SENA

USER GUIDE

Firmware Version: 1.0.x
Last updated on Dec 13, 2024

SURGE

SMART 3/4 HELMET WITH MESH COMMUNICATION

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

MENU

QUICK REFERENCE

● : (+) button   ⊖ : (–) button
Ⓜ : Mesh Intercom button   Ⓒ : Center button

Type	Operation	Button	Duration
Basic operations	Power on	Ⓒ & ●	Press for 1 second
	Power off	Ⓒ & ●	Single tap
	Volume up/down	● or ⊖	Single tap
Phone	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
	Activate voice assistant	Ⓒ	Press for 3 seconds
	Speed dial	●	Press for 3 seconds
	Play/Pause music	Ⓒ	Press for 1 second
	Track forward/back	● or ⊖	Press for 1 second
Mesh Intercom	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
Configuration menu		Ⓒ	Press for 10 seconds

BEFORE GETTING STARTED

▍ Sena Motorcycles App

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

CLICK
ANY SECTION TO BEGIN

ABOUT THE SURGE >

BASIC OPERATION >

PAIRING WITH BLUETOOTH DEVICES >

USING WITH A SMARTPHONE >

MESH INTERCOM™ >

AUDIO MULTITASKING >

FIRMWARE UPDATE >

TROUBLESHOOTING >

01 ABOUT THE SURGE

Key Features

- Mesh Intercom 3.0 - delivers improved sound quality, a more robust connection, and extended talk time
- Dual version Mesh - Mesh 2.0 for backward compatibility
- Audio multitasking
- 40 mm HD speakers
- Bluetooth version 5.2
- Over-The-Air (OTA) firmware update
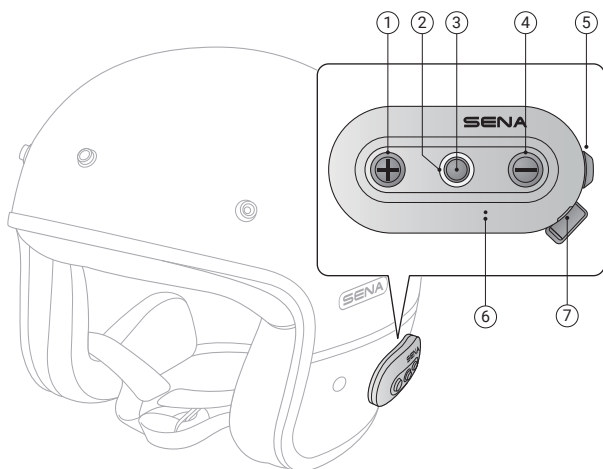
① (+) button

② Status & charging LED

③ Center button

④ (–) button

⑤ Mesh Intercom button

⑥ Reset pinhole

⑦ USB-C charging port

▌ Package Contents
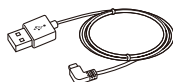
SURGE	Visor
× 2 Earcups	USB-C charging cable

Helmet pouch

02 BASIC OPERATION

1x	**Tap** Tap the button the specified number of times
1s	**Press and Hold** Press and hold the button for the specified amount of time
⊲)) " "	Voice Prompt
	LED

▌ Charging

Charging port
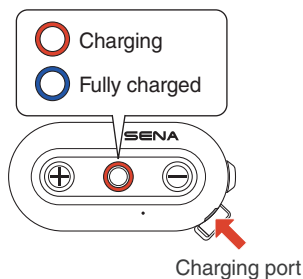
It takes 2.5 hours to fully charge.

- The SURGE automatically powers off during charging for safety reasons.
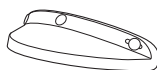- Any third-party USB charger can be used, as long as it is approved by the FCC, CE, IC, or other locally recognized regulatory agencies.
- Using a non-approved charger may cause fire, explosion, leakage, and other hazards, potentially reducing the battery's lifespan or performance.

Power On
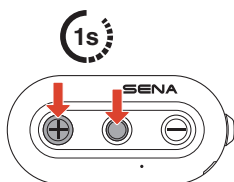
Power Off
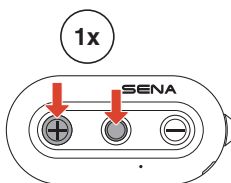
Volume
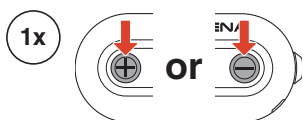
Configuration

Enter Configuration
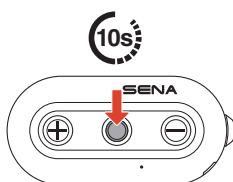
🔊 "Configuration menu"

Navigate

Confirm
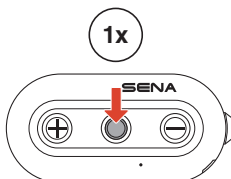
03 PAIRING WITH BLUETOOTH DEVICES

When using the SURGE with other Bluetooth devices for the first time, they need to be paired. The SURGE 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.
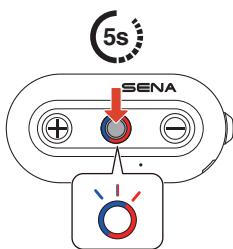
◁) "Phone pairing"

2.
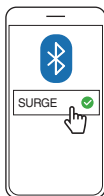
- When you turn on the SURGE for the first time or reboot it after a factory reset, the SURGE will automatically enter phone pairing mode.
- To cancel phone pairing, press any button.

Second Mobile Phone Pairing

1.

🔊 "Configuration menu"

2.
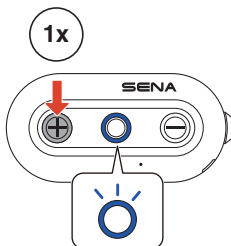
🔊 "Second mobile phone pairing"

3.
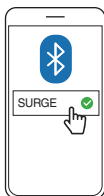
GPS Pairing

1.

🔊 "Configuration menu"

2.

🔊 "GPS pairing"

3.

10
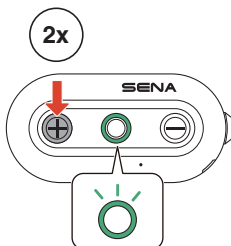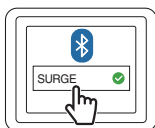
04 USING WITH A SMARTPHONE

Making and Answering Calls

▌ Answer a Call

1x

▌ End a Call

2s

▌ Reject a Call

2s

▌ Activate Voice Assistant

3s
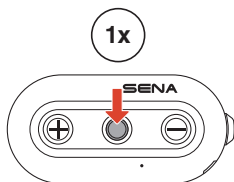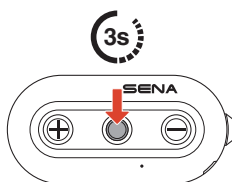
Speed Dial

▌ Assign Speed Dial Presets

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

▌ Use Speed Dial Presets

1. Enter into the speed dial menu.

3s
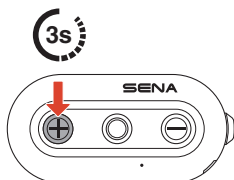
◁) "Speed dial"

2. Navigate forward or backward through speed dial preset.

1x ⊕ **or** ⊖

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

3. Tap the center button to confirm.

1x
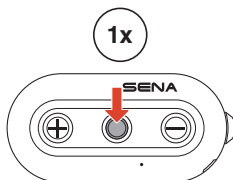
◁) "Speed dial(#)"

Music

▌ Play/Pause Music

1s

▌ Track Forward/Backward

1s ⊕ **or** ⊖

05 MESH INTERCOM™

The SURGE provides two Mesh Intercom modes:
- Open Mesh™ for open group intercom conversations.
- Group Mesh™ for private group intercom conversations.

Open Mesh
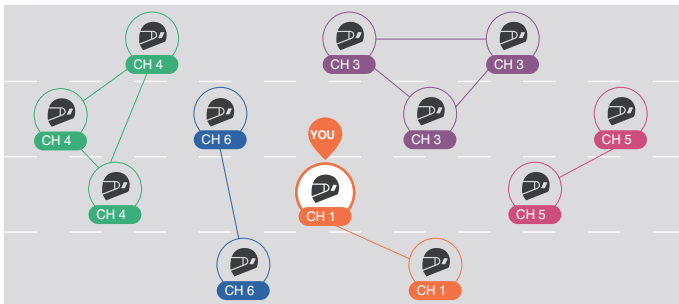
Group Mesh
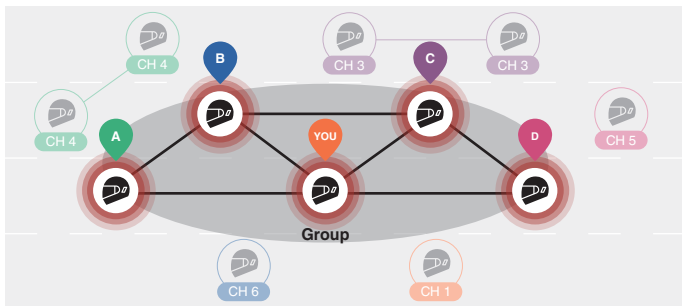
Mesh Version Switch

▎ 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
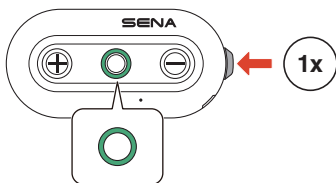
| ◁⟩ **On**: "Mesh intercom on, Open Mesh, channel 1" | ◁⟩ **Off**: "Mesh intercom off" |

▎ Mute/Unmute Mic

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

| ◁⟩ **Mute**: "Mic off" |
| ◁⟩ **Unmute**: "Mic on" |

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▌Channel Selection

1. Enter into the channel setting.

🔊 "Channel setting, 1"

2. Navigate between channels.

🔊 "#"

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 SURGE 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.
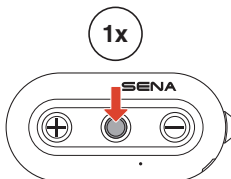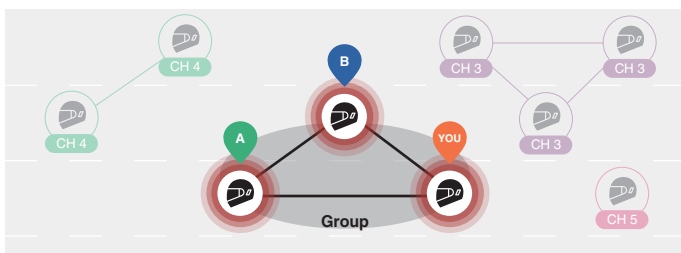

⏴ "Mesh grouping"

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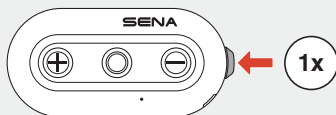
- If the mesh grouping is not successfully completed within 30 seconds, users will hear a voice prompt saying, "Grouping failed."

▌ 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.

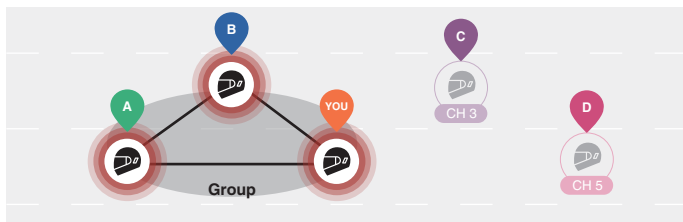1. You and the other users, C and D, enter mesh grouping by pressing the Mesh Intercom button for 5 seconds.

◁)) "Mesh grouping"

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
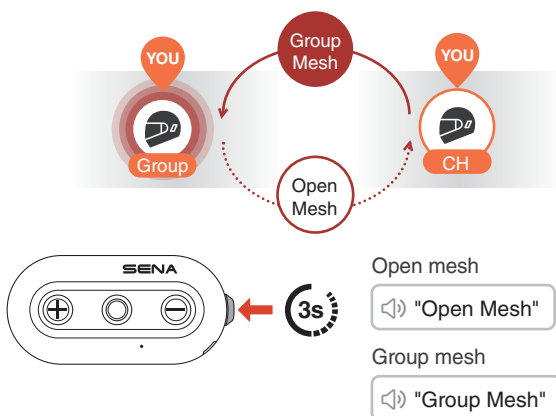
◁)) "Group Mesh"

• 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."

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▌ 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

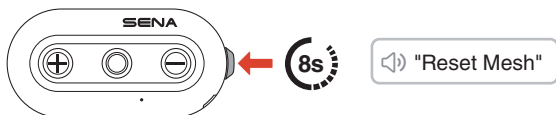◁ッ **Caller**: "Mesh reach-out request"

◁ッ **Nearby Friends**: "Mesh intercom requested"

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

◁ッ "Reset Mesh"

06 AUDIO MULTITASKING

Audio multitasking on the SURGE allows you to listen to music and GPS turn-by-turn instructions while having a Mesh Intercom.

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

Background Volume
When enabled, background audio, such as music playback, will automatically lower in volume during an active intercom conversation.

07 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.
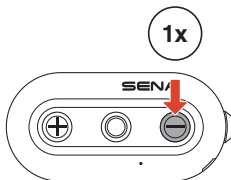
08 TROUBLESHOOTING

▌ Factory Reset

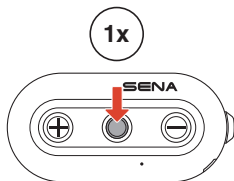To restore the SURGE to its factory default settings, simply use the factory reset feature.

1.

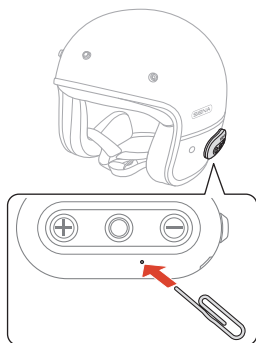🔊 "Configuration menu"

2.

🔊 "Factory reset"

3.

🔊 "Headset reset, good-bye"

▌ Fault Reset

If the SURGE is on but not responding, you can perform a fault reset to restore normal functionality.

Use a clip to press the reset pinhole below the center button.

All settings will remain unchanged.

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