



A20

Motorcycle INTERCOM

by **SENA**

USER'S GUIDE

ENGLISH

PRODUCT FEATURES

GETTING STARTED

Blast your favorite tunes, talk over the intercom with your buddies, hear directions from your GPS and more, all through your A20 Bluetooth® headset. With built-in Bluetooth® capabilities, HD Intercom, technology has never felt so minimal or freeing.



Bluetooth® Integrated



Intercom up to 1 km (0.6 mi)*



Four-way Intercom



LCD Display



Firmware Upgradeable

*in open terrain

Update this product for free with the latest firmware to fully enjoy the new advanced features built into this product. Visit **parani.com** to see how to update your product.

Parani parani.com

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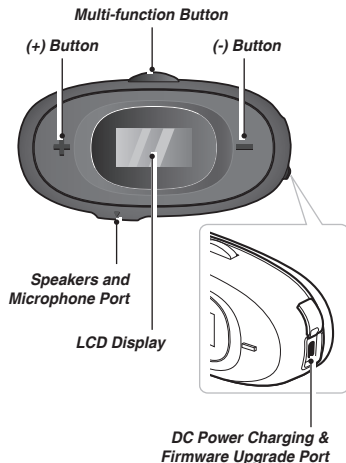
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1 BEFORE STARTING

1.1 Product Details



1.2 Package Contents

- **Headset Main Unit**



- **Clamp**



- **Glued Surface Mounting Adapter**



- **Speakers and Microphone Cable**



- **Speaker Pads (2)**



- **Hook and Loop Fasteners for Speakers (2)**



Wired Boom Microphone

- **Wired Boom Microphone**



- **Microphone sponge (2)**



- **Hook and Loop Fastener for Boom Microphone**



- **Wired Boom Microphone Holder**



- **Hook and Loop Fastener for Boom Microphone Holder**



Wired Microphone

- **Wired Microphone**



- **Hook and Loop Fastener for Wired Microphone**



Others

- **USB Power & Data Cable (USB-C)**

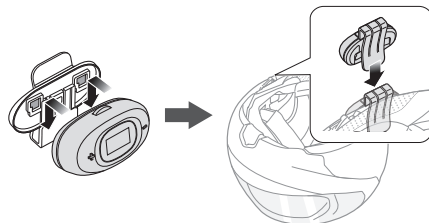


2 INSTALLING THE HEADSET ON YOUR HELMET

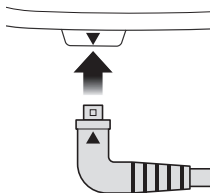
Before installing the headset, you need to choose between the clamp and the glued surface mounting adapter. To install the headset to the helmet, follow the steps below:

2.1 Using the Clamp

1. Insert the main module into the clamp using the two connecting slots on the back.
2. Insert the headset into the helmet using the clamp.

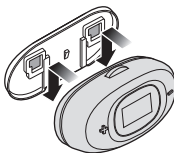


3. Insert the speaker and microphone plug into the headset.

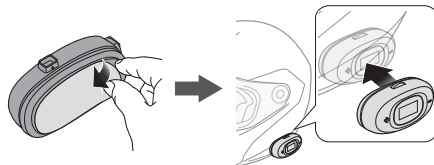


2.2 Using the Glued Surface Mounting Adapter

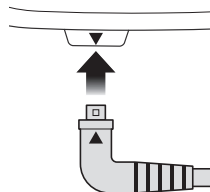
1. Insert the main module into the glued surface mounting adapter using the two connecting slots on the back.



2. Remove the cover of the adhesive sticker on the back to glue the headset on to the helmet.
3. Attach the headset on the left side of the helmet.

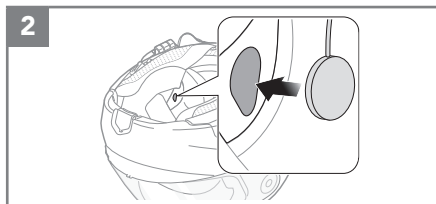
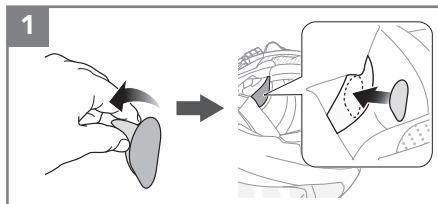


4. Insert the speaker and microphone plug into the headset.



2.3 Installing the Speakers

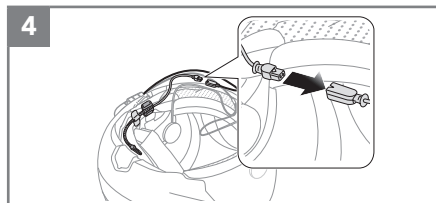
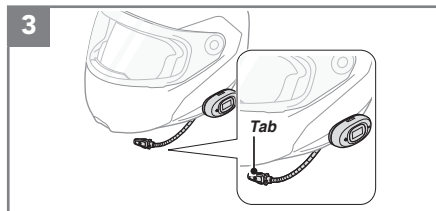
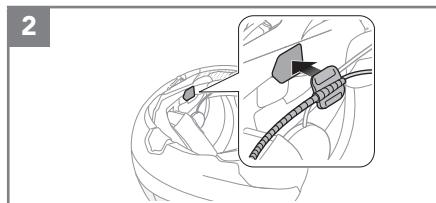
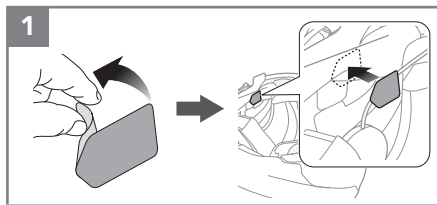
1. Attach the hook and loop fasteners for speakers to the ear pockets inside the helmet.
2. Attach the speakers to the hook and loop fasteners for speakers inside the helmet.



Note: If the helmet has deep ear pockets, you can use the speaker pads to bring the speakers closer to your ears.

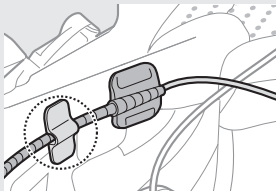
2.4 Installing the Wired Boom Microphone

1. Attach the hook and loop fastener for wired boom microphone on the inside surface of the left external shell.
2. Attach the wired boom microphone's mounting plate to the hook and loop fastener.
3. Adjust the head of the microphone so that the tab is facing away from your mouth.
4. Align the arrows on the main unit and microphone cables and insert the microphone cable into the microphone connector.

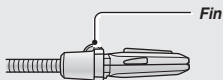


Note:

- You can use the boom microphone holder after attaching the hook and loop fastener for boom microphone holder on it to ensure secure installation.



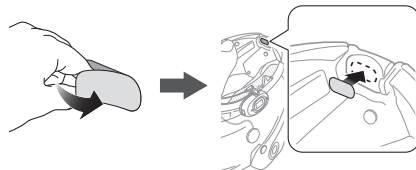
- Make sure that the microphone is located properly close to your mouth when you wear the helmet. Adjust the direction of the microphone so that the fin side of the microphone is facing outward, away from your lips.



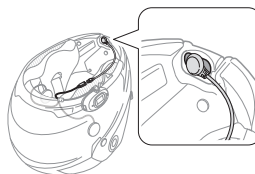
2.5 Installing the Wired Microphone

If you have a full face helmet, you can use the wired microphone.

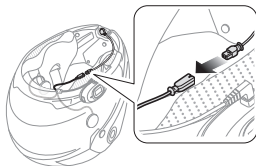
- Peel off the cover of the hook and loop fastener for wired microphone to expose the adhesive tape. Then, attach the hook and loop fastener on the inside of the helmet's chin guard.



- Attach the wired microphone to the hook and loop fastener for wired microphone.

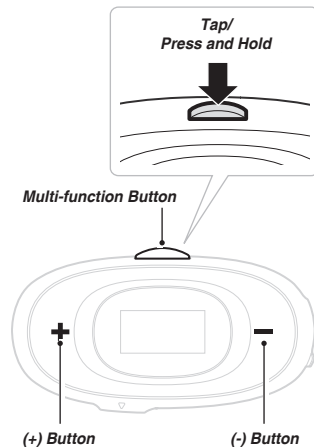


3. Align the arrows on the main unit and microphone cables and insert the microphone cable into the microphone connector.

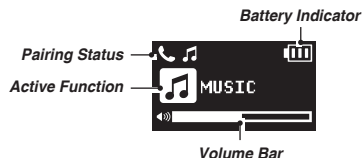


3 GETTING STARTED

3.1 Button



3.2 LCD Display



It takes about 2.5 hours to be completely charged.

Charging Status LCD



Charging

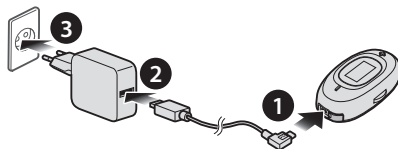


Fully Charged

Note: Any 3rd party USB charger can be used with Parani products if the charger is approved by either the FCC, CE, IC or other locally approved agencies that Parani accepts.

3.3 Charging the Headset

The headset can be charged using many common methods via the supplied USB power & data cable. Depending upon the charging method, the headset will be fully charged in about 2.5 hours.



3.4 Powering On and Off

- To power on the headset, press and hold the **(+) Button** and **(-) Button** for **1 second**.



- To power off the headset, tap the **(+) Button** and **(-) Button**.



3.5 Adjusting the Volume

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.

3.6 Downloadable Parani Software

3.6.1 Parani Device Manager

The **Parani Device Manager** allows you to upgrade firmware and configure settings directly from your PC. For more information on downloading the **Parani Device Manager**, please visit parani.com.

4 PAIRING YOUR HEADSET WITH OTHER BLUETOOTH DEVICES

Before 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 mobile phone, MP3 player, or GPS via Phone Pairing, Second Mobile Phone Pairing. The headset can also be paired with another Parani headset.

4.1 Phone Pairing

There are three ways to pair the phone.

4.1.1 Initially Pairing the A20

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

- Rebooting after executing the **Factory Reset** feature; or
- Rebooting after executing the **Delete All Pairings** feature.

1. Press and hold the **(+) Button** and **(-) Button** for **1 second**. You will hear a voice prompt, **“Phone pairing”**.



2. On your smartphone, search for **Parani A20**.
3. Enter 0000 for the PIN. Some smartphones may not ask for PIN.

Note:

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

4.1.2 Pairing When the A20 is Turned Off

1. While the headset is off, press and hold the **(+) Button** and **(-) Button** for **5 seconds**. You will hear a voice prompt, **“Phone pairing”**.



2. On your smartphone, search for **Parani A20**.
3. Enter 0000 for the PIN. Some smartphones may not ask for PIN.

4.1.3 Pairing When the A20 is Turned On

1. While the headset is on, press and hold the **Multi-function Button** for **8 seconds**. You will hear a voice prompt, “**Phone pairing**”.



2. On your smartphone, search for **Parani A20**.
3. Enter 0000 for the PIN. Some smartphones may not ask for PIN.

4.2 Second Mobile Phone Pairing

1. To enter the **configuration menu**, press and hold the **Multi-function Button** for **12 seconds** until you hear a voice prompt, “**Configuration menu**”.
2. Tap the **(+) Button** until you hear a voice prompt, “**Second mobile phone pairing**”.



3. On your smartphone, search for **Parani A20**.
4. Enter 0000 for the PIN. Some smartphones may not ask for the PIN.

5 MOBILE PHONE USAGE

5.1 Using Phone Functions

- **Answering a call**
Tap the **Multi-function Button**.
- **Ending a call**
Tap the **Multi-function Button**.
- **Rejecting a call**
Press and hold the **Multi-function Button** for **2 seconds**.
- **Make a Call with Voice dialer**
Press and hold the **Multi-function Button** for **3 seconds** in stand-by mode to activate the voice dialer of your mobile phone.



Incoming Call



Make a Call



Make a Call with
Voice Dialer



Conversation

5.2 Speed Dialing

5.2.1 Assigning Speed Dial Presets

You need to assign speed dial numbers before using the speed dial. Speed Dial Presets could be assigned in the configuration menu.

5.2.2 Using Speed Dial Presets

1. Press and hold the **(+) Button** for **3 seconds** and you will hear a voice prompt, “Speed dial”.



2. Tap the **(+) Button** or the **(-) Button** to navigate between the menus. You will hear prompts for each menu item.
3. Tap the **Multi-function Button** to select a voice menu among the followings:



Last Number
Redial



Speed Dial 1



Speed Dial 2



Speed Dial 3



Cancel

4. To redial the last number called, tap the **Multi-function Button** when you hear a voice prompt, “**Last number redial**”.
5. To call one of the speed dials, tap the **Multi-function Button** when you hear a voice prompt, “**Speed Dial (#)**”.
6. If you want to exit the speed dial immediately, tap the **(+) Button** or the **(-) Button** until you hear a voice prompt, “**Cancel**”, and tap the **Multi-function Button**.

6 STEREO MUSIC

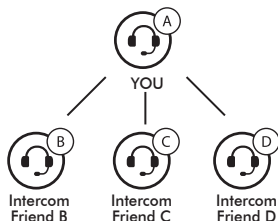
- **Play/Pause music**
Press and hold the **Multi-function Button** for **1 second**.
- **Track forward/back**
Press and hold the **(+) Button** or the **(-) Button** for **1 second**.



7 BLUETOOTH INTERCOM

7.1 Intercom Pairing

The headset can be paired with up to three other **Parani** headsets for Bluetooth intercom conversation.



1. Press and hold the **Multi-function Button** of the headset A and B for **5 seconds** until you hear a voice prompt, “**Intercom pairing**”.

2. Tap the **Multi-function Button** on either headset and wait until the intercom connection is automatically established.



3. Repeat steps 1 and 2 to pair with **Intercom Friends C & D**.
4. 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 **first intercom friend**. The previous intercom friend becomes **second intercom friend**, and **third intercom friend**.

Last-Come, First-Served



YOU

Intercom
Friend 1

YOU

Intercom
Friend 1Intercom
Friend 2

YOU

Intercom
Friend 1Intercom
Friend 2Intercom
Friend 3

7.2 Two-way Intercom

You can start/end an intercom conversation with one of any intercom friends by tapping the **Multi-function Button**.

Intercom
Friend 1

= Tap the **Multi-function Button**.

Intercom
Friend 2

= Double tap the **Multi-function Button**.

Intercom
Friend 3

= Triple tap the **Multi-function Button**.

7.2.1 HD Intercom

HD Intercom enhances the two-way intercom audio from normal quality to HD quality. When you enter into a **Multi-Way Intercom**, **HD Intercom** will be automatically disabled. If this feature is disabled, the intercom audio will change to normal quality.

Note:

- **HD intercom** is only active for two-way intercom.
- **HD intercom** will become temporarily disabled when Audio Multitasking is enabled.

7.3 Multi-Way Intercom

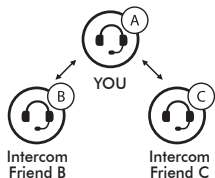
Multi-Way Intercom enables conference-call-style conversations with up to **three intercom friends** at the same time. While **Multi-Way Intercom** is in progress, mobile phone connection is temporarily disconnected. However, as soon as **Multi-Way Intercom** terminates, the mobile phone connection will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



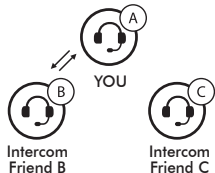
7.3.1 Start a Three-Way Intercom Conference

You (A) can have a three-way conference intercom with two other **intercom friends (B & C)** by establishing two intercom connections at the same time.

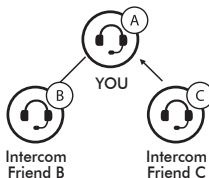
1. You (A) need to be paired with two other **friends (B & C)** for three-way conference intercom.



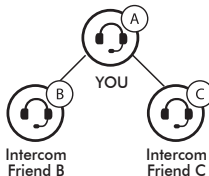
2. Start an intercom conversation with one of the two friends in your intercom group. For example, you (A) may start an intercom conversation with **intercom friend (B)**. Or **intercom friend (B)** may start an intercom call with you (A).



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

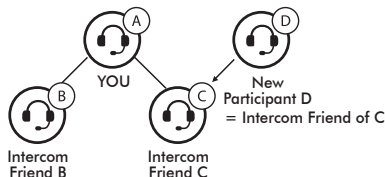


4. Now you (A) and two **intercom friends (B & C)** are having a three-way conference intercom.



7.3.2 Starting a Four-Way Intercom Conference

You can have four-way conference intercom with three other intercom friends by adding one more intercom participant to the three-way intercom. **A new participant (D)** can make it a Four-Way Intercom Conference by making an intercom call to either **(B)** or **(C)**.



7.3.3 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 **Multi-function Button** for **3 seconds**.
- Disconnect the intercom connection with one of the intercom friends**
 When you disconnect the **second friend (C)**, 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 (C)**.
 Disconnect (B) : Tap the **Multi-function Button**.
 Disconnect (C) & (D) : Double tap the **Multi-function Button**.

8 GENERAL SETTINGS

8.1 Function Priority

The headset operates in the following order of priority:

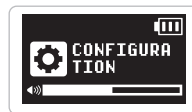
(highest)	Mobile phone
	Bluetooth Intercom
(lowest)	Bluetooth stereo music

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




8.2 Configuration Menu




You can set the configuration of the headset by the voice menu instruction described below.


1. Press and hold the **Multi-function Button** for **12 seconds** until you hear a voice prompt, “**Configuration menu**”.



2. Tap the **(+) Button** or the **(-) Button** to navigate between the menus. You will hear voice prompts for each menu item.
3. You can enable/disable the feature or execute the command by tapping the **Multi-function Button**.

Configuration Setting	Enable/Disable or Execute
 <p>Second Mobile Phone Pairing</p>	None
 <p>Speed Dial</p>	Execute
 <p>Voice Prompt</p>	Enable/Disable

Configuration Setting	Enable/Disable or Execute
 <p>Delete All Pairings</p>	Execute
 <p>Universal Intercom</p>	Execute
 <p>Factory Reset</p>	Execute

Configuration Setting	Enable/Disable or Execute
 <p>Exit Configuration</p>	Execute

8.2.1 Assigning Speed Dial

- To assign a phone number as a speed dial, tap the **(+) Button** until you hear a voice prompt, “Speed dial”.



- Tap the **Multi-function Button**, and you will hear a voice prompt, “Speed dial one” and “Phone connected”.

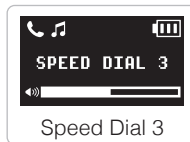
Tap the **(+) Button** or **(-) Button** to select one of three speed dial numbers by hearing a voice prompt, “Speed dial (#)”.



Speed Dial 1



Speed Dial 2



Speed Dial 3

3. Call a phone number you want to assign and you will hear a voice prompt, “**Save speed dial (#)**”. The phone number is automatically assigned to the selected speed dial number. Then the phone call will hang up immediately.
4. To exit the menu, tap the **(+) Button** or **(-) Button** until you hear a voice prompt, “**Cancel**”, and tap the **Multi-function Button** to confirm. You will then hear a voice prompt, “**Cancel**”.



8.2.2 Voice Prompt (Default: Enable)

You can disable voice prompts by configuration setting, but the following voice prompts are always on.

- Voice prompts for configuration setting menu
- Voice prompts for factory reset
- Voice prompts for speed dial

8.2.3 Delete All Pairings

Delete all Bluetooth pairing information.

8.2.4 Universal Intercom

Universal Intercom allows you to have intercom conversations with users of non-Parani Bluetooth headsets. Non-Parani Bluetooth headsets can be connected to the Parani Bluetooth headset if they support the Bluetooth Hands-Free Profile (HFP). You can pair the headset with only one non-Parani headset at a time. The intercom distance depends on the performance of the Bluetooth headset to which it's connected.

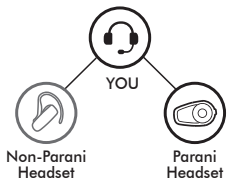
When a non-Parani Bluetooth headset is paired with the headset, if another Bluetooth device is paired via **Second Mobile Phone Pairing**, it will be disconnected.

1. Press and hold the **Multi-function Button** for **12 seconds** to enter the headset configuration menu. Tap the **(+) Button** or the **(-) Button** until you hear a voice prompt, "**Universal intercom pairing**".

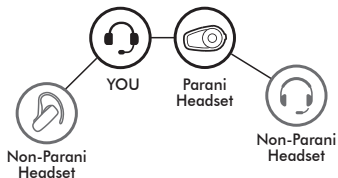
2. Tap the **Multi-function Button** to enter into Universal Intercom Pairing mode.
3. Put the non-Parani Bluetooth headset in Pairing Mode. The headset will automatically pair with a non-Parani Bluetooth headset.
4. You can have a **Two-Way Intercom** or **Multi-Way Intercom** communication with up to **three intercom friends** using non-Parani headsets by following the procedures described below.

Note: You can have two-way or multi-way universal intercom communication using the same way as you do in a normal two-way and multi-way intercom. Please refer to section 7.2: "Two-way Intercom" and 7.3: "Multi-Way Intercom".

Example of a Three-way Universal Intercom



Example of a Four-way Universal Intercom



Note: Some non-Parani headsets may not support multi-way universal intercom.

8.3 Software Configuration Setting

You can change the settings of the headset through **Parani Device Manager**.

8.3.1 Audio Multitasking™ (Default: Disable)

Audio Multitasking allows you to hear the audio from two features simultaneously. When Audio Multitasking is enabled, intercom conversation 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 **Parani Device Manager**.

Note:

1. Audio Multitasking will be activated during a two-way intercom conversation with a headset that also supports this feature.
2. When Audio Multitasking is disabled, the background audio source will return to its independent volume level.
3. For Audio Multitasking to work properly, you need to power the headset off and on. Please restart the headset.

8.3.2 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 0 is the lowest.

8.4 Firmware Upgrades

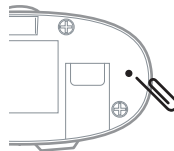
The headset supports firmware upgrades. You can update the firmware using the **Parani Device Manager**. Please visit Parani website at **parani.com** to check the latest software downloads.

9 TROUBLESHOOTING

9.1 Fault Reset

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

1. Locate the **Pin-hole reset button** below on the back of the main unit.
2. Gently insert a paperclip into the hole and tap the **Fault Reset Button** with light pressure.



3. The headset will shut down.

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

9.2 Factory reset

If you want to restore the headset to factory default settings, use the **Factory Reset** in the configuration menu. The headset automatically restores the default settings and turns off.

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