



USER GUIDE

Firmware Version: 1.3.x

Last updated on Jun 17, 2025

BiKom 20

CYCLING COMMUNICATION SYSTEM



The firmware version 1.3.x indicates that this manual is applicable to all firmware updates within the version 1.3 series.

QUICK REFERENCE

 : (+) button

 : (-) 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
	Channel selection		Double tap
	Mesh grouping		Press for 5 seconds
	Reset mesh		Press for 8 seconds
Audible Bicycle Computer	Shimano pairing	 → 	Press for 10 seconds, then single tap
Troubleshooting	Factory reset	 → 	Press for 10 seconds, then double tap
	Fault reset	 & 	Press for 8 seconds

BEFORE GETTING STARTED

I Sena Cycling App

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



CLICK ANY SECTION TO BEGIN



ABOUT THE BiKom 20



INSTALLATION



BASIC OPERATION



MESH INTERCOM



USING WITH A
SMARTPHONE



AUDIBLE BICYCLE
COMPUTER



FIRMWARE UPDATE



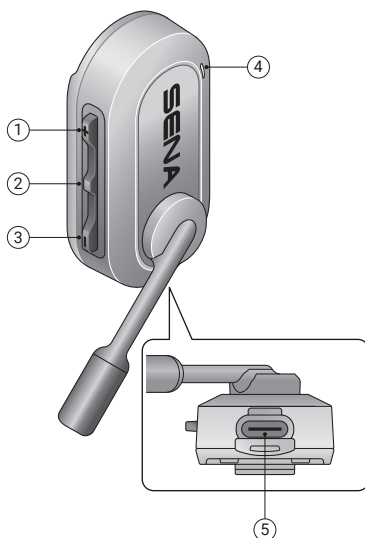
TROUBLESHOOTING



01 ABOUT THE BiKom 20

Key Features

- Mesh Intercom 3.0 with improved sound quality, a more robust connection, and extended talk time
- Swivel microphone for easy mute/unmute
- Bluetooth® version 5.2
- Real-time voice notifications on riding status
- Over-the-Air (OTA) firmware update



① (+) button

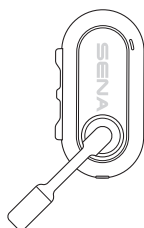
② Center button

③ (-) button

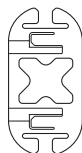
④ Status & charging LED

⑤ USB-C charging port

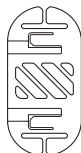
Package Contents



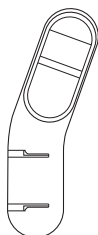
BiKom 20



Strap mount
for thick helmet strap



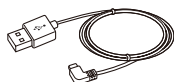
Strap mount
for thin helmet strap



Clip mount for caps



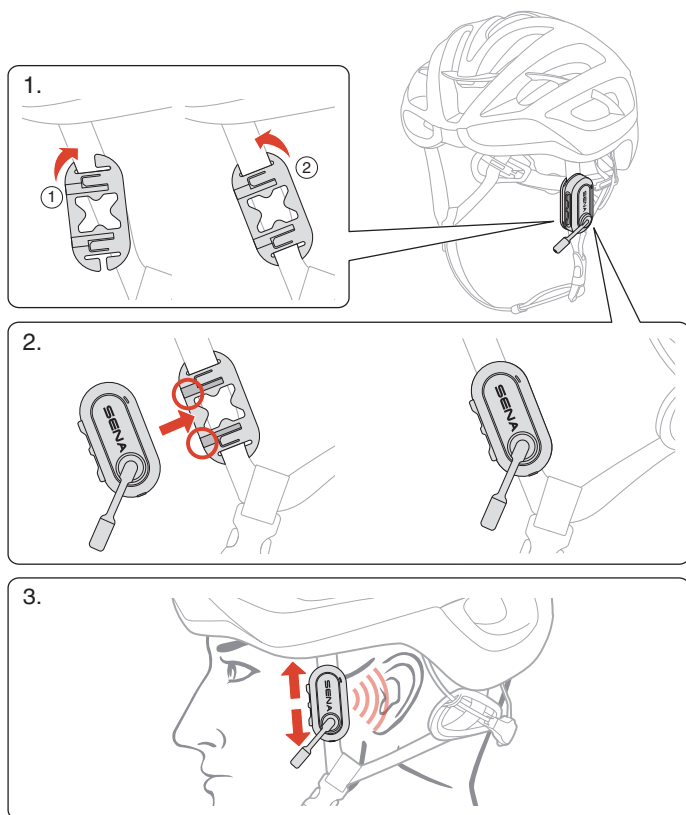
Microphone sponges



USB-C charging cable

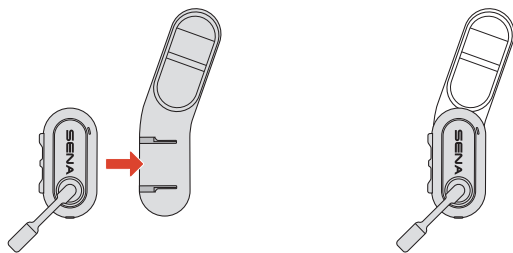
02 INSTALLATION

Strap Mount

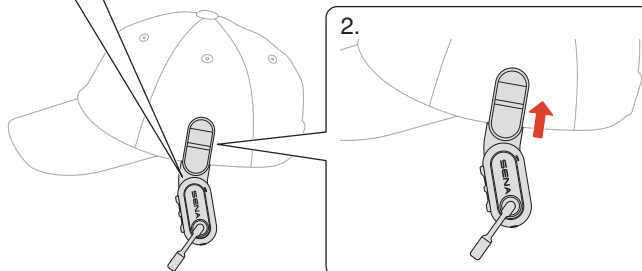


Clip Mount for Caps

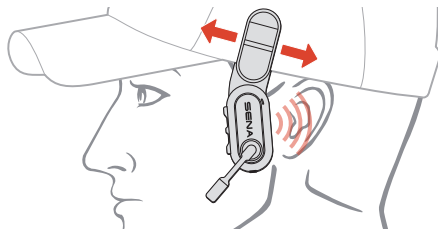
1.



2.



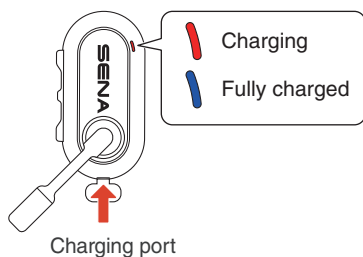
3.



03 BASIC OPERATION

	Tap Tap the button the specified number of times
	Press and Hold Press and hold the button for the specified amount of time
	Voice Prompt
	LED

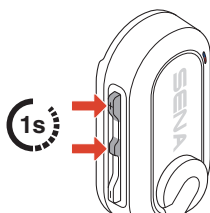
Charging



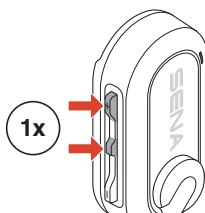
It takes 2.5 hours to fully charge.

- 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

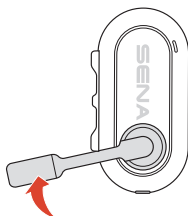


Power Off

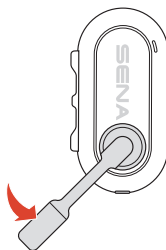


Mute/Unmute Mic

Use the swivel microphone arm to mute/unmute the microphone.

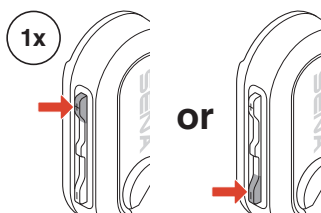


 **Mute:** "Mic off"



 **Unmute:** "Mic on"

Volume

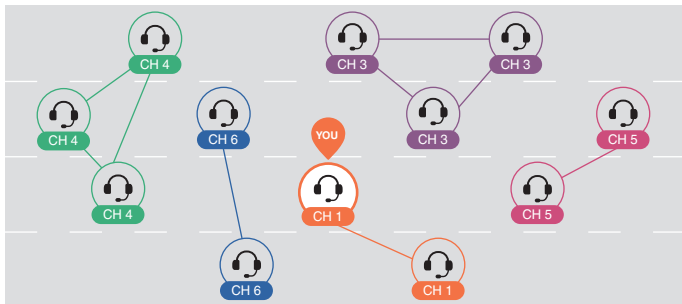


04 MESH INTERCOM

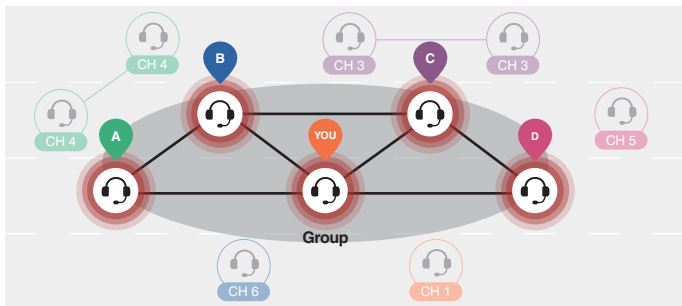
The BiKom 20 provides two Mesh Intercom modes:

- Open Mesh™ for open group intercom conversations.
- Group Mesh™ for private group intercom conversations.

Open Mesh



Group Mesh



Mesh Version Switch

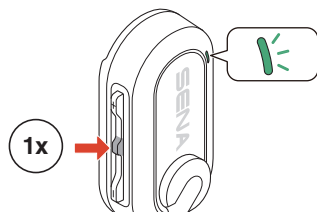
Switch to Mesh 2.0 for Backward Compatibility

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 Cycling app.

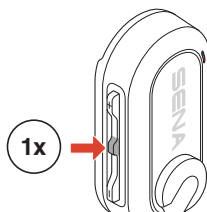
Open Mesh

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



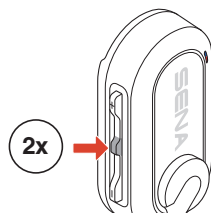
On: "Mesh Intercom on,
Open Mesh, channel 1"



Off: "Mesh intercom off"

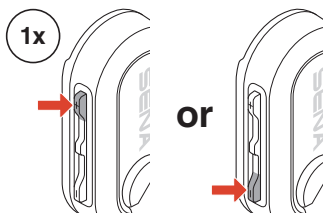
Channel Selection

1. Enter the channel setting.



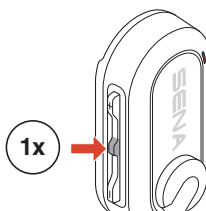
 "Channel setting, 1"

2. Navigate between channels.



 "#"

3. Confirm and save the channel.



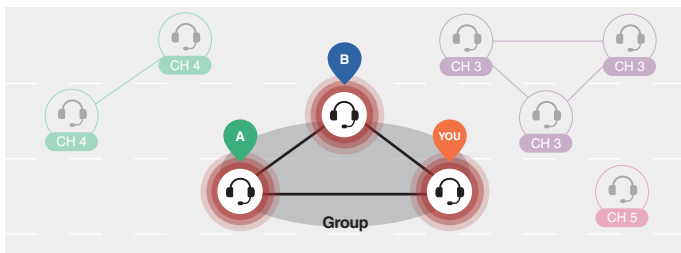
 "Channel is set,
channel #"

- 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 BiKom 20 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



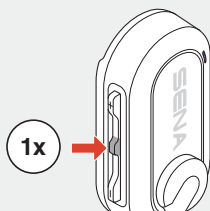
1. Users (You, A, and B) enter the mesh grouping by pressing the center button for 5 seconds while staying in the open mesh. They don't need to be on the same open mesh channel to create a group mesh together.



2. When mesh grouping is completed, it automatically switches from open mesh to group mesh.

"Group Mesh"

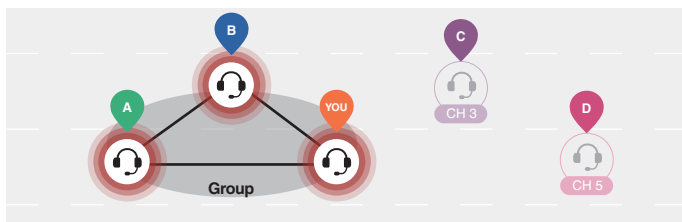
- If you want to cancel mesh grouping, tap the center button.



- 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

When 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 center button for 5 seconds.



- When mesh grouping is completed, the other users, C and D, automatically join the group mesh while leaving the open mesh.

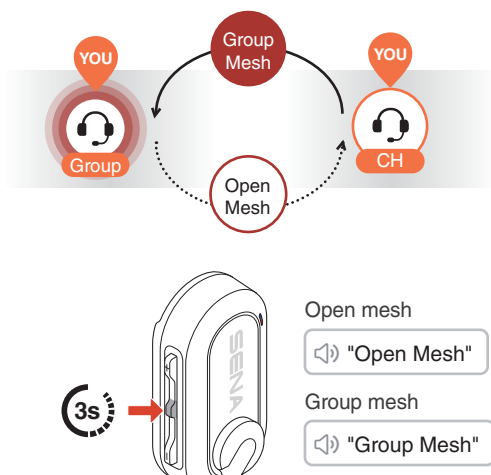
 "Group Mesh"

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.



- 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."

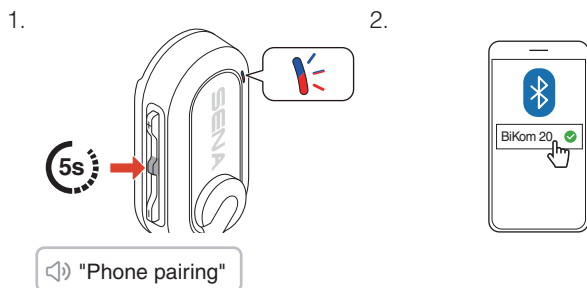
Reset Mesh

If the BiKom 20 resets the mesh while in open mesh or group mesh, it will automatically return to open mesh, channel 1.



05 USING WITH A SMARTPHONE

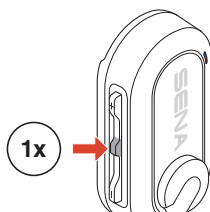
Phone Pairing



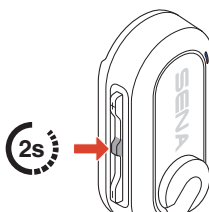
- To cancel phone pairing, press any button.

Making and Answering Calls

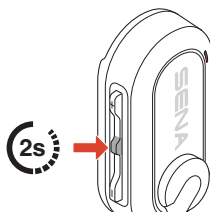
Answer a Call



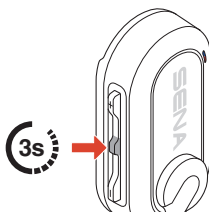
End a Call



Reject a Call



Activate Voice Assistant



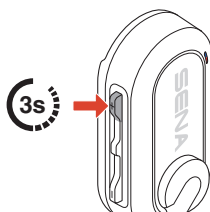
Speed Dial

Assign Speed Dial Presets

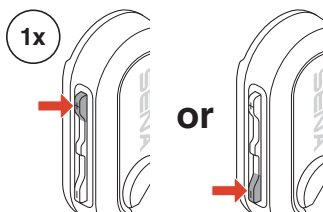
Speed dial presets can be assigned using the Sena Cycling app.

Use Speed Dial Presets

1. Enter the speed dial menu.
2. Navigate forward or backward through speed dial preset.



 "Speed dial"



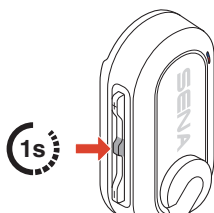
- ① Last number redial
- ② Speed dial (1→2→3)
- ③ Cancel

3. Tap the center button to confirm.

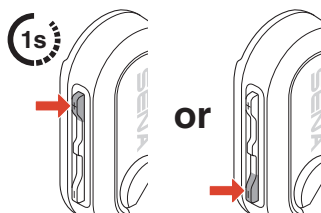


Music

Play/Pause Music



Track Forward/Backward



06 AUDIBLE BICYCLE COMPUTER

The Audible Bicycle Computer (ABC) of the BiKom 20 connects to cycling sensors and provides real-time voice notifications about your ride. By simply pairing the BiKom 20 with Shimano's Digital Integrated Intelligence (Di2) system, you can receive voice updates without interruption.

- Check local law and regulations before use.
- Using this function while riding may pose safety risks. Please stay alert and ride with caution.
- The function is used at the user's own risk and responsibility.

Pairing BiKom 20 with Shimano Di2

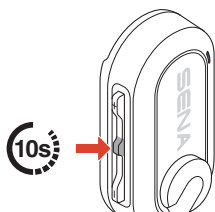
To use the ABC feature with Shimano's Di2 system, you need to pair the BiKom 20 with the Di2 system first.

Shimano Di2 System

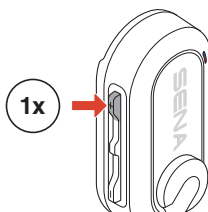
Put your device into Bluetooth connection mode.

BiKom 20

1. Enter the configuration menu.
2. Navigate to Shimano pairing option.



🔊 "Configuration menu"



🔊 "Shimano pairing"

3. Wait until you hear a voice prompt.

🔊 "Shimano connected"

- To cancel, tap the (-) button, then the center button to exit.
- If pairing is not successfully completed within 3 minutes, you will hear the voice prompt "Exit." Then, try the first step again.

Voice Notifications

Once Shimano pairing is complete, the BiKom 20 will deliver the following types of voice prompts.

Shifting Mode Selection

Based on your selection, a voice prompt will inform you of the current shifting mode. The Di2 system provides three shifting modes.

 "Manual shifting mode"

 "Synchronized shifting mode 1"

 "Synchronized shifting mode 2"

Gear Shifting Up/Down

When you shift gears, a voice prompt will inform you of your current gear position.

 "Front gear #"

 "Rear gear #"

Battery Status

When the battery level drops below 10 percent, a voice prompt will notify you.

 "Shimano, low battery"

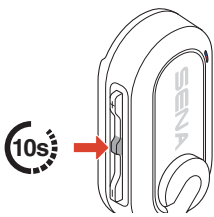
07 FIRMWARE UPDATE

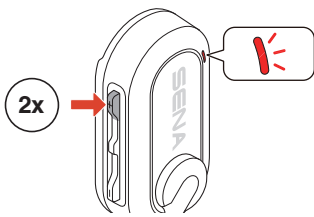
You can update the firmware via Over-the-Air (OTA) directly from the settings in the Sena Cycling app.

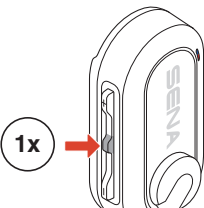
08 TROUBLESHOOTING

Factory Reset

To restore the BiKom 20 to its factory default settings, simply use the factory reset feature.

- 

"Configuration menu"
- 

"Factory reset"
- 

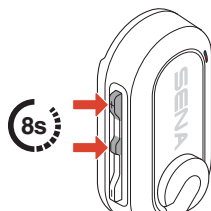
"Headset reset, good-bye"

Fault Reset

If the BiKom 20 is on but unresponsive, you can perform a fault reset to restore functionality.

Ensure the USB-C charging cable is disconnected, then press and hold the (+) and center button simultaneously for 8 seconds until it restarts.

All settings will remain unchanged.





Copyright 2025 Sena Technologies, Inc.
All rights reserved.

© 1998–2025 Sena Technologies, Inc. All rights reserved.

Sena Technologies, Inc. reserves the right to make any changes and improvements to its product without providing prior notice.

Sena™ is a trademark of Sena Technologies, Inc. or its subsidiaries in the USA and other countries.

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Sena is under license.

Sena Technologies, Inc.
152 Technology Drive, Irvine, CA 92618