

CUSTOMER TESTIMONIALS



SMH10

Motorcycle
Bluetooth® Headset & Intercom

From Fitenfyr 03/07 Got mine yesterday.

THEY ARE FANTASTIC.

I sold my Autocom for these and have ZERO regrets.

Paired right up with my Samsung Moment and each other with little issue.

Wife and I tested them. I was able to sit in my office at home and talk with her while she meandered down the street for a 100 yards or so. It started to break up, but was still usable.

Sound quality is as good as my Autocom both stereo and the intercom.
The volume is great and easily heard with foamies over the wind noise in my Shoei Hornet DS.

Wife and I went on a ride today and put them to the test. OMG they are FANTASTIC and work better than advertised. We had numerous cases where she was out of site in a 20+ bike group ride and we could still talk. When we did loose a connection it was very obvious it was going away and soon as we were back in range it picked right back up. Battery life is top notch. We ran them better than 5 hours of continuous intercom today with lot's of battery life left it seems.

A plus units that's for sure.

Bremsstrahlung 09/12 Sena battery life in my experience so far (with the standard speakers) has been four days in a row commuting to work, which is a total of about 280 miles (35 miles each way, about 5.5 hrs total) with the volume at 100% and still on the same charge

Unleaded 03/07 Having just arrived home from a long trip out west, I'll be another one who is totally pleased with the Senas. I bought the dual kit, and installed the second unit in the helmet of the buddy who went with me. Amazing sound clarity and I was continually surprised at the range. Around mountain curves, over hills - we never lost contact until WELL after I thought there was no way they could still work. Battery life is excellent, too

NuckaMan 09/18 For me personally, not a big gadget guy but I have been using a Sena since April, got it in a group buy with a few co-workers....who are gadget-boy riders.

All of them loves their Sena systems and rave about the ease of use and how well the Bluetooth system works (gadgets used: Garmins, Iphone, HTC Phone, Motorola Phone, G1 Phone).

We have done several group rides together, com between riders works extremely well with great range (as long as LOS is maintained).

For me personally, the main reason why I purchased it was for hardwiring my Ipod for music....which works great.

Everyone has converted from their respective systems to Sena full-time.

Good build quality and doesn't feel like a cheap system like the Chatterbox.

Battery life is excellent also.

I'm in the market for another actually, one for my other helmet.

Cigar Mike 07/10 Wow! I just received our dual set yesterday and installed them today. I am not the one to compare this unit to others since this is my first communication system like this. I have tried many setups using radios and there is no comparison. I bought the unit because of the intercom review being so good. Being able to use the phone and the MP3 player is really a great addition

Northstar Beemer 09/12 Utterly fantastic - I use mine with a Blackberry (BT) and an XM and iPod (connected). I also wear foam earplugs which knock out wind noise and allow for a nice hi-fi stereo sound from the speakers.

Bike to Bike and rider to passenger all work flawlessly.



MTDuke 02/08 I decided to post a report here because I get a ton of my research done on the internet through the experiences of others and I thought I would add to the discussion for others sake.

The product came packaged nicely and I found the instructions to be clear and thorough. Both home and 12v charging systems along with various parts for helmet fit. Both units clamped easily to our helmets and the wires stowed nicely in the seams (Mine Shoei Mulittec, wife HJC Symax). Speakers fit both helmets nicely and stay in place well with the velcro-type backing installed.

In short, I am simply amazed at how well this product works. I was connected to my wife's unit and my Droid phone for music and she was connected to me and an IPOD touch for music. We did not use the voice activation so I cant comment on that feature, but we conversed through much of the 2 day ride many times and the sound was always clear. I did not purposely test the range, but, we were often 1/2 mile or so apart (twisty Yellowstone roads with trees) and never had a problem. Also, we both ride with our chin bars on the convertible helmets open sometimes and never had an issue with wind noise (even at speed).

Almost home on the second day I ran out of battery since I listen to more music than my wife. I plugged in the 12v plug and everything worked well for the balance of the ride. So, I would estimate that I had about 10 hours of music and frequent conversation before

battery ran out and it was easy to charge while riding when it did.

It was a very nice ride made better because we could communicate

AntonV 02/08 I've only been using them for 3 days, and I absolutely love it. Everyone I have spoken to, via bluetooth the iPhone, says the voice clarity is great. The jog dial and button combinations work great. Only takes one ride to master. I haven't drained the battery yet, so I can't comment on battery. Speakers get pretty loud as well.

Dmac 29/09 I found this thread a few days ago and ordered a SENA.

It arrived today. For now, I have it paired with my old iPhone (3G) that has the newest OS installed. Easy to install and set up. I ordered the earbud kit as well, and it seems to work great too. With that option this thing has everything I was looking for....BT stereo, earbud, option, can override BT with a cable if needed, ability to charge it easily

CU14 15/10 Bluetoothed to my ipod touch, sound is crystal clear, left the ipod in the top box, outside a shop, went in did my shopping, sound still coming thru. bike to bike distance excellent. Phone use to a blackberry was clear also (don't do that too much though, why have a bike and then give people access to your thoughts on the thing?)

Can also use any 3.5 mm jack plug, a coily lead comes with it so that you can stash the media device into your jacket.

Volume control is a cinch to use. advanced bluetooth allows up to 4 people to be connected at one go. Battery life is really good, charge time isn't too much of an issue.

Surferbum 02/08 I have had the Sena SMH10 for nearly a month now and one thing that I was concerned about was the volume.

I ride with foam earplugs and **prior to the Sena** I had rigged up a pair of Sony headphone speakers which were powered by my Zumo. The volume was okay at slow speeds but north of 65 MPH you could faintly hear the sound. I tried in-ear isolating earbuds but after a ride my bud'ed ear felt like I just sat in front of a concert speaker for 3 hours.

With the Sena, I have NO problem with hearing the phone calls, GPS instructions and music while using the foam earplugs. The speakers fit great in my Shoei RF-1100 helmet.

Duster 929 03/08 Lots of positive reviews on these units, and I'll add my voice to the list. Hopefully I can provide some new information for those thinking of taking the plunge on these. I just got back a 3-week trip using them, and I can give an unequivocal BUY recommendation.

Helmet Fitment:

The first night in California I put them in the helmets, and they fit well, and easily. My wife's helmet is a Shark RSF, circa 2003. The clamp unit was a little tricky to fit, but it wasn't too hard. My helmet is a Shark RSR2, which is a full-on racing lid, and I was worried, but it was a breeze. The clamp fit easier than in my wife's helmet, it didn't interfere with the vents in the side of the chinbar, and the speakers tucked behind the padding in the sides, essentially against the styrofoam interior of the helmet shell. I didn't even fasten them, I just let them sit behind the padding, which provided a kind of pocket for them. I wonder if that was by design of the helmet manufacturer.

Pairing:

Over the three weeks we tried a variety of pairing scenarios, and they all worked. I paired the headsets with each other, of course, which was easy. I paired hers with an iphone, mine with a blackberry, and at various times each with a Zumo 550. Pairing is truly easy.

Intercom:

Simply put, I cannot imagine taking a trip with a passenger without this intercom. This absolutely transformed our riding experience in a hugely positive way. I had considered using a wired option, but this is so much simpler. And when we got off the bike to take photos of scenery, we could still talk to each other, if we left our helmets on. We could discuss what we were seeing, discuss route options on the go, and plan the trip in a way we'd never been able to do before.

GPS:

This paired with the Zumo well, works as advertised. However, I did most of the ride unpaired from the Zumo(it does not have stereo music output), as I decided to pair with the Blackberry for stereo audio. I may try the bluetooth dongle approach, so I can pair them both, but I didn't find I missed much by not having voice instructions. It's most useful when going into cities, and to be honest that's when I most required uninterrupted conversation with my wife, as we were seeking stopping places, hotels, restaurants, etc.

Battery Life:

The units were turned on for 8-10 hour days most of the time, and lasted well through that period. They weren't always in use, but they were "on" all the time, even when we made stops. On a couple of 12-hour days the battery started to run out, so we took to turning them off every time we stopped, and that solved any issue with battery life. We didn't use the voice activated mode, we were generally chatting or listening to music most of the time, and even when we weren't talking, the channel was "open" the whole time. We used them this way, essentially every day for 3 weeks, charging them each night. By the end of the trip, we had not noticed any degradation in battery life.

I don't hesitate at all in recommending someone buy these units. Our trip wouldn't have been the same without them, and they worked pretty much perfectly all the time.

Forum editors note to the review above: At present you can start and stop the music from the iPhone by a longer press on the jog dial. One for start, one for stop. It's a longer press than initiating an intercom chat. When the iPhone iOS 4.1 becomes official shortly (currently in its second Beta release), track back and forward (AVRCP) will be included in the Bluetooth stack, so you will have full control of your music

From "J.B." (4/10) "I sent comments last month about the BT Multi-Interphone Headset, not impressive. However, I have since sent the BT Multi-interphone set back to the vendor, purchased a Sena SMH10 set and installed in my helmet.

All I can say is WOW. The Bluetooth works great with my phone (Blackberry Pearl). Comments from others is the sound quality is better than the Bluetooth from my truck stereo.

Simple phone link up & controls are VERY easy to use. Sound is definitely not hi-fi quality when MP3 music is driven from my phone, but my helmet (Shark RSX) may be contributing to that. Overall, this is a great buy!

From "D.R." (4/10): "My first review for the Sena; this is a solo use only as I have yet to need another unit (will need by mid-summer so expect another comment then).

The device installed easily and firmly on my Shoei Hornet DS (size L) with ease – and the bottom edge of the helmet has a bit of a lip on it, again, no issue.

The Sena paired up immediately with both my TomTom Rider2 and Samsung SGH phone...wow!

My biggest compliment is the sound quality and volume at this point...I am only running the volume at about 50-60%; without outside noise, this unit is TOO loud if turned all the way up. The sound quality is really an improvement over old systems."

From "M.H." (3/10): "I purchased 2 of the Sena headsets,

I've had them for over a week, and had the opportunity to give them a "real world" test, several times. They work wonderful.

Here in the rolling foothills of western North Carolina we are getting ranges of up to 1/4, or more, from headset to headset. Plenty of range for our riding style. We have maintained communications at speeds of 75 MPH, without any difficulty.

Although I'm not a advocate of using a cell phone while on the bike, it works exactly as advertised. My wife purchased a Bluetooth MP3 player to PAIR to her set, and it works excellent. The sound quality is amazing, and plenty loud!

Just yesterday 2 others in our group received their units, so we finally got the opportunity to use them as a group. Again, they work flawlessly. Pairing to the other 2 was a snap, and usage while on the road was a breeze.

I love the simplicity of the jog dial. Even with winter gloves on, I can operate the unit without any difficulty. The user manual is well written, and installation was straight forward. On a scale from 1 to 10, this one is easily a 9 in my opinion."

From "T.B." (9/10) I bought the twin pack, for two helmets.

Overall, extremely pleased. Works as advertised. I did have an issue with one of my sets

Waterproof? Seems so. I got caught in a Pacific Northwest downpour in June riding along the Columbia River Gorge towards Portland. The unit didn't skip a beat.

From "T.W." (09/10): "I just wanted to give you my feedback on the Sena SMH-10 that I purchased recently. I bought the two pack and installed on each helmet after a complete initial battery charge. Pairing was easy and did not have any initial problems; voice and audio seemed very good.

From "C" (09/10): "I purchased the Sena SMH-10 and it was delivered in time for the Labor Day weekend riding. My wife and I switched out the old units and mounted the new Sena devices. Most everything matched your review perfectly.

1. My Helmet: 3/4 open face Shoei no shield with BT connection to her helmet and an old iPod connected via provided cable.
2. Her Helmet: Full face Shoei with shield down and BT connection to my helmet and a BT stereo connection to her iPhone 3GS.

We both wore earplugs.

I was able to listen to the MP3 player without issue, albeit at a fairly high level. I might have needed to increase the volume on the iPod itself. But in general at speeds up to 60mph, it worked great. She was listening to Pandora on her iPhone via the BT connection and not at highest volume. It all functioned great. She loved that! Our old ones were intercom only and the ability to listen to music while riding is awesome for her!

But the intercom you ask? Even at speeds up to 60 mph (never tried faster) we were able to carry on a conversation without any difficulties. She said there was a limited amount of wind noise from my mic but she could still hear me clearly over it, but I can tell you after 200 miles she did not have a problem. I know because she did not ask for repeats over and over.

It functioned well even in the open environment, which was more than I could have hoped for. This was awesome and well worth the investment!

Endurorazor 28/3 I am impressed with them. They quickly and painlessly paired to everything I tried, including a zumo 660 and a typical LG cell phone. I really like the range of volume available and the ability to quickly change the volume by twisting the control. Battery life is good and you can charge them while riding with the included cigarette lighter charger cable. I can't speak for helmet to helmet range as I only used them for rider to passenger comms which were excellent.

Wingspan 04/02 Other than the initial pairing which worked on the first try, I haven't had to touch my iphone to do anything. I don't even take it out of my pocket when gearing up. Just turn on the Sena, press the Sena's jog button (aka volume wheel) for a second, and the music starts playing. It works perfect.

I don't advocate using the phone while riding, but my father did call me today while in the road. I was riding ~55mph when he called. I heard him with total clarity. He said there was some wind noise on his end but he could hear me clearly and had no trouble conversing. As I said before, my V-Strom is a VERY noisy bike with the short screen and so I was pleased with this.

The wife and I spent a few hours on the bike today using the Sena's for the first time. I'm very pleased. We were both able hear each other clearly using normal speaking voices, even on the interstate. The controls were easy for her to use, one of the main reasons I chose the Sena over other units.

H53 driver 03/05 Just a bit on the volume potential of the Sena. Last week I was stopped in traffic waiting on a train. I had the volume turned all the way up on my Sena as I had my earplugs in and would be on the interstate soon. Parked next to me was a coworker, also on a bike wearing a full face helmet and wearing earplugs. My wife called and as I was stopped, I answered. My coworker could hear her speaking through my speakers, from 6-8 ft. away through his own helmet and earplugs.

If the Sena isn't loud enough for you, you're deaf.

WZ4I 04/06 Several of us recently purchased the Sena headsets, and have had several opportunities to use them in different environments.

Installation. The mounting bracket is plenty strong, and mounting took less than 5 minutes. Speakers and all.

Clarity. The sound quality is excellent with every device that I have connected.

Usage. Two buttons. I can easily operate the headset, even with winter gloves on. The Jog Dial is the control that you will mostly be using. It controls the audio level, headset to headset connection, as well as the Bluetooth adapter that's connected to my GPS.

Battery life. Sena says 12 hrs. I've had mine in use for over 9 hours, and the battery was still good.

Overall, I give them a 8.5 out of 10. In the past I tired the wired FRS stuff. It works, but I not care for all the wires. These are keepers in my book.

Kevin 2735 17/04 Got a set last week and so far so good. I really like the large jog dial on the side, it makes it easy to adjust volume. The sound is better than expected, certainly loud enough to overcome wind noise and ear plugs. The overall build quality of the unit is good, it feels sturdy and seems like it could handle some abuse.

The intercom worked better than expected. I had once used a motocom system, which did not fair so well. That being my only intercom experience, the SMH10 really kicked ass. I like how that once it is paired, you can forget about it. with each ride all I had to do was turn it on and tap the jog dial button to activate the intercom. I was able to seamlessly switch from intercom, iphone music, and iphone phone calls just by tapping the large jog button. Wife and I went on a six hour ride and left the intercom on the whole time without any problems. My daughter and I also went on a ride after that and there was no indication of a low battery. When my daughter and I rode I was switching out between intercom and music quite a bit without issues.

Stomp 21/04 30 minutes to install it onto my helmet, pair it to my Iphone and test it out. So easy and so good. Seriously. This is exactly what I was looking for; the ability to listen to music while riding and take an occasional call while riding.

As for the rain worthiness, my first ride with it this morning; pouring rain and lots of wind. Works great, plenty loud (with good sound quality, IMO) and seemingly water proof (or at least resistant)

Tyozzy 15/05 The jog dial is a nice feature of the Sena. It's easy to change the volume and scan thru songs on the phone. It's also nice to just be able to "tap" the jog dial for functions instead of having to feel around for the right button.

Klinkster 06/07 Just got my pair of Sena's this morning. I must admit I hardly glanced at the instructions as all looked pretty self explanatory, so I fitted the first unit to my Shoe X11 helmet.

Now I'm no rocket scientist, but I've heard people say they have had difficulties with fitting both the unit(using the clamp method) and the speakers to an X11, I on the other hand must have a different X11 as it was all done and completely as its described in the blurb(I read it after) In no more than 10 minutes.

I then fitted same to my Shoei DS Hornet helmet and all went the same as above. I then charged both units completely, then turned them on, paired them to each other and paired my Iphone 3GS to one of them.

I then put on the X11, made a phone call and played a couple of tracks of music. All sounded terrific and worked better than I expected, all this was done at home, mind, so I haven't used them on the bike or to speak with each other, so I suppose the next test is to pair one with my Zumo 550 and see how that goes. Will keep you all posted, but at this stage I could not be happier with the units

Adventurecycle 20/06 Just had the first ride with my SMH10. I liked the unit extremely well. The music has great sound quality, and the phone seemed to have no issues while riding at highway speeds

BogeyMan 28/06 My \$0.02...

I got the SENA. **It just plain works.** Easy to install (Shoei Multitec). Easy to pair. Good sound fidelity. On the rare occasions where I've answered a phone call, I've had callers comment on how good the sound quality was.

Had an issue with installing it initially - SENA support was top notch. Minor issue quickly resolved.

Solstice 30/06 Installed and tested them last 2 weeks, mostly daily commute. Installation was a breeze – about 10 min each! Mine on a Shark S800 (clamp unit) and AGV S4 (3M Glued Surface Mounting Adaptor) , my buddy's on his Arai TX (3M Glued Surface M. Adaptor). Time will tell how long the 3M Glued SMAdaptor will last.

Mobilephone: Paired easily with my Samsung SGHi-780. I can hear callers clearly and the Sena's mobile phone-enabled function is LOUD (even with my custom earplugs).

Intercom: Rider-Passenger paired and worked well, except for the initial ride when my passenger could hear me clearly but I couldn't hear a thing. We fiddled with it and believe that it was due to the Passenger's mic being positioned incorrectly. Distance-wise, line-of-sight connectivity on unblocked terrain was up to almost 1km, while non-line sight on the same terrain was about 700m.

Music: Music is clear and great.



Web bike world- Motorcycle intercom systems just keep getting better and better, and the rapid improvements in technology and availability now offers many different choices to the motorcyclist.

The danger is that the "more is better" mentality will take over, driven by the urge to compete on features rather than function.

The Sena SMH10 system takes a different tack -- while offering all of the desired functionality with a nicely streamlined user interface that makes the system a pleasure to use in the "real world"; i.e., while riding a motorcycle, where it may be both dangerous and frustrating to try and remember the correct sequence of buttons to work the intercom system.

Sena has obviously thought about this issue and made the SMH10 easy to use with the two-button interface. But of course, that wouldn't be enough -- the SMH10 has outstanding volume and sound qualities and there should be no complaints in that department by any motorcyclist.

