BMW
MOTORRAD

Operating instructions ConnectedRide Com U1

MAKE LIFE A RIDE

Vehicle data

Model

Vehicle Identification Number

Colour code

Date of first registration

Registration number

Dealership details

Person to contact in Service department

Ms/Mr

Phone number

Dealership address/phone number (company stamp)

WELCOME.

We congratulate you on your choice of a genuine accessory product from our company. We constantly strive to match our accessories product world optimally to customers' needs and preferences and areas of use, so that the products can be of assistance to you on your adventures and in your daily routine.

About these operating instructions

Read these operating instructions before using your new accessory product for the first time. You will find important notes here on operation which will help you to make the most of the technical benefits of our products and to use the products to optimum effect and for the longest possible time.

Suggestions and criticism

If you have questions concerning our products, your authorised BMW Motorrad retailer will be happy to provide advice and assistance.

We hope you enjoy using your new product and that all your journeys will be pleasant and safe

BMW Motorrad.

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4 GENERAL INSTRUCTIONS

OVERVIEW

This section contains an overview of these operating instructions, along with some general information on the Connected-Ride Com U1 communication system. Before you can use your communication system as described in section 4, you have to pair the devices as described in section 5 (➠ 18).

ABBREVIATIONS AND SYMBOLS

CAUTION Low-risk hazard. Non-avoidance can lead to slight or moderate injury.

WARNING Medium-risk hazard. Non-avoidance can lead to fatal or severe injury.

DANGER High-risk hazard. Non-avoidance leads to fatal or severe injury.

ATTENTION Special notes and precautionary measures. Non-compliance can lead to damage to the vehicle or accessory and, consequently, to voiding of the warranty.

Specific instructions on how to operate, control, adjust or look after items of equipment on the motorcycle.

- Instruction.

» Result of an activity.

➠ Reference to a page with more detailed information.

◁ Indicates the end of a passage relating to specific accessories or items of equipment.

Tightening torque.

Technical data.

CONNECTEDRIDE COM U1

The ConnectedRide Com U1 permits wireless voice communication with three different intercom modes: Group Mesh Intercom, Multi-Channel Open Mesh Intercom and Bluetooth Intercom. Group Mesh enables up to 24 users to communicate in a private group. Open Mesh offers an almost limitless number of users over a range up to max 8 km. Mesh 2.0 enables all the riders to communicate on a shared channel, and three are nine different channels. Bluetooth Intercom is the tried-and-tested platform and it permits communication via Bluetooth. The ConnectedRide Com U1, moreover, can be paired via Bluetooth to phones, MP3 players and GPS devices.

The communication system is vehicle- and helmet-independent and it fits into almost all BMW Motorrad helmets. The BMW Motorrad Bowler helmet and the BMW Motorrad Grand Racer helmet are the only exceptions. What's more, the ConnectedRide Com U1 also fits into many popular, other-make helmets. BMW Motorrad does not guarantee this.

HD speakers ensure great sound – in every situation. Five languages are supported for announcements and voice-control commands. So wherever your next adventure takes you: the ConnectedRide Com U1 keeps you in touch with other riders on your travels.

NOTE ON USE

In some regions the use of headsets or earplugs by persons on motorcycles is forbidden by law. Before riding, make sure that you are familiar with the rules that apply in the region where you are using the product.

BLUETOOTH AND MESH

How it works
Bluetooth is a short-range wireless technology. Bluetooth devices are short-range devices transmitting on the licence-free ISM waveband (Industrial, Scientific, Medical) between 2.402 GHz and 2.480 GHz. They can be operated free of charge anywhere in the world.

The Mesh wireless technology is based on a dedicated protocol that uses frequencies (2.405 GHz to 2.480 GHz) similar to those used by Bluetooth. Users are networked in what is known as a "mesh", instead of being paired sequentially. This means that the sequence in a communication group can be varied without the connection to the group being interrupted, which is not the case with Bluetooth.

Note on wireless connections
As with every wireless technology, Bluetooth connections can be disrupted. Interference can affect connections or connections can sometimes fail entirely. Particularly when multiple devices operate in a Bluetooth network, with wireless technology of this nature it is not possible to ensure fault-free communications in every situation.
Transmission quality depends on the following factors:
– Position and orientation of the aerial.
– Presence of obstructing objects (e.g. building, shielding objects).
– Environmental influences (e.g. weather conditions, wifi interference).

NOTE ON HEALTH COMPATIBILITY

The body of scientific data available at this time gives no grounds for assuming that Bluetooth can have negative effects on human health. The transmitting power of the BMW Motorrad communication system corresponds to the transmitting power of Bluetooth class 1 (max. 18.8 mW).
The ISM waveband used by Bluetooth is designated for worldwide use by industry, science and medical technology and, thanks to the low transmitting power, is classed as uncritical in terms of health risks.

DISPOSAL

If you want to dispose of your communication system at some future point in time: It is illegal to dispose of electrical devices as domestic waste. Hand in the communication system at an approved collection point for end-of-life electrical devices.

CURRENCY

The high safety and quality levels of BMW Motorrad accessories are ensured by a process of continuing evolution. Because of this, the accessory you have purchased may differ from the information supplied in the operating instructions. Nor can BMW Motorrad entirely rule out errors and omissions. We hope you will appreciate that no claims can be entertained on the basis of the data, illustrations or descriptions in these operating instructions.

TECHNICAL DATA

All dimensions, weights and power ratings stated in the operating instructions are quoted to the standards and comply with the tolerance requirements of the Deutsches Institut für Normung e.V. (DIN). Versions for individual countries may differ.

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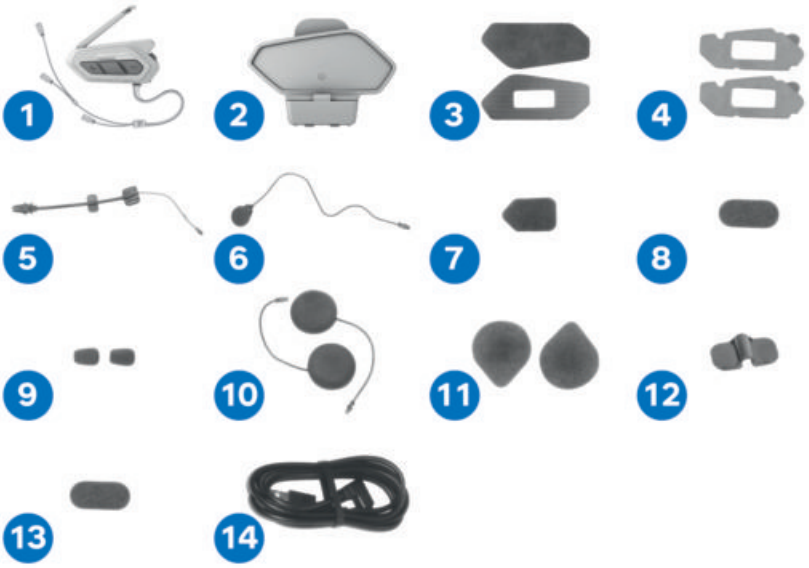
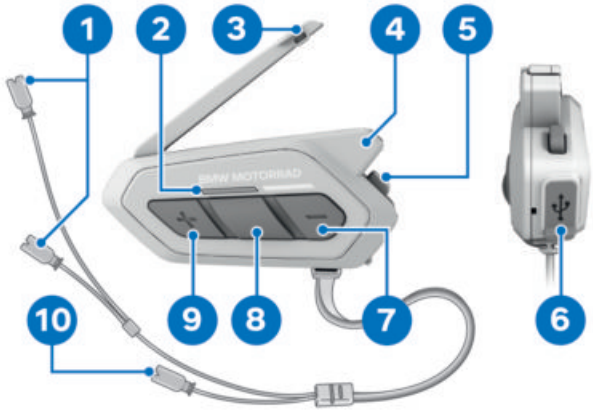
SCOPE OF DELIVERY



1 Operating panel
2 Mounting clip for operating panel
3 Hook and loop fasteners for securing the operating panel
4 Double-sided adhesive pad for securing the operating panel
5 Boom microphone
6 Microphone with cable
7 Hook-and-loop fastener for securing the boom microphone
8 Hook-and-loop fastener for securing the cable microphone and holder for boom microphone
9 Microphone wind cover
10 Speaker
11 Hook-and-loop fastener for securing the speaker set
12 Holder for boom microphone
13 Hook-and-loop fastener for securing the holder for boom microphone
14 Charging and data cable

OPERATING PANEL



1 Speaker connections
2 Status LED (➠ 12)
3 Mesh Intercom aerial
4 Bluetooth aerial
5 Mesh Intercom button (➠ 24)
6 Connection for USB-C cable (➠ 12)
7 (-) button (➠ 13)
8 Middle button (➠ 15)
9 (+) button (➠ 13)
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NOTE ON SAFETY

ATTENTION

Damaging environmental influences or impacts

Risk of damage

- Do not expose to direct sunlight or high humidity for prolonged periods.
- Do not drop or subject to other impacts.
- Do not use if the device is damaged or if abnormalities are perceptible (e.g. heat, odour).

INSTALLING SOFTWARE

Device Manager and the Com U1 app can be used to set parameters for the ConnectedRide Com U1.

Installing Device Manager

Device Manager is available as a free download on the BMW Motorrad website. You can use Device Manager to download the latest firmware to the ConnectedRide Com U1 communication system. You can also use it to set the parameters of the communication system.

Installing app

For iOS and Android smartphones, the Com U1 app can be downloaded free from the corresponding app store .
The parameters that can be set in Device Manager can also be set in the Com U1 app.

FIRMWARE UPDATE

Prior to initial use, the Device Manager has to be used to update the firmware of the ConnectedRide Com U1.

Connect your ConnectedRide Com U1 to a PC with a USB-C cable to update the firmware of the communication system with the PC's Device Manager.
Prior to initial use, check whether a firmware update is available and update the firmware accordingly.
The very first firmware update has to be performed with Device Manager on a PC.

The app can then be used to install subsequent updates.

CHARGING CONNECTEDRIDE COM U1

Battery power fades in the course of a prolonged out-of-use period.

Battery life depends on the conditions of use, environmental factors, functions used and the other devices with which the device is paired.

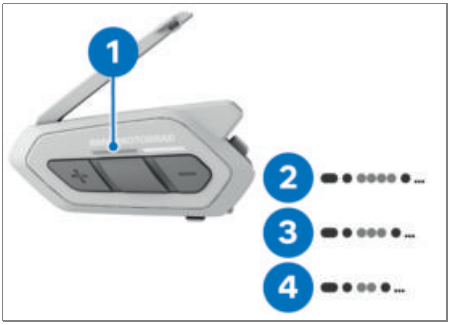
Using the fast-charge function requires an approved fast-charge power supply unit.

The ConnectedRide Com U1 can be charged via a USB-C cable. A full charge takes about one hour. Charging time depends on the charging method used.

Fast-charge function

– Charging time needed for 3.5 hours of Mesh Intercom: 20 minutes
– Charging time needed for 6 hours of Bluetooth Intercom: 20 minutes

LED STATUS CODES



After the communication system has been switched on, LED **1** shows the state of charge.
The meanings of the LED status codes are as follows:

2
– LED flashes red four times.
– Battery is fully charged.

3
– LED flashes red three times.
– Battery is about half-charged.

4
– LED flashes red twice.
– Battery state of charge is low.

If the state of charge drops low while the system is in use, the voice prompt `Low battery` sounds.

SWITCH ON COMMUNICATION SYSTEM

The default system language setting is English. Voice prompts and commands in any other language work only after the language setting has been changed accordingly.

- Press buttons **1** and **2** simultaneously and hold them down for one second.

» `Hello.`
» The communication system is switched on.

If the communication system does not switch on:
- Charge communication system (➠ 12)

SWITCHING OFF COMMUNICATION SYSTEM

- Tap buttons **1** and **2** once simultaneously.

» `Goodbye.`
» The communication system is switched off.

If the communication system does not switch off:
- Perform a reset. (➠ 14)

ADJUST THE VOLUME

Requirement
Com U1 is switched on.

CAUTION

Communication system which is set too loud
Risk of accident due to not hearing other road users (particularly special vehicles), hearing damage
- Select the volume of the communication system so that traffic perception is not impaired.

BMW Motorrad recommends setting the volume on the mobile end device for media and calls to maximum before setting off.

Volume can be set separately for each audio source. The volume setting is retained when the device is switched off and subsequently switched on again.

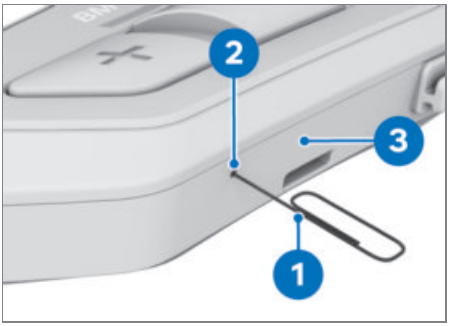
To avoid unpleasant surprises and prevent possible damage to your hearing,

check that the volume is set to a comfortable level before you don your helmet.

- Press button **1**.
» The volume is increased with each keystroke.
- Press button **2**.
» The volume is decreased with each keystroke.

PERFORMING RESET

When a reset is initiated the communication system powers down. No settings or pairings are deleted. After the reset the device can be switched on again as usual.



- Insert the tip of a paperclip wire **1** into hole **2** in the underside of main unit **3** and gently press the reset button.
» The communication system is powered down.

RESTORING DEFAULT SETTINGS

Requirement

Com U1 is switched on.

The communication system is reset to the default settings. All changed settings, language settings and pairings are deleted.

- Press button **1** and hold it down for ten seconds.
» `Configuration menu`
- Tap button **2** twice.
» `Factory reset`
- Tap button **1** once.
» `Headset reset. Goodbye.`
» The default settings are restored.

USING CONFIGURATION MENU

Press button **2** and hold it down for ten seconds to open the configuration menu.
Short-tap button **1** or **3** to scroll forward or back through the configuration menu.
The entries for selection are as follows:
– 1: Pair mobile phone
– 2: Pair the second mobile phone
– 3: Pair with selected mobile phone
– 4: Media pairing
– 5: Pairing with GPS
– 6: Delete all pairings
– 7: Pair remote control unit
– 8: Universal Intercom pairing
– 9: Default settings
– 10: Exit

Actions 6-10 prompt for confirmation before executing. Tap button **2** once to confirm. If confirmation is not forthcoming, the communication system automatically exits the configuration menu after 8 seconds with the voice prompt `Exit`.

PRIORITIES OF THE FUNCTIONS

The predefined priorities of the functions are as follows:
– Mobile phone
– Voice-command mode
– Mesh Intercom/Bluetooth Intercom
– Sharing music with Bluetooth stereo sound
– FM radio
– Bluetooth stereo sound

A low-priority connection is always interrupted by a function with higher priority. For example, communication by Mesh Intercom or Bluetooth Intercom is always interrupted by incoming calls to the mobile phone.

PAIRING

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PAIRING WITH OTHER DEVICES

WARNING

Bluetooth pairing while on the move
Risk of accident due to distraction
- Do not attempt Bluetooth pairing unless the vehicle is at a standstill.

Despite the standardisation of Bluetooth and the interoperability this has created between many devices, there can be no guarantee that all available Bluetooth devices will function correctly.

BMW Motorrad recommends switching to MESH Intercom as soon as more than two participants want to communicate with each other.

The ConnectedRide Com U1 can be paired to several Bluetooth devices. When the device is paired to more than two BMW Motorrad communication systems, it is advisable to switch to MESH Intercom. Bear in mind that the ConnectedRide Com U1 is the only communication system that supports the Mesh Intercom function. Other BMW Motorrad communication systems such as the V3 communication system or the Fit-for-All communication system need a Com U1 in order to be added to the Mesh Intercom. The ConnectedRide Com U1, moreover, can be paired to phones, MP3 players and GPS devices.
MESH Intercom connections recognise each other automatically. Pairing is not necessary for Mesh Intercom.
Bluetooth Intercom connections recognise each other automatically and the pairing is retained.
If several devices have been paired by Bluetooth Intercom, automatic connection is to the most recently connected device.

Up to three Intercom connections can be saved.
To select the most recent of the three connections, in standby mode and within range of the device, press button **1** three times.

PAIRING PHONE

Requirement
Com U1 is switched on.

Select this pairing for the following connections: Connection to TFT display (motorcycles with TFT display), connection to the smartphone and connection to the audio platform (motorcycles with audio platform).

- Press button **2** and hold it down for ten seconds.

» `Configuration menu`

- Tap button **1** for pairing the phone.

» `Phone pairing`

» If the LED flashes alternately blue and red, the device is shown on the mobile phone.

- Activate Bluetooth on the phone and in the list of detected devices select the Com U1 entry.
- When prompted for a PIN, enter "0000".

PAIRING SECOND PHONE

Requirement

Com U1 is switched on.

If necessary a second mobile phone can be connected for telephony, music playback or navigation. The buttons of the BMW Motorrad communication system control only the first mobile phone.

- Press button **2** and hold it down for ten seconds.

» `Configuration menu`

- Tap button **1** twice for pairing the second phone.

» `Second mobile pairing`

» If the LED flashes blue, the device is visible.

- Activate Bluetooth on the phone and in the list of detected devices select the Com U1 entry.
- When prompted for a PIN, enter "0000".

EXTENDED PAIRING

Requirement

Com U1 is switched on.

Requirement

Telephones can be paired with extended pairing settings to separate the handsfree profile from the A2DP profile (media). This is not necessary in combination with a BMW Motorrad TFT display or navigation device.

- Press button **2** and hold it down for ten seconds.

» `Configuration menu`

- Tap button **1** three times for pairing the phone with the handsfree profile, tap four times for the A2DP profile.

» `Phone selective pairing` or. `Media selective pairing`

» If the LED flashes, the device is visible.

- Activate Bluetooth on the phone and in the list of detected devices select the Com U1 entry.
- When prompted for a PIN, enter "0000".

PAIRING GPS

Requirement

Com U1 is switched on.

Communication via Bluetooth Intercom is interrupted by voice instructions when they are issued by the navigation device. Mesh Intercom communications are not interrupted. The instructions issued by the navigation device can be output without loss of quality during communication via the Mesh Intercom.

- Press button **2** and hold it down for ten seconds.

» Configuration menu

- Tap button **1** five times for pairing the GPS.

» GPS pairing

» If the LED flashes green, the device is visible.

- Activate Bluetooth on the GPS navigation device screen and in the list of detected devices select the Com U1 entry.
- When prompted for a PIN, enter "0000".

DELETING PAIRING ENTRIES

Requirement

Com U1 is switched on. All pairing entries are deleted. The pairing entries for the Com U1 have to be deleted on the other devices as well, before the Com U1 can reconnect to the same devices.

- Press button **2** and hold it down for ten seconds.

» Configuration menu

- Tap button **1** six times to delete all pairings.

» Delete all pairings

- Tap button **2** once.

» All pairings are deleted.

MESH INTERCOM

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WHAT IS MESH INTERCOM?

Mesh Intercom enables easy inter-vehicle communication between riders without them having to pair their headsets beforehand. Mesh Intercom range is up to max 2 km in open terrain and with at least 6 users in a mesh maximum range increases to max 8 km.
Mesh Intercom is recommended whenever more than two users want to communicate with each other, because Mesh Intercom between multiple users is easier to set up and offers a wider functionality (e.g. simultaneous cross-talk in the group). When only two users want to communicate, they have a free choice of either Bluetooth Intercom or Mesh Intercom. Both devices must support Mesh Intercom in order to communicate with each other by Mesh.

Open Mesh

With Open Mesh, all users in the Mesh 2.0 who are within the max 2 km range can talk to each other, and if there are at least six users in the Mesh the range increases to a maximum of max 8 km. Open Mesh provides nine communication channels, so users can interact in various groups on the different channels.

Group Mesh

Group Mesh enables communication in a closed private group with up to 24 members of a range of max 2 km or with at least six members in the Mesh, over a maximum range of max 8 km. Each new user has to be added to a Mesh group in order to participate in the group.

SWITCHING MESH INTERCOM ON/OFF

Requirement

Com U1 is switched on.

- Tap button **1** once.
» `Mesh intercom on`
» The LED flashes green.
» The communication system is in Open Mesh mode in channel 1.
» `Open Mesh Channel 1`
- To switch off, tap button **1** once.
» `Mesh intercom off`

SWITCHING OPEN MESH CHANNEL

Requirement

Open Mesh is switched on.

- Tap button **4** twice.
» `Channel setting 1`
- Tap button **1** or **3** once to scroll forward or back through the channels.
» #
» Channels 1 to 9 are available for selection.
- Tap button **2** once.
» `Channel is set. Channel #`
» If no other button in pressed, a selected channel is automatically saved after ten seconds.
» The channel is also saved if the communication system is switched off.

SETTING UP GROUP MESH

Requirement

At least two users are in the Open Mesh and want to set up a closed group.

- Press button **1** on both communication systems and hold the buttons down for five seconds.

» `Mesh Grouping`

» As soon as both communication systems conclude Mesh grouping, the users hear the voice prompt `Group Mesh`. The communication systems change automatically from Open Mesh to Group Mesh.

» If Mesh grouping fails, the users hear the voice prompt `Grouping failed`.

- To cancel Mesh grouping, press button **1**.

A member of the Group Mesh can add other participants to the existing group.

- Press button **1** of the communication system of a group member and the communication system of the member to be added and hold the buttons down for five seconds.

» `Mesh Grouping`

» As soon as Mesh grouping concludes, only the new member who has joined the group hears the voice prompt `Group Mesh`. The communication system changes automatically from Open Mesh to Group Mesh.

» If Mesh grouping fails, the existing members of the group hear two beeps and the new user who wants to join the group hears the voice prompt `Grouping failed`.

ADDING A V3 COMMUNICATION SYSTEM TO A MESH COMMUNICATION

The HD intercom of the Com U1 has to be deactivated in Device Manager or by the Com U1 app before the trip starts, in order for a V3 communication system to be added to a Mesh communication group.

The V3 communication system is intended only for communication between rider and passenger. A Bluetooth Intercom between the Com U1 and the V3 communication system on the same motorcycle is needed in order for the V3 communication system to be added to a Mesh communication.

A ConnectedRide Com U1 user can use Bluetotth Intercom to add a V3 communication system to a Group Mesh.
This requires a Bluetooth Intercom to be established between a Com U1 and a V3 communication system (➠ 30).

ADDING A FIT-FOR-ALL COMMUNICATION SYSTEM TO A MESH COMMUNICATION

A ConnectedRide Com U1 user can use Bluetooth Intercom to add a Fit-for-All communication system to a Mesh communication.
This requires a Bluetooth Intercom connection to be established between a Com U1 and a Fit-for-All communication system (➠ 31)

TOGGLING BETWEEN OPEN MESH AND GROUP MESH

Requirement

Toggling is necessary only when the user wants to switch between a closed private group and an open group. A closed private group remains saved even after a switch to the open group. The old private group has to be deleted before a new closed private group can be joined. The user must already be participating in Group Mesh in order to toggle between the Mesh settings.

- Press button **1** and hold it down for five seconds.

» Beep sounds 2x.
» `Open Mesh` or `Group Mesh`
» The connection settings are retained.

SWITCHING MICROPHONE ON/OFF

Requirement

Mesh Intercom is switched on.

The microphone can be switched off only in a Mesh communication.

- Press button **1** and hold it down for one second.

» Microphone is switched on or off, as applicable.

RESETTING MESH

Requirement

Com U1 is switched on. All private/closed groups are to be deleted.

- Press button **1** and hold it down for eight seconds.

» Mesh is reset. The communication system is now in Open Mesh mode in channel 1.

BLUETOOTH INTERCOM

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WHAT IS BLUETOOTH INTERCOM?

Bluetooth Intercom enables up to four users to communicate with each other at the same time. Whenever two or more users want to communicate it is advisable to use Mesh Intercom, which is easier to set up. The precondition is that all users need a communication system with Mesh Intercom. Bluetooth Intercom has a range of up to max 2 km in open terrain. Bluetooth Intercom and Mesh Intercom can be used and the same time and they can be combined with each other.

PAIRING TWO COM U1S VIA BLUETOOTH INTERCOM

Requirement

With Bluetooth Intercom, up to three communication systems can be paired with the Com U1 and saved.

Requirement

COM U1 is switched on.

The participants are numbered sequentially in reverse order, i.e. the participant who joined in most recently is participant 1.

The device most recently paired through Bluetooth Intercom has priority pairing whenever multiple devices are within range.

- Press button **1** on both communication systems and hold the buttons down for five seconds.

» `Intercom pairing`

» LED flashes red and beep sounds 2x. The device is now visible and pairs automatically with the other communication system.

– The LED flashes 2x blue to indicate that pairing was successful.

PAIRING COM U1 WITH V3 COMMUNICATION SYSTEM

Requirement

With Bluetooth Intercom, the V3 communication system can be paired with the ConnectedRide Com U1. To do this you must have both communication systems set to pairing mode at the same time.

- Press button **1** on the Com U1 and hold it down for five seconds.

» `Intercom pairing`

» LED flashes red and beep sounds 2x. The device is now visible.

- At the same time, set the V3 communication system to visible mode: Press OFF button and + button on the V3 communication system and hold them down until the flash frequency increases once.

» The Com U1 pairs automatically with the other communication system

» The LED of the ConnectedRide Com U1 flashes 2x blue to indicate that pairing was successful.

- With Bluetooth Intercom, the V3 communication system can also participate in a Group Mesh (➠ 25).

PAIRING COM U1 WITH COMMUNICATION SYSTEM FIT-FOR-ALL

Requirement

With Bluetooth Intercom, the communication system Fit-for-All can be paired with the ConnectedRide Com U1. To do this you must have both communication systems set to pairing mode at the same time.

- Press button **1** on the Com U1 and hold it down for five seconds.

» `Intercom pairing`

» LED flashes red and beep sounds 2x. The device is now visible.

- At the same time, set the communication system Fit-for-All to pairing mode: Press the middle button and hold it down for five seconds.

» `intercom pairing`

» The LED of the communication system Fit-for-All flashes white and beep sounds 2x.

» The Com U1 pairs automatically with the other communication system.

» The LED of the ConnectedRide Com U1 flashes blue to indicate that pairing was successful.

- With Bluetooth Intercom, the communication system Fit-for-All can also participate in a Group Mesh (➠ 25).

STARTING/ENDING TWO-WAY CONVERSATION

- Tap button **1** once, twice or three times to converse with participant 1, 2 or 3.
- Tap button **1** once, twice or three times to end the conversation with participant 1, 2 or 3.

STARTING/ENDING MULTI-WAY CONVERSATION

Requirement

Communication systems are paired with each other.

Multi-way communication enables up to four participants to communicate with each other.

Bluetooth Intercom is recommended only for communication between two user devices. For communication between the devices of three or more users, it is advisable to switch to Mesh communication.

- Tap button **1** once, twice or three times to converse with participant 1, 2 or 3.

- Tap button **1** once, twice or three times to add participant 1, 2 or 3 to the conversation.

While multi-way communication is in progress, the paired device's own radio link (mobile phone, TFT display or audio platform) is temporarily disconnected.

» More participants can be added to the conversation only if they are paired with one of the other two participants.
- Tap button **1** once, twice or three times to end the conversation with participant 1, 2 or 3.
» Press button **1** and hold it down for three seconds to end the conversation with all participants simultaneously.

STARTING/ENDING THREE-WAY TELEPHONE CONFERENCE

Requirement

A third participant can be added to an ongoing mobile phone conversation.

- Tap button **1** once, twice or three times to add participant 1, 2 or 3 to the telephone conference.
- Tap button **1** once, twice or three times to cut participant 1, 2 or 3 out of the telephone conference.
- Press button **1** and hold it down for two seconds to remove the mobile phone conversation from the telephone conference.
» The call is ended and the telephone conference is discontinued. A connection to the Bluetooth Intercom is established.
» Two beeps while a mobile phone conversation is in progress indicate that a call is incoming via the intercom system.

STARTING/ENDING GROUP INTERCOM

Requirement

The Group Intercom function establishes a multi-way conference with the three most recently paired communication systems that are within range.

Requirement

A connection to other devices via Bluetooth at the same time is not possible. All available channels are used for Group Intercom.

When the Group Intercom is selected, all the recently paired Group Intercom users in the vicinity can be called. For example, three-way groups are created. The participants in this group can talk to each other at the same time. When a user leaves the group he or she cannot rejoin and a new group has to be formed.

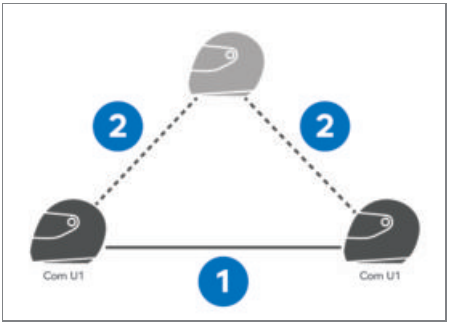
- Tap buttons **1** and **3** once simultaneously.
» `Group intercom`
– As soon as all the communication systems have interconnected, a `Group intercom conneted` voice prompt is issued.
- Press button **2** and hold it down for five seconds to end the Group Intercom.
» `Group intercom terminated`

MESH INTERCOM CONFERENCE WITH BLUETOOTH INTERCOM USERS

Communication systems with the Fit-for-All or Kom V3 function can take part in a Mesh Intercom conference. This might lead to reduced audio quality.

Bluetooth Intercom and Mesh Intercom functions can be used in combination at the same time. It is advisable for all ConnectedRide Com U1 users to connect via Mesh Intercom on the same channel or in the same private group, with all other BMW communication system users connecting via Bluetooth Intercom. In this configuration, a user with two-way communication can join into the Mesh.

Whenever a connection to two or more other user devices is established by Bluetooth Intercom while Open Mesh or Group Mesh is in use, under certain circumstances audio quality might be impaired.



If a closed loop occurs with Mesh Intercom **1** and Bluetooth Intercom **2**, all the interconnected users will experience considerable noise problems.
If a Mesh Intercom connection has been established and a Bluetooth Intercom connection with a Mesh user is inadvertently activated, once a minute the following voice prompt sounds: `Mesh Intercom disabled. Bluetooth Intercom connected.`
Shut down this voice prompt by deactivating Bluetooth Intercom or Mesh Intercom.

STARTING/ENDING UNIVERSAL INTERCOM

Requirement
Universal Intercom enables connections to be established with other-make communication systems. The range depends on the power of the connected Bluetooth device.

- Press button **1** and hold it down for ten seconds.

» `Configuration menu`

- Tap button **2** three times.

» `Universal Intercom pairing`

- Tap button **1** once.
- Activate the pairing mode of the other Bluetooth device. The communication system connects automatically to the other device.

Connecting an other-make Bluetooth communication device to the ConnectedRide Com U1 by Universal Intercom leads to reduced audio quality and a reduction in the number of Bluetooth devices that can be connected.

» For two-way communication, another communication system can be connected via Universal Intercom to the Com U1.

MESH INTERCOM CONFERENCE AND UNIVERSAL INTERCOM

Two-way communication via Universal Intercom and Mesh Intercom can be used simultaneously. Both Open Mesh and Group Mesh permit a user be added to the Mesh via Universal Intercom. This is done by starting two-way communication via Universal Intercom while taking part in Mesh Intercom. Each Com U1 member can add another user to the group via Universal Intercom. The new group member's communication system has to support this function.

PHONE

07

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ACCEPTING/REJECTING INCOMING CALLS

WARNING

Distraction from the road and loss of control

Operating the integrated information system and communication devices while driving results in a risk of accident

- Operate those systems or devices only when the traffic situation allows for it.
- If necessary, stop and operate the systems or devices when stationary.

While a phone call is in progress, voice instructions from connected GPS devices are suppressed.

Smartphone voice assistants (e.g. Siri, Google Assistant) can also be used to accept/reject incoming phone calls. The smartphone voice assistants can be used only when the smartphone is connected directly to the Com U1. The smartphone assistants do not work when another device (e.g. the motorcycle's TFT display) is connected in between.

- Tap button **1** once to accept an incoming call.
- Press button **1** and hold it down for two seconds to reject an incoming call or end an ongoing call.

USING SPEED-DIAL NUMBERS

Requirement

The presets for the speed-dial numbers are assigned in Device Manager or in the Com U1 app.

- Press button **1** and hold it down for three seconds to start the speed-dial mode.

» `Speed dial`

- Tap button **1** or **3** once to navigate forward or back through the saved speed-dial numbers.
- Tap button **2** once to dial the selected speed-dial number.

» `Speed dial #`

SMARTPHONE VOICE ASSISTANTS

The ConnectedRide Com U1 supports direct access to the smartphone voice assistants **Siri** and **Google Assistant**. Siri or Google Assistant can be activated via the microphone of the Com U1 with the corresponding voice command (e.g. "Hey Siri" or "Hey Google"). In order for this function to be used, the voice assistant has to be activated on the smartphone and the Com U1 has to be connected directly to the smartphone.

FM RADIO

08

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SWITCHING RADIO ON/OFF

Requirement

Com U1 is switched on.

- Press button **1** and hold it down for one second to switch on the FM radio.

» `FM on`

- Press button **1** and hold it down for one second to switch off the FM radio.

» `FM off`

ADAPTING VOLUME IN RADIO MODE

Requirement

FM radio is switched on.

The + and - buttons each have to functions in radio mode. They are used firstly to control audio volume and secondly for the station search.

- Press button **1** and hold it down for at least two seconds to increase the volume.
- Press button **2** and hold it down for at least two seconds to reduce the volume.

CHANGE THE RADIO STATION.

Requirement

FM radio is switched on.

- Press button **1** and hold it down for one second to navigate through the preset stations.

SEARCHING FOR AND SAVING RADIO STATIONS

Requirement

FM radio is switched on.

In the Com U1 app or in Device Manager, the search function can be limited to the regionally available FM frequency range. Station search can be saved and so too can stations.

- Tap button **1** or **3** twice to search forward or back for radio stations.
- Press button **2** and hold it down for three seconds to save the current station.

» `Preset #`

- Tap button **1** or **3** once to navigate forward or back through the preset stations.

- Press button **1** and hold it down for one second to save the station under the current preset number. Press button **3** and hold it down for one second to delete the station.

SAVING RADIO STATION WITH AUTOMATIC STATION SEARCH

Requirement

FM radio is switched on.

- Press button 1 and hold it down for one second to start the station search.

» At every station it finds the station search pauses for eight seconds before resuming.

- Tap button **2** once within the eight seconds to save the current station under the next preset number.

» `Save preset #`

- Press button **1** and hold it down for one second to stop the automatic station search.

» The search is stopped and all stations that you have not saved are gone the next time you switch on.

AUTOMATIC STATION SEARCH

Requirement

FM radio is switched on.

In the Com U1 app or in Device Manager, the search function can be limited to the regionally available FM frequency range. Station search can be saved and so too can stations.

- Tap button **1** three times to start the automatic station search.

» The automatic station search automatically saves up to ten radio stations temporarily. Radio stations preset beforehand are not affected by the search for provisional radio stations. The provisional radio stations are deleted when the Com U1 is restarted.

- Press button **2** and hold it down for one second to navigate through the provisionally saved radio stations.

MUSIC

09

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CONTROL OF MUSIC PLAYBACK

Requirement

Com U1 is switched on.

If the Com U1 is connected to a TFT display on the motorcycle, music playback can also be controlled using the TFT display or the motorcycle's handlebar-mounted Multi-Controller.

- Press button **2** and hold it down for one second.
» Headset beeps twice.
» Music playback is started or paused.
- Press button **1** or **3** and hold it down for one second.
» The current title is fast-forwarded or wound back.

SHARE YOUR MUSIC

Requirement

The music source can be, for example, any mobile phone paired to the ConnectedRide Com U1.

Music can be shared with only one other participant. The first participant who accepts the offer to share music hears the music.

Music sharing by Mesh Intercom is recommended, because this permits the two users to talk to each other while the music is playing. However, music can also be shared by Bluetooth Intercom. In this case the two users can no longer talk to each other. When music sharing by Bluetooth Intercom is ended, the two users can again talk to each other.

- Connect the ConnectedRide Com U1 to a mobile phone or some other device for music playback.
- Connect the ConnectedRide Com U1 to another communication system.

- Press button **1** and hold it down for three seconds.
» `Music sharing on`
» If you are going to share music via Mesh Intercom, the participants are asked `Would you like to accept music sharing?`.
– The music can be shared with only one other participant. The first participant who accepts hears the music.
- Tap button **2** once to accept sharing music, or hold the button down for one second to reject.
» Music is shared via the Bluetooth Intercom or with the first Mesh Intercom participant who accepts the enquiry.

SOFTWARE SETTINGS

10

CONFIGURATION

In the Com U1 app and in Device Manager there is a choice of configuration options for the ConnectedRide Com U1.

Device language

You can change the language of the ConnectedRide Com U1 to suit your language preferences.
Voice commands in the following languages are supported:
– German
– English
– French
– Spanish
– Italian
– Japanese
– Chinese
– Russian

If you select a language in which voice commands are not supported, only the English voice commands work. There is a list of the voice commands for other languages in the Com U1 app.
The reliability of the voice commands can vary, depending on environmental conditions such as riding speed, helmet type and noise levels in the immediate vicinity. Use the wind cover supplied with the microphone to improve performance.
The language setting is retained when the communication device is switched off and subsequently switched on again.

Audio equaliser

The audio equaliser is deactivated by default. The decibel levels of various frequency ranges can be tuned as follows:
– Balance: All frequency ranges are tuned to the same volume (0 dB).
– Bass Boost: Bass audio is boosted (20-250 Hz).
– Mid Boost: Midrange audio is boosted (250 Hz-4 kHz).
– Treble Boost: Treble audio is boosted (4-20 kHz).

VOX phone

Voice Operated Switch (VOX) is a function for that enables incoming calls to be accepted by a voice command of the user's choice (e.g. say "Hello" aloud) or by blowing a puff of breath on to the microphone. The VOX feature is activated by default. It is deactivated temporarily when the intercom is connected or when the motorcycle's TFT display or a navigation device is connected. When the feature is deactivated, the middle button has to be pressed to accept an incoming phone call.

VOX intercom

The function enables communication with the most recently connected user to be resumed. Communication can be started by a voice command of the user's choice (for example "Hello" said aloud) or by a puff of breath blown on to the microphone. An intercom communication started by a voice command is closed automatically if nothing is said by either user for 20 seconds. The VOX intercom feature is deactivated by default.
A communication started manually by pressing a button also has to be ended by pressing a button. If a communication was started by a voice command and subsequently ended by pressing the middle button, the intercom function cannot subsequently be restarted by the voice command. It first has to be activated by pressing the middle button. This is to prevent unwanted activation of the intercom feature by wind noise, for example.

VOX sensitivity

The sensitivity of the VOX feature can be adapted to suit conditions. The sensitivity settings range from stage 1 (low) to stage 5 (high). The default setting is stage 3.

Intercom audio overlay sensitivity

Intercom audio overlay sensitivity controls how loud the user has to speak in order for the volume of music playback to be lowered. The volume of music, FM radio and GPS announcements is reduced while intercom communication is in progress. This function enables intercom sensitivity to be adjusted. The sensitivity settings range from stage 1 (low) to stage 5 (high). The default setting is stage 3.
As long as voice volume does not exceed the selected sensitivity threshold, the volume of audio output is not reduced.

Volume management of audio overlay

If this function is activated the volume of the overlaid audio playback is not reduced for intercom communication.
The function is deactivated by default.

HD intercom

The function is activated by default. It is deactivated temporarily when multi-way communication is started or audio multitasking is activated.
When this function is deactivated the voice quality of two-way communication changes to normal quality.
The range of HD intercom is shorter than conventional intercom range.

HD Voice

This function enhances audio quality exclusively for phone calls. With HD Voice activated, three-way phone conferencing with users over the intercom is not available.
With HD Voice deactivated, communication by intercom is interrupted by incoming phone calls. HD Voice is activated by default.
HD Voice is active only when audio multitasking for Bluetooth Intercom is deactivated.
The range of HD intercom is shorter than conventional intercom range.
The manufacturer of the Bluetooth device (e.g. smartphone manufacturer) can tell you whether HD Voice is supported by their device.

Smart Volume Control

Smart Volume Control automatically adjusts speaker volume to the level of noise in the vicinity of the headset. The function is deactivated by default. It can be set to a **low**, **medium** or **high** setting.

Sidetone

Sidetone is deactivated by default. During intercom or phone conversations, the function generates audio feedback so that the user hears their own voice.

Voice prompts

Voice prompts are available in the following languages:
– German
– English
– French
– Spanish
– Italian
– Dutch
– Japanese
– Chinese
– Korean
– Russian
– Polish
– Finnish
– Czech

Voice prompts are activated by default and can be deactivated in the software configuration settings. However, the following voice prompts cannot be deactivated:
– Settings menu
– Battery state of charge
– Speed dialling
– FM radio functions

RDS AF

Radio Data System Alternative Frequency (RDS AF) enables a receiver to switch to the second frequency when the first signal becomes too weak. The function is deactivated by default.

FM station info

With FM station info activated, the frequencies of the FM stations are heard as voice prompts when preset stations are selected. With FM station info deactivated, no voice prompts stating the FM station frequencies are output when preset stations are selected.

Advanced Noise Control

Advanced Noise Control reduces background noise transmitted by intercom to the users taking part in a conversation. The function is activated by default.

CARE

11

CLEANING CONNECTEDRIDE COM U1 56
TROUBLESHOOTING 56

CLEANING CONNECTEDRIDE COM U1

- Use only a clean cloth to wipe the communication system clean.

TROUBLESHOOTING

Requirement

If you encounter faults or problems in operation of the ConnectedRide Com U1 try the following troubleshooting steps:

- Check that the latest firmware is installed on the ConnectedRide Com U1 and all Bluetooth-interface device. (➠ 12)
- Check that the pairing configuration is appropriate and that pairing has been done correctly. (➠ 18)
- If you encounter a problem with pairing, delete all the pairings from the ConnectedRide Com U1 and all Bluetooth-interface devices and establish a new paired connection. (➠ 18)
- If faults or problems with the ConnectedRide Com U1 persist: Restore the ConnectedRide Com U1 to the default settings.
- If the problems persist despite all the above troubleshooting steps:

» Consult a BMW Motorrad retailer.

TECHNICAL DATA

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VOICE COMMANDS

General	
Call up Google voice assistant	"Hey Google, ...", only if this assistant is available
Call up Siri voice assistant	"Hey Siri, ...", only if this assistant is available
Check battery	"Hey Sena, check battery"
Increase volume	"Hey Sena, louder"
Lower volume	"Hey Sena, quieter"
Pair mobile phone	"Hey Sena, pair phone"
Bluetooth Intercom	
Pair Bluetooth Intercom	"Hey Sena, pair Intercom"
Start/end Bluetooth Intercom	"Hey Sena, intercom [one, two, three]"
Mesh Intercom	
Switch on Mesh Intercom	"Hey Sena, Mesh on"
Switch off Mesh Intercom	"Hey Sena, Mesh off"
Mesh grouping	"Hey Sena, Group Mesh"
Switch to Open Mesh	"Hey Sena, Open Mesh"
Switch to Group Mesh	"Hey Sena, Group Mesh"
End Bluetooth Intercom and Mesh Intercom	"Hey Sena, end Intercom"
Music	
Start music playback	"Hey Sena, music on"
Pause music playback	"Hey Sena, stop music"
Next track	"Hey Sena, next"
Previous track	"Hey Sena, previous"
FM radio	
Switch on FM radio	"Hey Sena, FM radio on"
Switch off FM radio	"Hey Sena, FM radio off"
Next preset	"Hey Sena, next"
Previous preset	"Hey Sena, previous"
Phone	
Accept incoming call	"Accept"
Reject incoming call	"Reject"

GENERAL	
Ambient-temperature range	-10...55 °C, in operation 0...45 °C, when charging
Main unit	
Weight	65 g
Dimensions	97 mm x 48 mm x 27 mm

RADIO CONNECTION	
Transmit power	Bluetooth class 1
Frequency range	2.402...2.480 GHz
Transmission method	FHSS (Frequency Hopping Spread Spectrum)
Bluetooth standard	5.0
Bluetooth class	Class I
Bluetooth protocols	Headset, Handsfree, A2DP, AVRCP

INTERCOM SYSTEM	
Bluetooth Intercom	
Range	max 2 km, in open terrain
Number of users	max. 4 members
Mesh Intercom	
Technology	Mesh 2.0 Intercom
Range	max 2 km, in open terrain
	max 8 km, with at least six members
Number of Open Mesh users	unlimited number
Number of channels	9 channels
Number of Group Mesh users	max. 24 members

BATTERY	
Battery type	Lithium polymer
Battery capacity	900 mAh
Charging port	USB-C
Charging voltage	5 V
Charge current	max 1 A
Charging time	1 h
Fast-charge function	20 minutes' charging time for 6 hours of Bluetooth Intercom or 3.5 hours of Mesh Intercom

Speaking time	
Bluetooth Intercom	max 13 h
Mesh Intercom	max 8 h

RADIO	
Frequency range	76...108 MHz
Number of memory slots	10 station slots

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Dimensions, weights, fuel consumption and performance data are quoted to the customary tolerances.
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