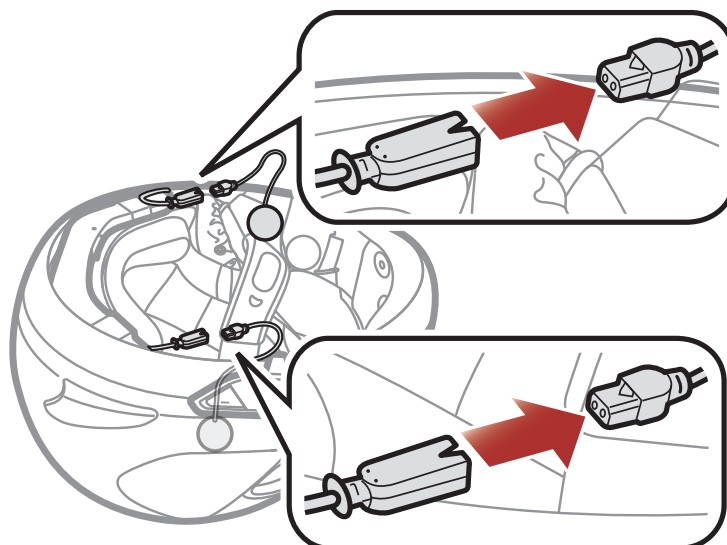
8. Remove the cover of the cheek pad, and attach the **loop fastener for speakers** on the corner of the ear pocket.



9. Attach the **speaker** and put the cover back on. Go through the same process for the other cheek pad.



10. Align the arrows on the main unit and speaker cables and insert speaker cables into each speaker connector.



11. Reinstall the cheek pads and the neckroll.

## 3. GETTING STARTED

### 3.1 Downloadable Sena Software

#### 3.1.1 Sena Utility App

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



- Download the **Sena Utility 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.



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

#### 3.1.3 Firmware Upgrades

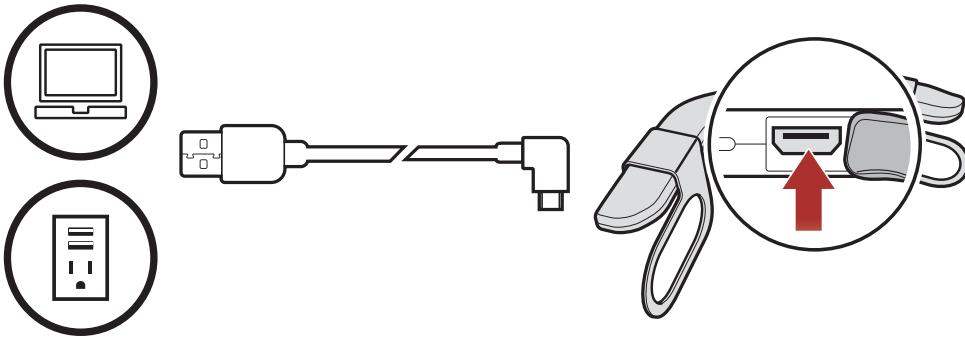
The headset supports firmware upgrades.

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

- Download the **firmware** at [sena.com](http://sena.com).

## 3.2 Charging

### Charging the Headset



Depending upon the charging method, the headset will be fully charged in about 2.5 hours.

#### Note:

- Please make sure to take off your ACS10-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, or IC.
- The **ACS10** is compatible with 5 V input USB-charged devices only.

## 3.3 Legend



**Tap** button the specified number of times



**Press and Hold** button for the specified amount of time

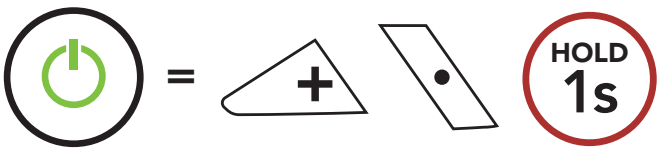


"Hello"

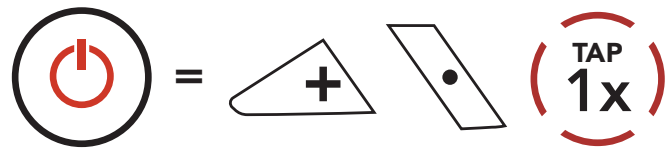
**Audible prompt**

## 3.4 Powering On and Off

### Powering On



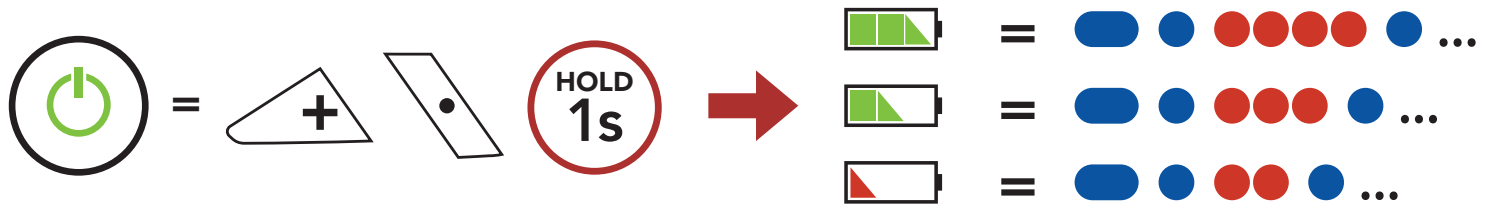
### Powering Off



### 3.5 Checking the Battery Level

Instructions are for when powering the headset on.

#### Powering On



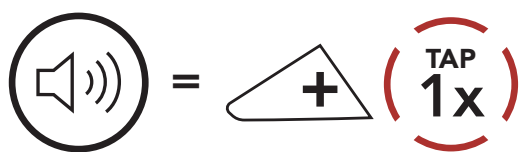
#### Note:

- The battery performance may be reduced over time with usage.
- Battery life may vary depending on conditions, environmental factors, functions of the product in use, and devices used with it.

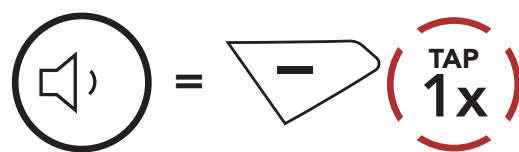
### 3.6 Volume Adjustment

Volume is set and maintained independently at different levels for each audio source, 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.**

### 4.1 Phone Pairing

There are three ways to pair the phone.

#### 4.1.1 Initially Pairing the ACS10

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**

1. Press and hold the **Center Button** and the **(+) Button** for **1 second**.



2. Select **ACS10** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



#### Note:

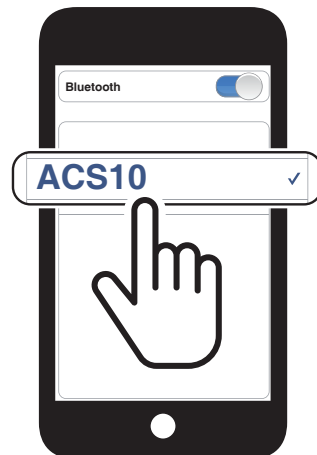
- The phone pairing mode lasts for **3 minutes**.
- To cancel phone pairing, tap the **Center Button**.

### 4.1.2 Pairing When the ACS10 is Turned Off

1. While the headset is off, press and hold the **Center Button** and the **(+) Button** for **5 seconds**.



2. Select **ACS10** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



### 4.1.3 Pairing When the ACS10 is Turned On

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



2. Select **ACS10** 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 **15 seconds**.



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

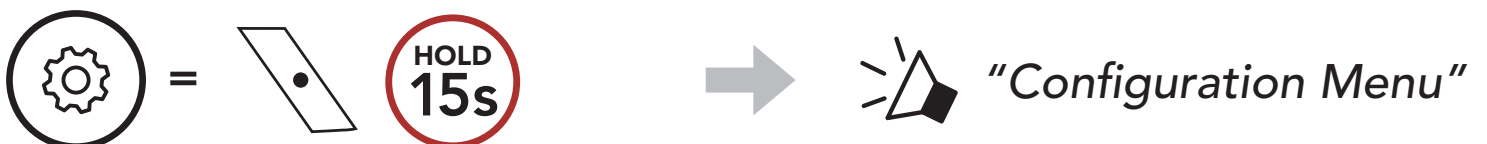


3. Select **ACS10** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



## 4.3 GPS Pairing

1. Press and hold the **Center Button** for **15 seconds**.



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



3. Select **ACS10** in the list of devices detected. If your Bluetooth device asks for a PIN, enter 0000.



**Note:** If you pair your GPS device via GPS Pairing, its instruction will interrupt your Mesh Intercom conversations.



## 4.4 Advanced Selective Pairing: Hands-Free or A2DP Stereo

**Phone Pairing** allows the headset to establish two Bluetooth profiles: **Hands-Free** or **A2DP Stereo**. **Advanced Selective Pairing** allows the headset to separate the profiles to enable connection with two devices.

### 4.4.1 Phone Selective Pairing - Hands-Free Profile

1. Press and hold the **Center Button** for **15 seconds**.



2. Tap the **(+) Button** 3 times.



3. Select **ACS10** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.

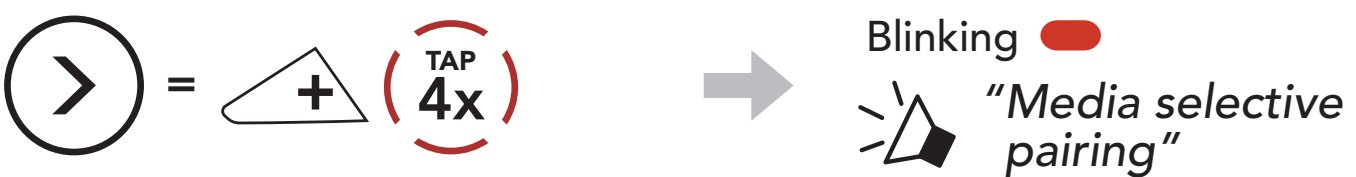


### 4.4.2 Media Selective Pairing - A2DP Profile

1. Press and hold the **Center Button** for **15 seconds**.



2. Tap the **(+) Button** 4 times.



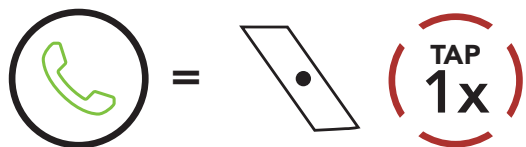
3. Select **ACS10** in the list of Bluetooth devices detected. If your mobile phone asks for a PIN, enter 0000.



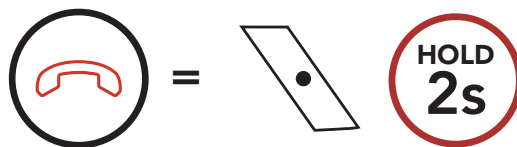
# 5. MOBILE PHONE USAGE

## 5.1 Making and Answering Calls

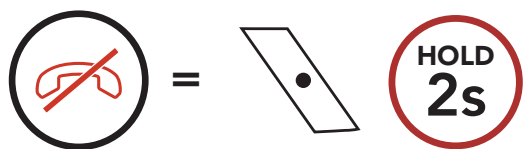
### Answer a Call



### End a Call



### Reject a Call



### Make a Call with Voice



in stand by mode

**Note:** If you have a GPS device connected, you will not hear its voice navigations during a phone call.

## 5.2 Speed Dialing

### 5.2.1 Assigning Speed Dial Presets

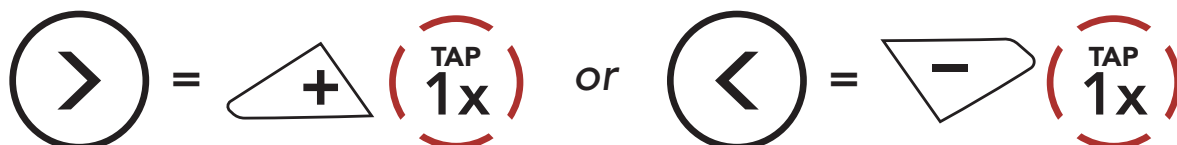
**Speed Dial Presets** could be assigned through the **Sena Device Manager** or the **Sena Utility App**.

### 5.2.2 Using Speed Dial Presets

1. Enter into the **Speed Dial** menu.



2. Navigate forward or backward through **Speed Dial Preset** numbers.



(1) Last number redial

(4) Speed dial 3

(2) Speed dial 1

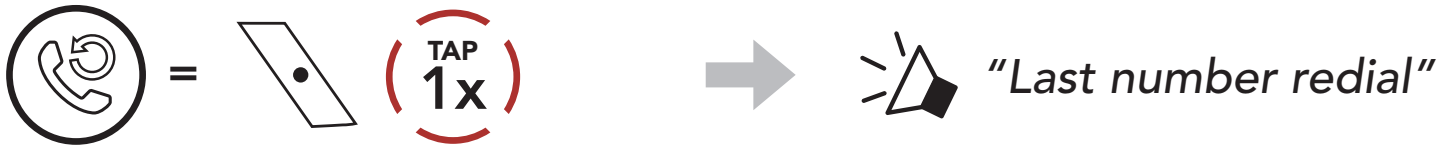
(5) Cancel

(3) Speed dial 2

3. Call one of your **Speed Dial Presets** numbers.



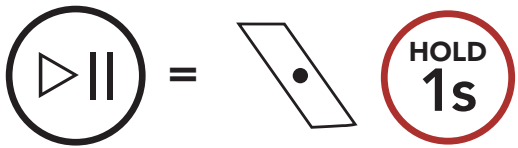
4. Redial the last number called.



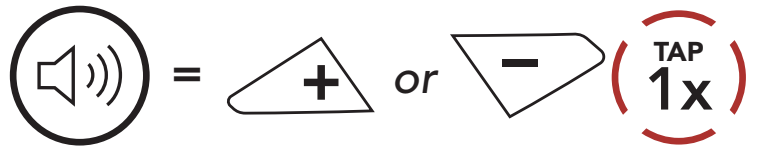
# 6. STEREO MUSIC

## 6.1 Bluetooth Stereo Music

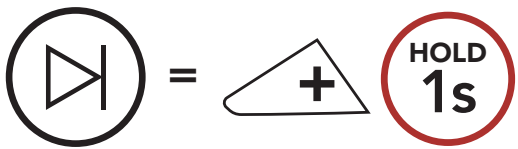
### Play/Pause Music



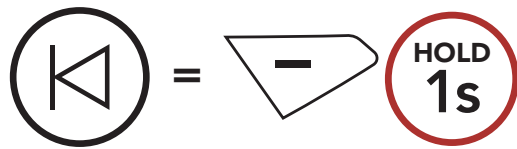
### Volume Up/Down



### Next Track



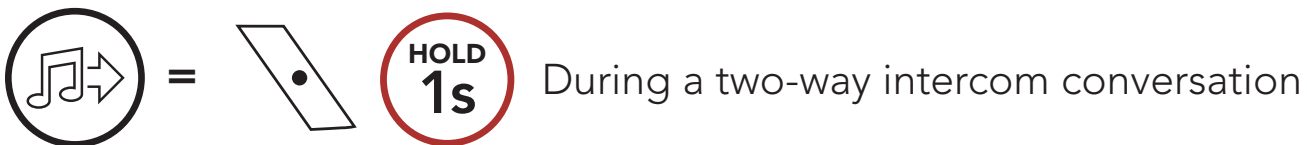
### Previous Track



## 6.2 Music Sharing

You can start sharing music with one intercom friend using Bluetooth stereo music during a two-way intercom conversation.

### Start/Terminate Sharing Music

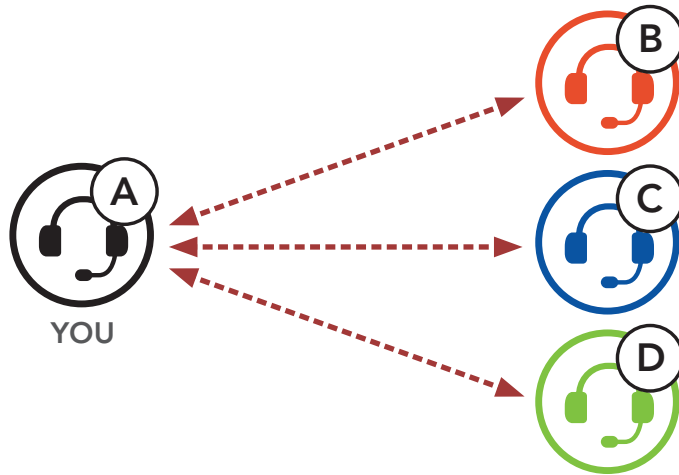


#### Note:

- Both you and your intercom friend can remotely control music playback such as track forward and track back.
- **Music sharing** will be paused when you are using your mobile phone or listening to GPS instructions.
- When **Audio Multitasking** is enabled, if an intercom call is made when you are listening to music, music sharing will not work.

# 7. BLUETOOTH INTERCOM

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



## 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 Utility App** without remembering the button operation.

1. Pair the mobile phone with the headset.
2. Open the **Sena Utility App**.
3. Click the **Smart Intercom Pairing Menu**.
4. Click the **Add Button** to open the QR scanning screen.
5. 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 opening the **Sena Utility App** and clicking the **Smart Intercom Pairing Menu**.



6. Click the **Confirm Button** and check that your friend **(B)** is paired with **you (A)** correctly.

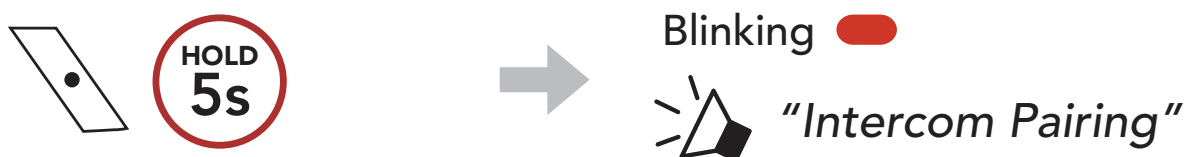
7. Repeat steps 4-6 to pair with **Intercom Friends (C)** and **(D)**.

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

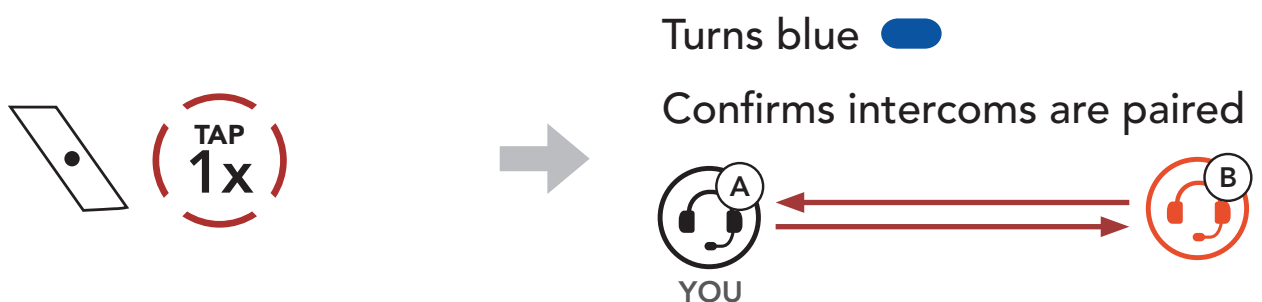
### 7.1.2 Using the Button



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



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

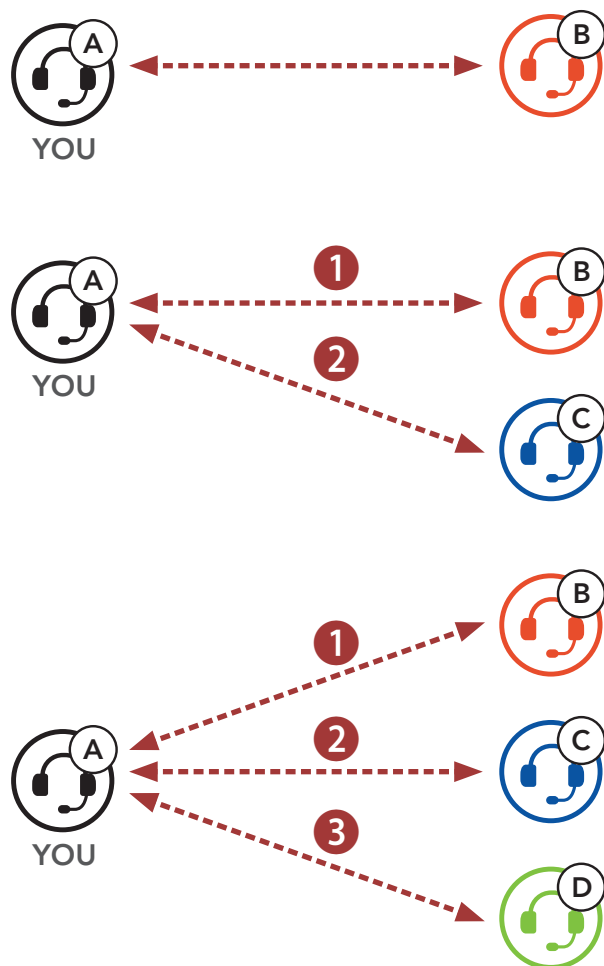


3. Repeat the steps above to pair with **other headsets (C and D)**.

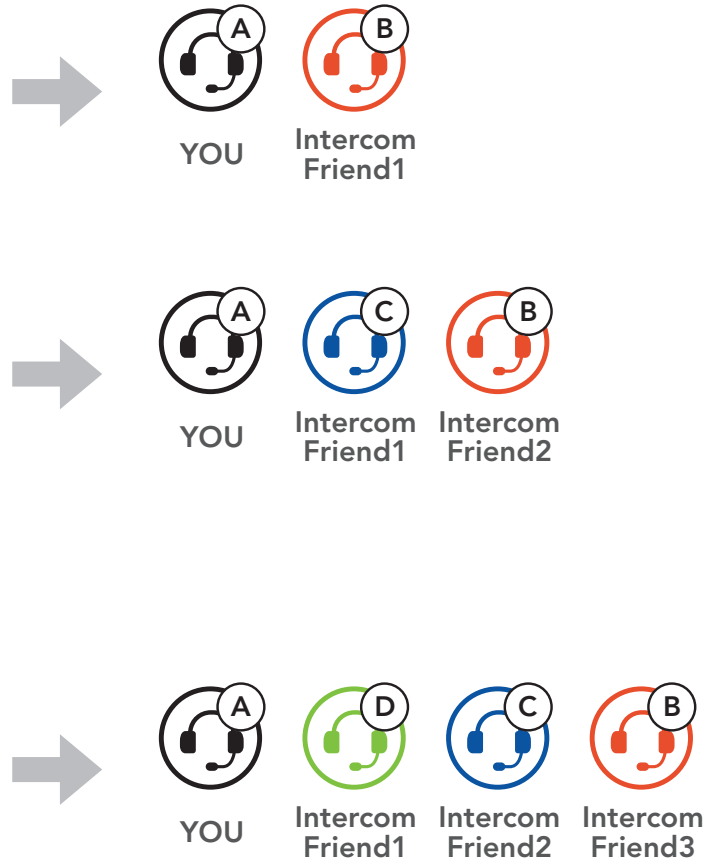
## 7.2 Last-Come, First-Served

The intercom pairing queue is **Last-Come, First-Served**. If a headset has multiple paired headsets for intercom conversations, the last paired headset is set as the **First Intercom Friend**. For example, after the pairing procedures listed above, **headset (D)** is the **First Intercom Friend** of headset (A). **Headset (C)** is the **Second Intercom Friend** of headset (A), and **headset (B)** is the **Third Intercom Friend** of headset (A).

### Intercom Pairing Order



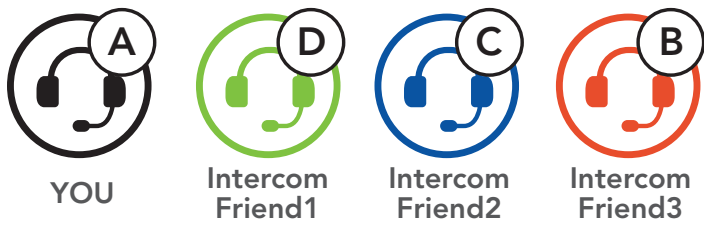
### Last-Come, First-Served



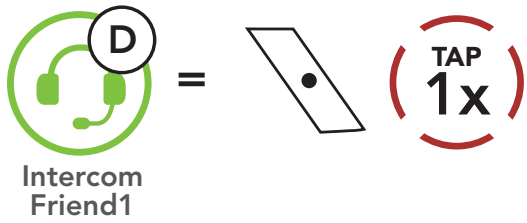


## 7.3 Two-Way Intercom

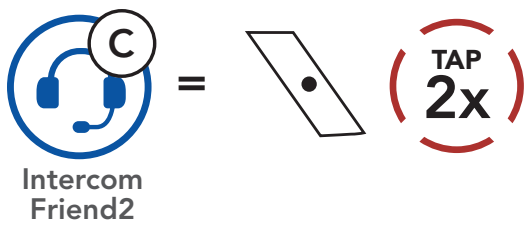
You can start or end an intercom conversation with an **Intercom Friend**.



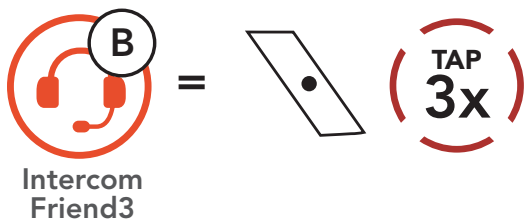
### Start/End Conversation with the First Intercom Friend D



### Start/End Conversation with the Second Intercom Friend C



### Start/End Conversation with the Third Intercom Friend B



## 7.4 Multi-Way Intercom

**Multi-Way Intercom** enables conference-call-style conversations with up to **three Intercom Friends** at the same time. While **Multi-Way Intercom** is in progress, the mobile phone connection is temporarily disconnected. However, as soon as **Multi-Way Intercom** terminates, the mobile phone connection will be reestablished.

### 7.4.1 Starting a Three-Way Intercom Conference

**You (A)** can have a **Three-Way Intercom Conference** with two other **Intercom Friends (B and C)** by establishing two intercom connections simultaneously.

- You (A)** need to be paired with two other **Intercom Friends (B and C)** for the **Three-Way Intercom Conference**.



- Start an intercom conversation with the **First Intercom Friend (C)** by tapping the **Center Button**.



- You (A)** can call the **Second Intercom Friend (B)** by double tapping the **Center Button**, or the **Second Intercom Friend (B)** may join the intercom by making an intercom call to **you (A)**.



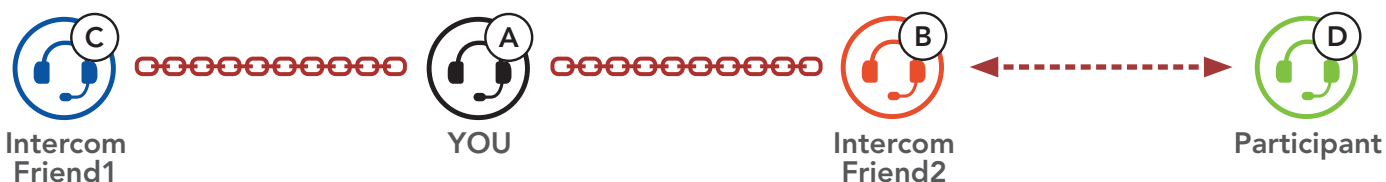
- Now **you (A)** and **two Intercom Friends (B and C)** are having a **Three-Way Intercom Conference**.



## 7.4.2 Starting a Four-Way Intercom Conference

With **three Intercom Friends** connected, a new participant (**D**) can make it a **Four-Way Intercom Conference** by making an intercom call to either (**B**) or (**C**).

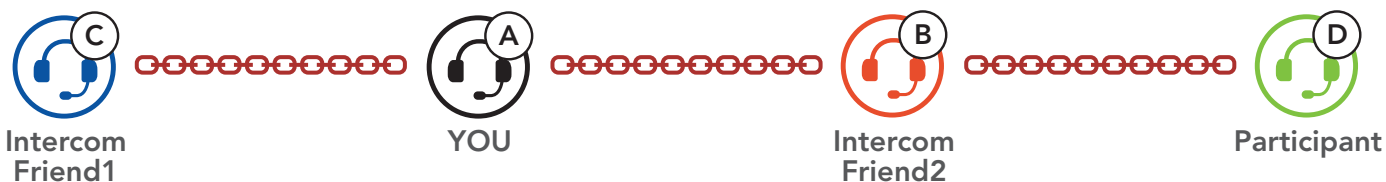
1. **Intercom friend (B)** needs to be paired with a **new participant (D)**.



2. **Intercom friend (B)** can call a **new participant (D)** by tapping the **Center Button**, or a **new participant (D)** may join the intercom by making an intercom call to **Intercom friend (B)**.



3. Now **you (A)**, **two Intercom Friends (B and C)**, and a **new participant (D)** are having a **Four-Way Intercom Conference**.



## 7.4.3 Ending Multi-Way Intercom

You can completely terminate the conference intercom or just disconnect an intercom connection with one of your active **Intercom Friends**.

### Terminate All Intercom Connections

- Press and hold the **Center Button** for **3 seconds**.

### Disconnect the Intercom Connection with One of the Intercom Friends

- Disconnect (C): Tap the **Center Button**.
- Disconnect (B) & (D): Double tap the **Center Button**.

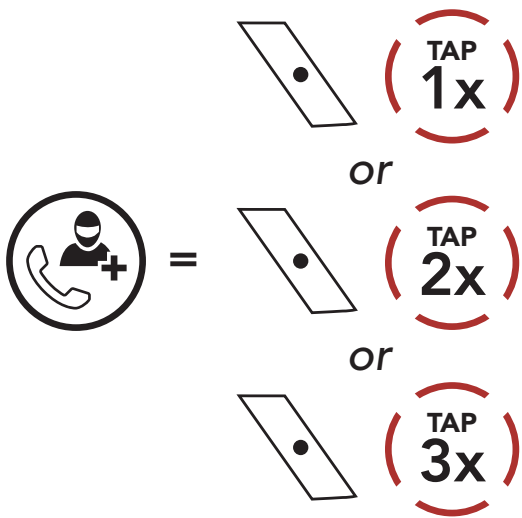
**Note:** When you disconnect the **second friend (B)**, you will be disconnected with the **third participant (D)** as well. This is because the **third participant (D)** is connected with you via the **second friend (B)**.

## 7.5 Three-Way Conference Phone Call with Intercom Users

You can have a **Three-Way Conference Phone Call** by adding an **Intercom Friend** to the mobile phone conversation.

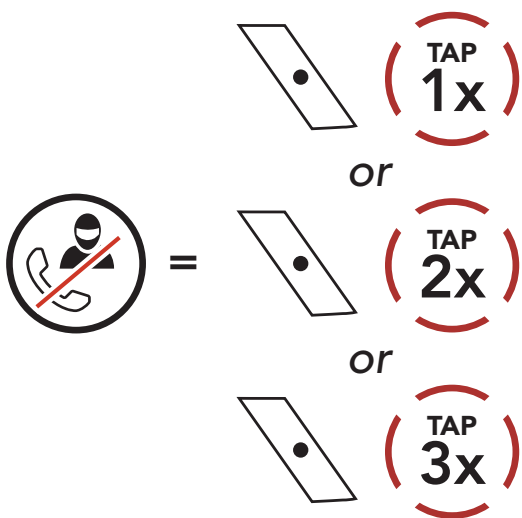
1. During a mobile phone call, tap the **Center Button once, twice, or three times** to invite one of your **Intercom Friends** to the conversation.

### Invite an Intercom Friend into Phone Conference



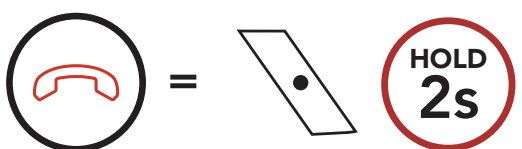
2. To disconnect the intercom during a conference phone call, tap the **Center Button once, twice, or three times**.

### Disconnect the Intercom Friend from Conference



3. To disconnect the mobile phone call during a conference phone call, press and hold the **Center Button for 2 seconds**.

### End Phone Call from Conference



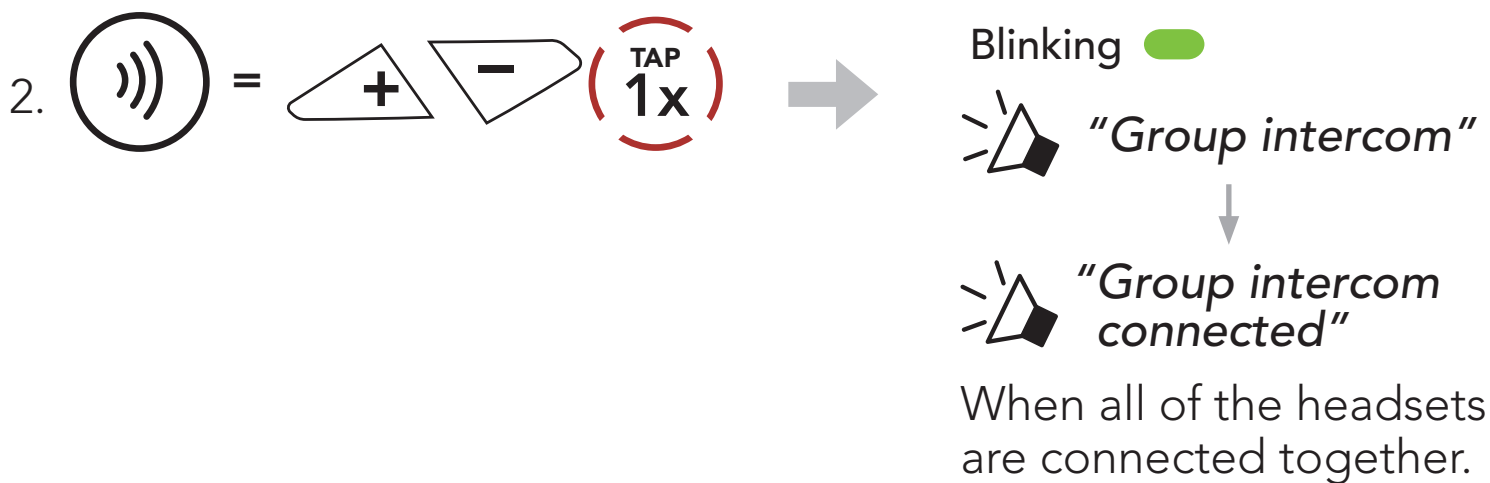
**Note:** When you have an incoming intercom call during a mobile phone call, you will hear high tone double beeps.

## 7.6 Group Intercom

**Group Intercom** allows you to instantly create a **Multi-Way Conference Intercom** with three of the most recently paired headsets.

### To Start the Group Intercom

1. Go through intercom pairing with up to three headsets you want to have **Group Intercom** with.




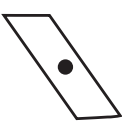



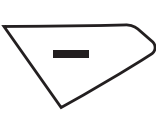





### Terminate Group Intercom



## 8. UNIVERSAL INTERCOM

**Universal Intercom** allows you to have intercom conversations with users of non-Sena Bluetooth headsets. Non-Sena Bluetooth headset can be connected to the Sena 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 while 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 7.3: "Two-Way Intercom"**.

## 8.3 Multi-Way Universal Intercom

You can have **Multi-Way Intercom** communication with up to **three Intercom Friends** using non-Sena headsets. Some non-Sena headsets may not support **Multi-Way Universal Intercom**.

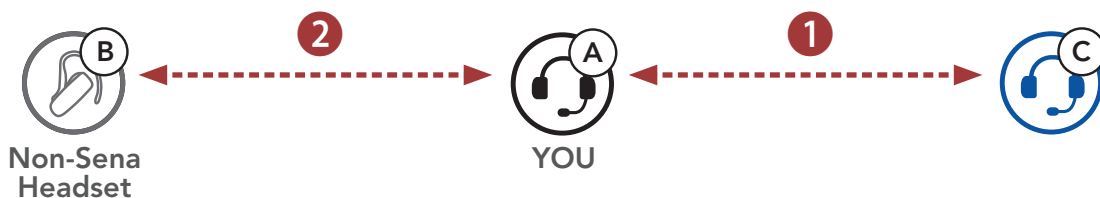
You may make the **Multi-Way Universal Intercom** call the same way as a normal four-way intercom call.

You may start/end a **Multi-Way Universal Intercom** using the same way as you do in a normal **Multi-Way Intercom**. Please refer to **Section 7.4: "Multi-Way Intercom"**.

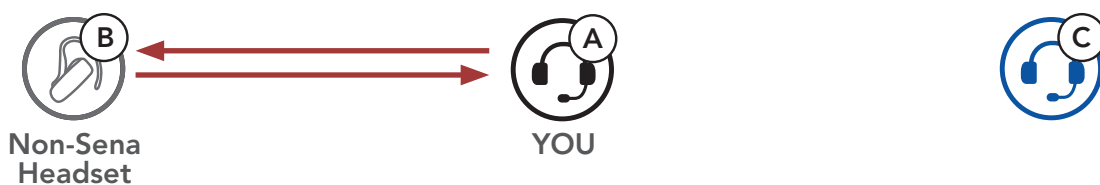
### 8.3.1 Three-Way Universal Intercom

You may make a **Three-Way Universal Intercom** connection with two headsets and one non-Sena Bluetooth headset. If the intercom connection is made, all headsets connected cannot use the mobile phone call function since the connection between the headset and the phone is disconnected temporarily. If you disconnect the intercom call, the mobile phone connection is made again automatically so that you can use a mobile phone call function.

1. **You (A)** need to be paired with a non-Sena Bluetooth headset (**B**) and another headset (**C**) for the **Three-Way Conference Intercom**.



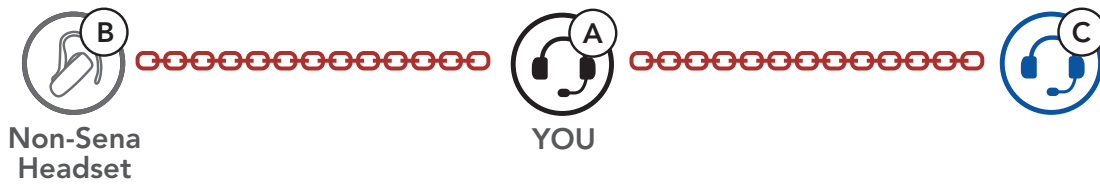
2. Start an intercom conversation with a non-Sena Bluetooth headset (**B**) in your intercom group. For example, **you (A)** may start an intercom conversation with non-Sena Bluetooth headset (**B**). The non-Sena Bluetooth headset (**B**) may also start an intercom call with **you (A)**.



3. The other headset (**C**) may join the intercom by making an intercom call to **you (A)**.



4. Now **you (A)**, non-Sena Bluetooth headset **(B)**, and the other headset **(C)** are having a **Three-Way Conference Intercom**.



### 8.3.2 Four-Way Universal Intercom

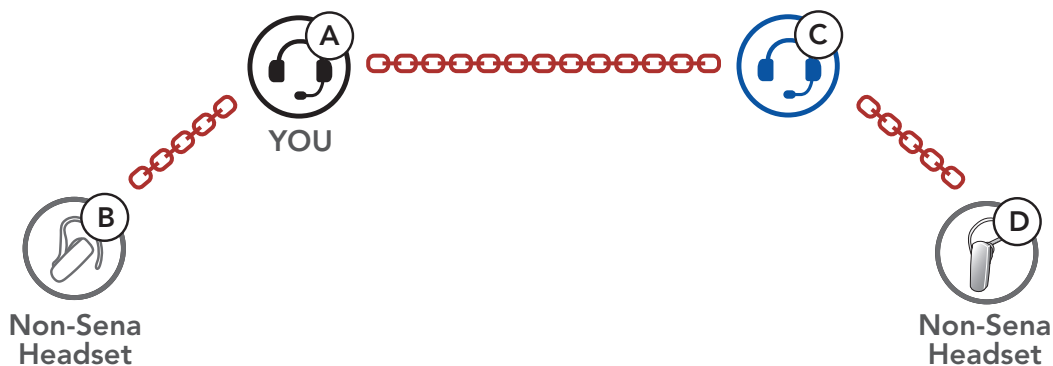
You may make the **Four-Way Universal Intercom** call the same way as a normal **Four-Way Intercom** call.

You may make a **Four-Way Universal Intercom** connection with a couple of different configurations,

- 1) two headsets and two non-Sena Bluetooth headsets or
- 2) three headsets and one non-Sena Bluetooth headset.

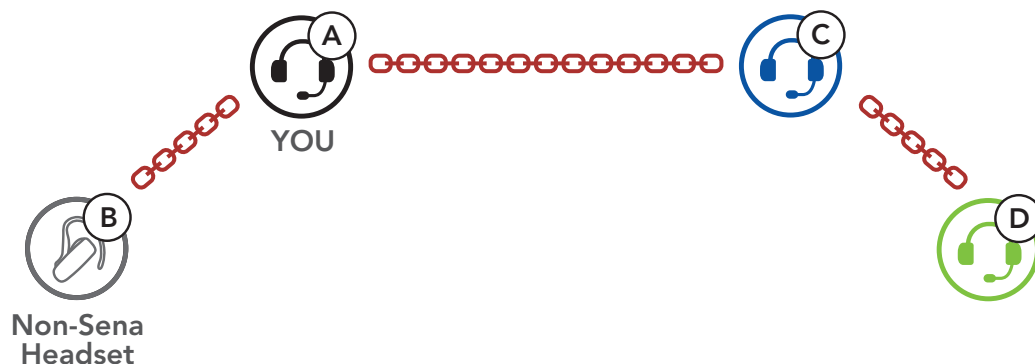
#### Four-Way Universal Intercom Case 1

1) **You (A)**, a non-Sena Bluetooth headset **(B)**, another headset **(C)**, and a non-Sena Bluetooth headset **(D)**.



#### Four-Way Universal Intercom Case 2

2) **You (A)**, a non-Sena Bluetooth headset **(B)**, and **two other headsets (C and D)**.





## 9. FUNCTION PRIORITY

The headset operates in the following order of priority:

- (highest)** Mobile phone
- Bluetooth Intercom
- Music sharing by Bluetooth stereo music
- (lowest)** Bluetooth stereo music

A lower priority function is always interrupted by a higher priority function.

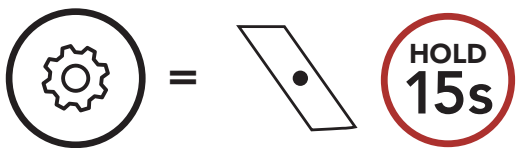
**Note:** If you select music as the **Audio Source Priority**, the order of priority will change as below:

- (highest)** Mobile phone
- Bluetooth stereo music
- Music sharing by Bluetooth stereo music
- (lowest)** Bluetooth Intercom

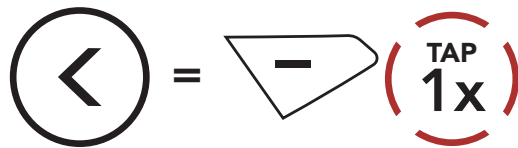
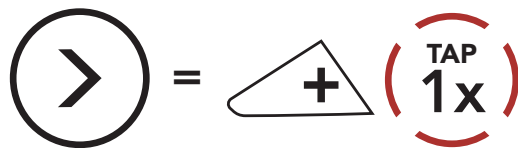
# 10. CONFIGURATION SETTING

## 10.1 Headset Configuration Menu

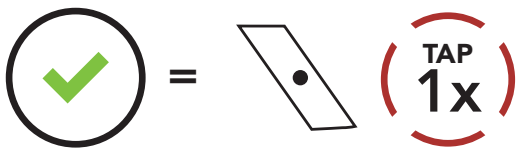
### Accessing the Configuration Menu



### Navigating Between Menu Options



### Execute Menu Options



### Headset Configuration Menu

Voice Configuration Menu	Tap the Center Button
Second Mobile Phone Pairing	None
GPS Pairing	None
Phone Selective Pairing	None
Media Selective Pairing	None
Delete All Pairings	Execute
Remote Control Pairing	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.

### 10.1.2 Remote Control Pairing

You can remotely control the headset using **Sena Remote Control devices** (sold separately).

1. Turn on the headset and the Remote Control device.
2. Execute **Remote Control Pairing**.
3. Enter pairing mode in the Remote Control device. The headset will automatically connect with the Remote Control device in pairing mode.

## 10.2 Software Configuration Setting

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



## 10.2.1 Unit 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)

You can use the **Audio Equalizer** to increase/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 Audio Source Priority (Default: Intercom)

**Audio Source Priority** allows you to select the priority between the intercom and music (which includes GPS app instructions and message notifications) from a smartphone. If the intercom is selected as the **Audio Source Priority**, your music will be interrupted during an intercom conversation. If music is selected as the **Audio Source Priority**, intercom conversations will be interrupted while your music is heard.

**Note:** **Audio Source Priority** is active only when **Audio Multitasking** is disabled.

## 10.2.4 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.

### 10.2.5 VOX Intercom (Default: Disable)

If this feature is enabled, you can initiate an intercom conversation with the last connected intercom friend by voice. When you want to start intercom, say a word such as **“Hello”** loudly or blow air into the microphone. If you start an intercom conversation by voice, the intercom terminates automatically when you and your intercom friend remain silent for 20 seconds. However, if you manually start an intercom conversation by tapping the **Center Button**, you have to terminate the intercom conversation manually. However, if you start the intercom by voice and end it manually by tapping the **Center Button**, you will not be able to start intercom by voice temporarily. In this case, you have to tap the **Center Button** to restart the intercom. This is to prevent repeated unintentional intercom connections by strong wind noise. After rebooting the headset, you can start the intercom by voice again.

### 10.2.6 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. **Three-Way Conference Phone Call with Intercom Participant** will not be available if **HD Voice** is enabled.

#### Note:

- Refer to the manufacturer of your Bluetooth device that will be connected to the headset to see if it supports **HD Voice**.
- **HD Voice** is active only when **Audio Multitasking** is disabled.

### 10.2.7 HD Intercom (Default: Enable)

**HD Intercom** enhances the two-way intercom audio from normal quality to HD quality. **HD Intercom** will become temporarily disabled when you enter into a multi-way intercom. If this feature is disabled, the two-way intercom audio will change to normal quality.

#### Note:

- The intercom distance of **HD Intercom** is relatively shorter than that of normal intercom.
- **HD intercom** is active only when **Audio Multitasking** is disabled.

### 10.2.8 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

### 10.2.9 Sidetone (Default: Disable)

**Sidetone** is audible feedback of your own voice. It helps you to naturally speak at the correct level according to varying helmet noise conditions. If this feature is enabled, you can hear what you are speaking during an intercom conversation or a phone call.

### 10.2.10 Advanced Noise Control™ (Default: Enable)

When **Advanced Noise Control** is enabled, the background noise is reduced during an intercom conversation. When it is disabled, the background noise is mixed with your voice during intercom.

### 10.2.11 Audio Multitasking™ (Default: Disable)

**Audio Multitasking** allows you to hear the audio from two features simultaneously. When **Audio Multitasking** is enabled, phone calls, GPS instructions and intercom conversations can be overlaid with audio from the music or GPS app instructions from a smartphone in the background with reduced volume. Increasing or decreasing the volume of the audio in the foreground will also increase or decrease the volume of the overlaid audio in the background. The volume of the foreground audio can be adjusted using the headset. How much background audio that is heard can be adjusted using the **Sena Utility App**. **HD Intercom**, **HD Voice** and **Audio Source Priority** become disabled temporarily when **Audio Multitasking** is enabled.

## Foreground and Background Combination Table

Model	Foreground*			Background**
	Phone	GPS	Intercom	Music or Smart Navi
ACS10	O <sup>A</sup>	O <sup>A</sup>		
		O	O	
			O <sup>B</sup>	O <sup>B</sup>
		O <sup>C</sup>		O

\* Two audio sources in the foreground can be heard simultaneously with the same volume level.

\*\* Only one background source can be heard at a time while listening to an audio source in the foreground.

A. GPS instructions can be heard during phone calls and the volume level of both audio sources can be adjusted using the headset.

B. GPS app directions will be heard in the background during intercom conversations.

C. The music will be heard in the background when GPS instructions are heard.

### Note:

- **Audio Multitasking** will be activated during two-way intercom conversations with a headset that also supports this feature.
- When **Audio Multitasking** is disabled, the background audio source will return to its independent volume level.
- For **Audio Multitasking** to work properly, you need to power the headset off and on. Please restart the headset.
- Some GPS devices may not support this feature.

### 10.2.12 Background Volume (Default: Level 5)

The **Background Volume** can be adjustable only when the **Audio Multitasking** turns on. **Level 9** is the highest volume and **level 0** is the lowest.

# 11. TROUBLESHOOTING

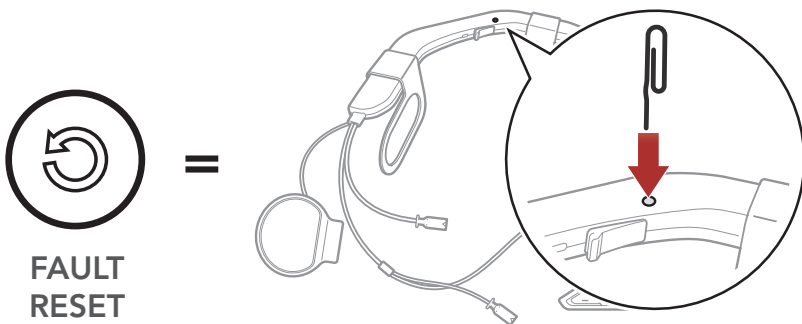
Please visit [sena.com](https://www.sena.com) for more troubleshooting information.

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

## 11.1 Fault Reset

When the headset is not working properly, you can easily reset the unit:

1. Locate the **Pinhole Fault Reset Button** next to the Sena logo.
2. Gently insert a paper clip into the hole and press and **Pinhole Fault Reset Button** with light pressure.


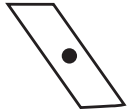







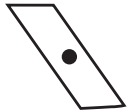




3. The headset will shut down.

**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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