

## Sena 10C EVO (Model 843-02021)

# Sena 10C EVO Motorcycle Bluetooth Camera & Communication System

User Manual for Model 843-02021

## PRODUCT OVERVIEW

The Sena 10C EVO integrates Sena's advanced Bluetooth communication platform with a high-resolution 4K camera, offering a comprehensive solution for motorcycle riders. This compact and aerodynamic device is designed to fit seamlessly with most helmets, providing both communication and video recording capabilities. It supports four-way Bluetooth Intercom for communication with other riders up to 1.6 km (1 mile) away. Additionally, it features Bluetooth connectivity to your smartphone, enabling hands-free calls, music streaming, and turn-by-turn GPS directions. The integrated camera records in stunning 4K/30FPS quality and includes features like video tagging and Smart Audio Mix for enhanced recording customization.



Figure 1: Front view of the Sena 10C EVO, highlighting its sleek design and indicator light.

## WHAT'S IN THE BOX

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The Sena 10C EVO Single Pack typically includes the following components:

- Sena 10C EVO Main Unit
- Helmet Clamp Kit
- Wired Boom Microphone
- Wired Microphone
- Speakers
- USB Power & Data Cable
- Various mounting accessories (e.g., glued surface mounting adapter, foam speaker covers, hook and loop fasteners for speakers/microphone)

*Note: Contents may vary slightly based on package type (e.g., Single Pack vs. Dual Pack) or regional variations.*



Figure 2: The Sena 10C EVO main unit shown with its accompanying speakers and microphones, illustrating the complete communication

## SETUP AND INSTALLATION

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### 1. Mounting the Unit

The 10C EVO is designed for easy integration with most motorcycle helmets. Use the provided helmet clamp kit or glued surface mounting adapter to securely attach the main unit to the side of your helmet. Ensure the unit is positioned for optimal camera angle and accessibility of controls.

### 2. Speaker and Microphone Installation

Carefully route the speaker wires and attach the speakers inside the helmet's ear pockets using the hook and loop fasteners. Position the microphone (boom or wired) near your mouth for clear voice transmission. Ensure all connections are secure.

### 3. Initial Charging

Before first use, fully charge the 10C EVO using the supplied USB power and data cable. Connect the cable to the unit and a USB power source. The LED indicator will change color to indicate charging status. A full charge typically takes a few hours. The unit can be charged while in use, for example, by connecting to a portable power bank or the motorcycle's power hub.

### 4. Memory Card Installation and Formatting

The 10C EVO requires a microSD card (up to 32GB) for video recording. Insert the memory card into the designated slot on the unit. It is recommended to format the memory card during the initial setup process using the Sena Device Manager software to ensure compatibility and optimal performance.

### 5. Firmware Update and App Pairing

For the best performance and access to the latest features, it is crucial to update the device firmware using the Sena Device Manager on a desktop or laptop computer. After updating, download and install the 'Sena Camera' and 'Sena Motorcycles' applications on your smartphone. Pair your 10C EVO with your smartphone via Bluetooth to access advanced settings, view camera footage, and manage intercom connections.

## OPERATING THE SENA 10C EVO

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### 1. Power On/Off

To power on, press and hold the Phone Button and the Jog Dial for 1 second. To power off, tap the Jog Dial and the Phone Button simultaneously.

### 2. Bluetooth Intercom

The 10C EVO supports four-way Bluetooth Intercom, allowing communication with up to three other Sena Bluetooth headsets. To initiate intercom pairing, ensure both units are in pairing mode. Once paired, a simple tap of the Jog Dial can connect or disconnect the intercom. The system remembers paired units, simplifying future connections.

### 3. Camera Operation

The integrated camera records in 4K/30FPS. To start recording, press the Camera Button. The camera features video tagging, allowing you to mark important moments in your footage. The Smart Audio Mix feature enables you to narrate your footage on-the-go, blending your voice with the recorded audio without the need for post-production editing. Adjust the camera lens angle using the grey tab near the lens for optimal field of view, minimizing helmet obstruction in your recordings.

Video 1: Sena Track Day Made Easy with 10C EVO recording action. This video demonstrates the practical application of the Sena 10C EVO's communication and recording features during a motocross track day, showcasing how riders can communicate and capture their experience.

## 4. Smartphone Connectivity

Connect your smartphone via Bluetooth to the 10C EVO to:

- Make and receive phone calls.
- Stream music from your device.
- Receive turn-by-turn GPS directions from navigation apps.

## MAINTENANCE

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### 1. Cleaning

Regularly clean the exterior of the 10C EVO with a soft, damp cloth. Avoid using harsh chemicals or abrasive cleaners. Ensure the camera lens is clean for optimal video quality.

### 2. Battery Care

To prolong battery life, avoid fully discharging the unit frequently. Charge the device regularly, especially if it will be stored for an extended period. The battery life for video recording is approximately 2 hours at 1080p. The unit can be charged while riding.

### 3. Firmware Updates

Periodically check the Sena website or use the Sena Device Manager for available firmware updates. Updates often include performance improvements, bug fixes, and new features. Always follow the instructions provided by Sena for firmware updates.

### 4. Memory Card Management

Regularly transfer recorded footage from the microSD card to your computer or other storage. Clear the memory card periodically to ensure sufficient space for new recordings and to maintain optimal camera performance. Reformatting the card occasionally can also help prevent data corruption.

## TROUBLESHOOTING

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This section addresses common issues you might encounter with your Sena 10C EVO.

- **Device Not Powering On:** Ensure the unit is fully charged. If the battery is completely drained, it may take a few minutes of charging before the unit responds.
- **Intercom Connection Issues:** Verify that both units are within range (up to 1.6 km in open terrain). Ensure both units are properly paired. If issues persist, try re-pairing the devices.
- **Video Recording Problems:**
  - **Camera Not Working / "Battery Low" Error:** Some users have reported the camera not working or showing a low battery warning even when the battery is sufficiently charged. Ensure your firmware is up to date. Try reformatting the microSD card. If the issue persists, contact Sena Support.
  - **Grainy Video in Low Light:** The camera performs best in full light conditions. Video quality may degrade in low light.
  - **Camera Auto-Shutoff:** The camera may automatically turn off after a few minutes of inactivity. Press the camera button to reactivate it before recording.

- **Audio Quality/Volume Issues:** Ensure speakers are correctly positioned in your helmet. Check microphone placement for clear voice pickup. Some users have noted lower volume compared to previous models; adjust volume settings on the device and connected smartphone.
- **Smartphone App Connectivity:** If the Sena Camera or Sena Motorcycles app is not connecting, ensure Bluetooth is enabled on your phone and the 10C EVO. Try restarting both the device and the app.

For more detailed troubleshooting or issues not covered here, refer to the official Sena 10C EVO User Manual PDF or contact Sena Customer Support.

## SPECIFICATIONS

Feature	Detail
Model Name	10C EVO
Item Model Number	843-02021
Dimensions	5 x 5 x 5 inches
Item Weight	1.68 pounds
Connectivity Technology	Bluetooth
Power Source	Battery Powered (1 Lithium Polymer battery included)
Camera Resolution	Up to 4K/30FPS
Intercom Range	Up to 1.6 km (1 mile) in open terrain
Special Features	Lightweight, Microphone Included, Smart Audio Mix, Video Tagging
Material	Plastic
First Available Date	July 17, 2019

## SAFETY INFORMATION

**WARNING:** This device is intended for use by trained users who understand the risks associated with motorcycle operation and distracted riding. Always follow local laws and regulations regarding the use of communication and recording devices while operating a motorcycle. Keep the device away from excessive heat, moisture, and other potentially damaging conditions. Do not dispose of the battery in regular trash; follow local regulations for recycling rechargeable batteries.

## Legal Disclaimer

This helmet is DOT approved and FMVSS 218 certified for legal on-road motorcycle use in the United States.

## WARRANTY AND SUPPORT

For detailed warranty information, please refer to the official Sena website or the documentation included with your product. Sena provides customer support for product inquiries, technical assistance, and warranty claims.

You can also refer to the official User Manual (PDF) available online for more comprehensive information and detailed instructions:

[Sena 10C EVO User Manual \(PDF\)](#)

