

AIROH



AWC 4

BREAK THE SILENCE

POWERED BY
INTERPHONE
stay in touch

USER MANUAL

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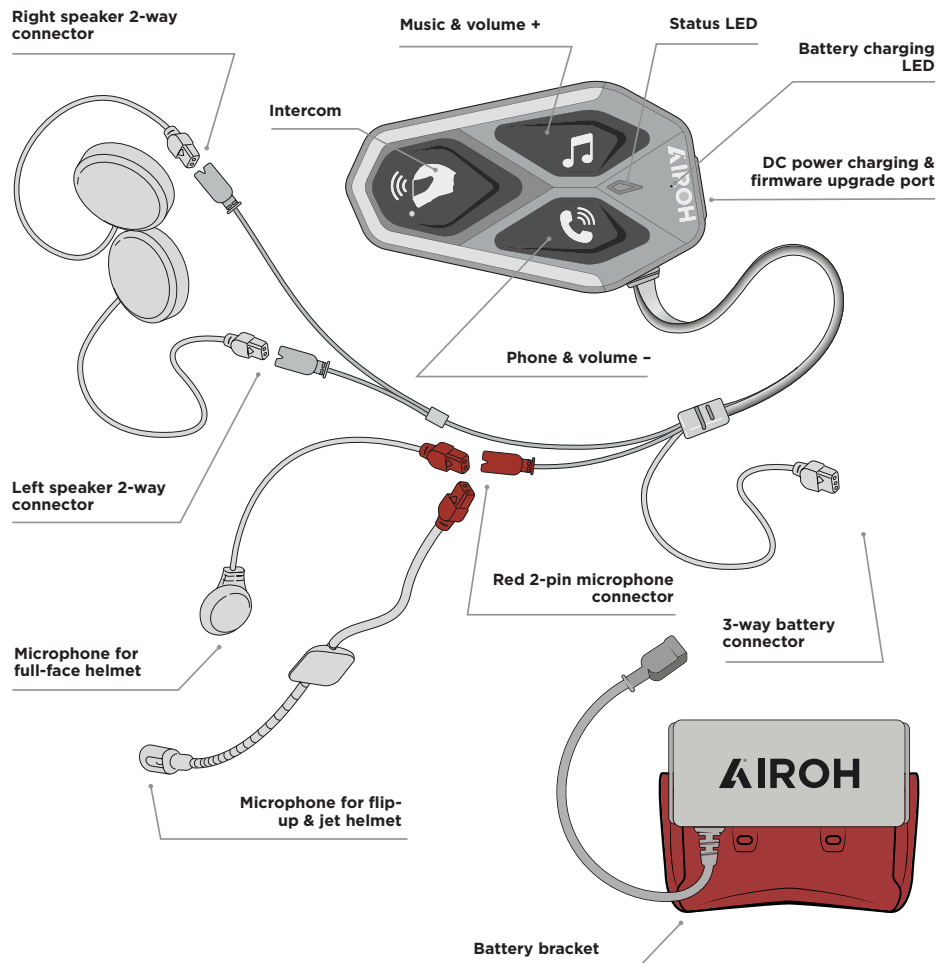
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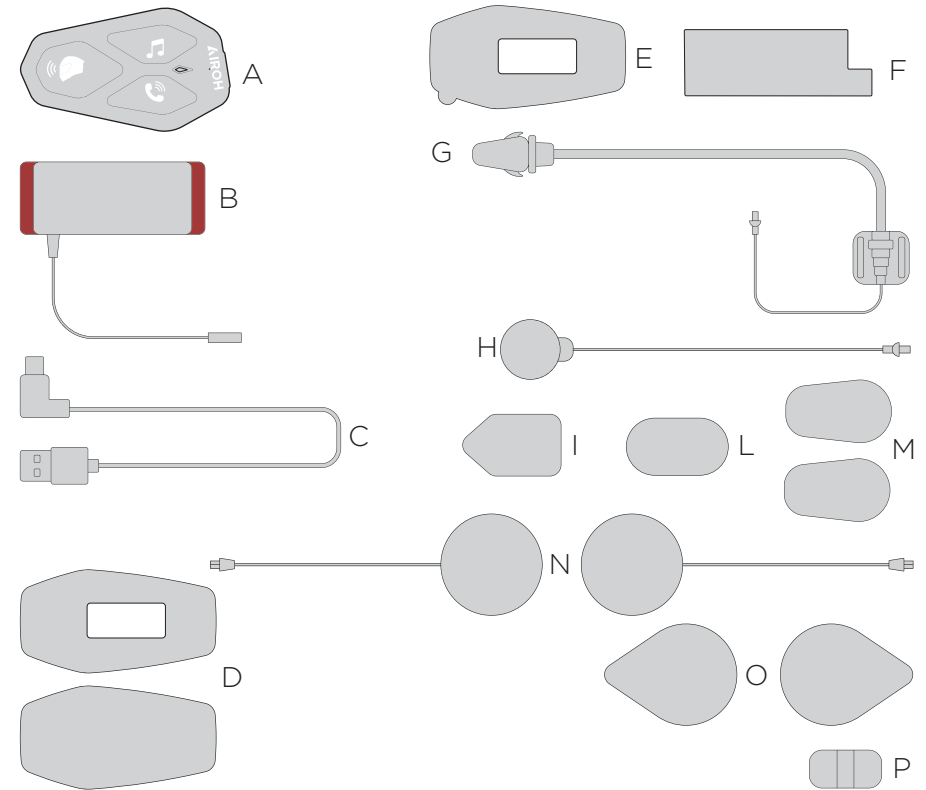
1. Introduction

1.1 Product details



CHECK FOR SOFTWARE UPDATES ON THE WEBSITE
www.interphone.com

1.2 Package contents

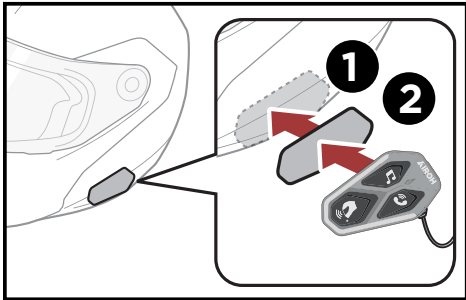


- A) Main unit
- B) Battery with battery bracket
- C) USB Type-C data/charging cable
- D) Velcro for main unit
- E) Double-sided adhesive tape for main unit
- F) Double-sided adhesive tape battery bracket
- G) Microphone for flip-up & jet helmet
- H) Microphone for full-face helmet
- I) Velcro for flip-up & jet helmet microphone
- L) Velcro for full-face helmet microphone
- M) Foam microphone cover
- N) Speakers
- O) Velcro for speakers
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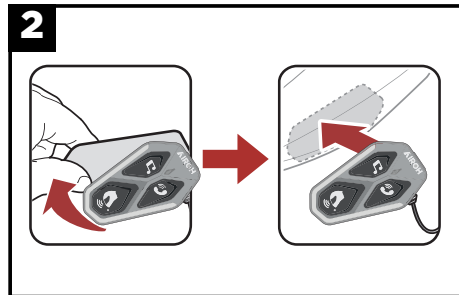
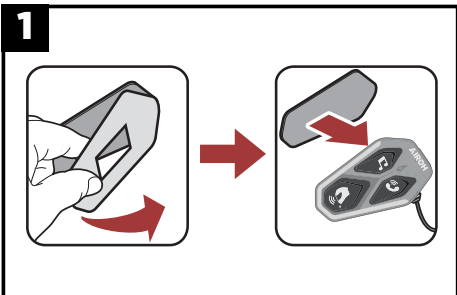
2. Installation on the helmet

2.1 Main unit installation

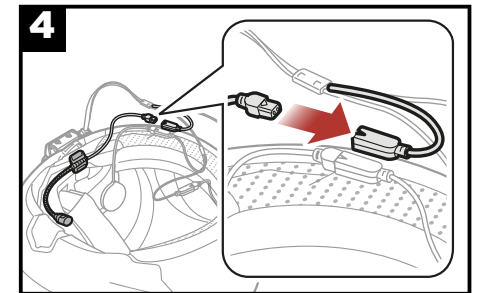
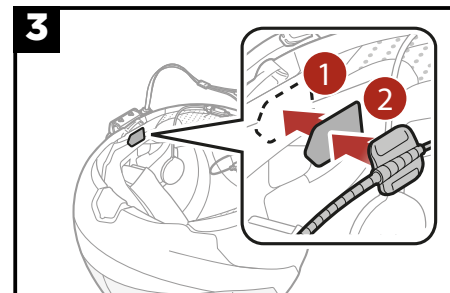
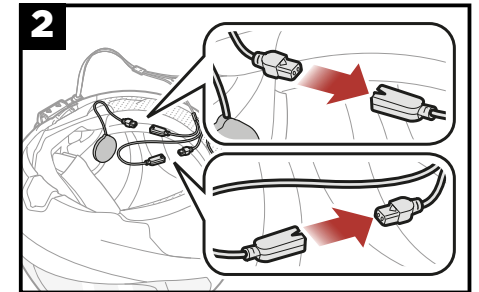
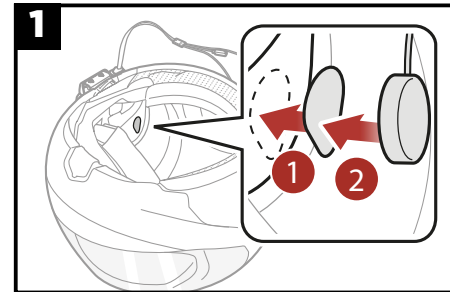
Use/application of the main unit with Velcro



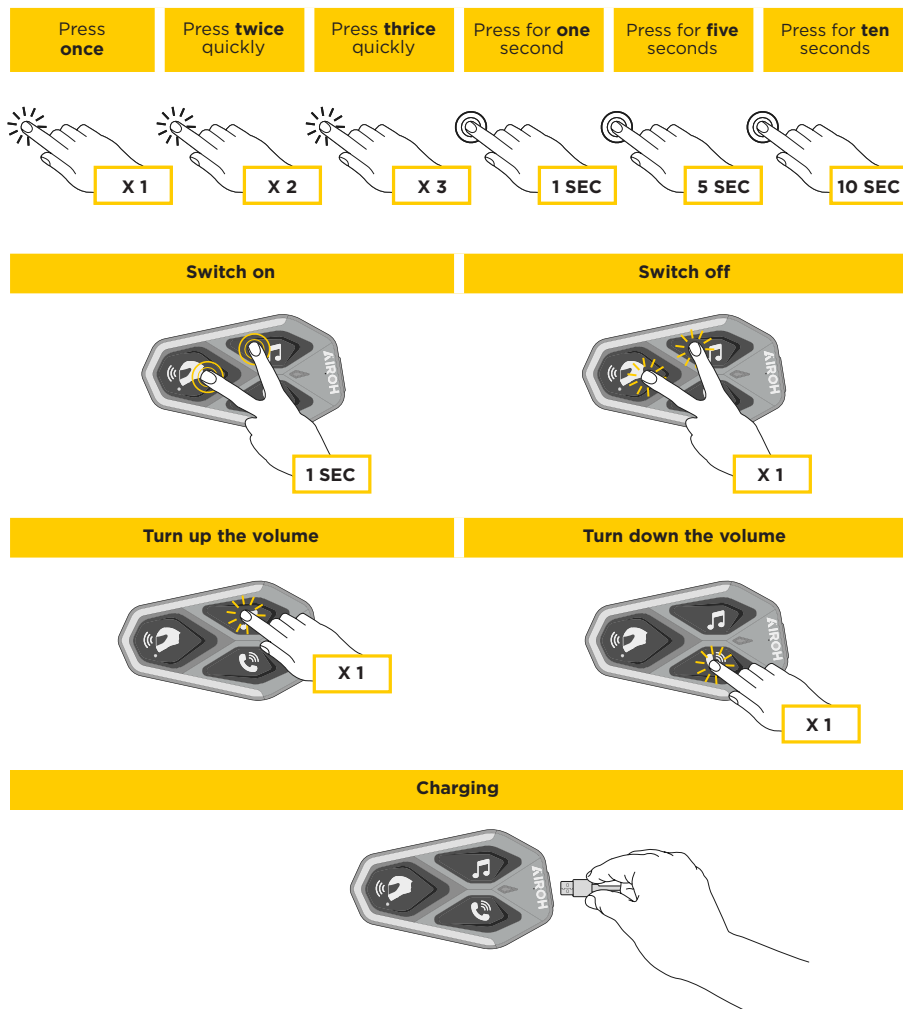
Use/application of the main unit with double-sided adhesive tape



Speakers and microphone installation.



3. Main controls



Notes:

- AWC 4 supports fast charging via USB-C connector. A 30-minute charge provides up to 6 hours of talk time.
- Any USB charger certified by FCC, CE, IC, or other locally approved agencies can be used.
- AWC 4 is only compatible with devices powered by a 5V USB input.

4. Other Bluetooth® devices pairing

AWC 4 can be paired with several Bluetooth® devices. This process only needs to be done once.

Afterwards, the intercom will automatically recognize previously paired devices.

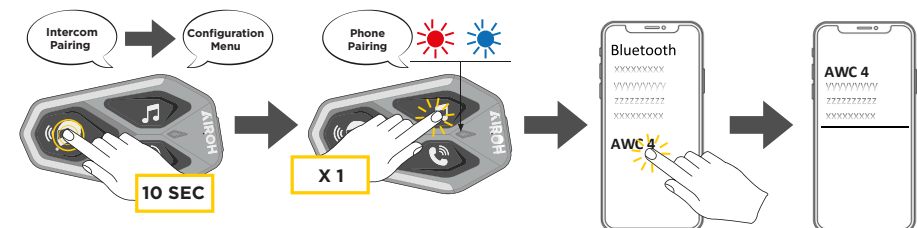
AWC 4 can be paired with up to three other AWC 4 units.

AWC 4 can be paired with Bluetooth® devices such as smartphones, GPS devices, MP3 players, and multimedia systems from major motorcycle manufacturers.

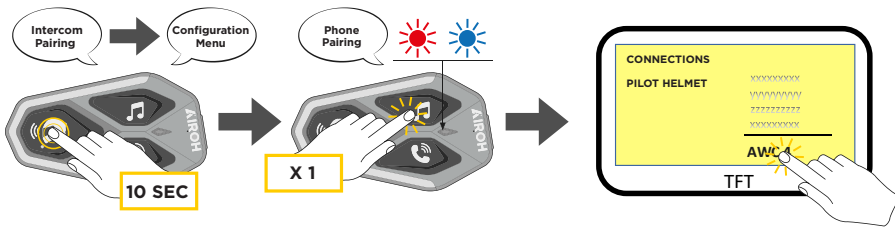
4.1 Pairing the main phone / TFT system

1. Activate Bluetooth® on the phone (refer to the phone's manual for details).
2. With AWC 4 turned on, enter configuration mode by holding the power button for 10 seconds. Do not release the button until the LED turns blue.
3. Press the MUSIC button once to activate main phone pairing mode.
4. Start searching for Bluetooth® devices on the phone.
5. After a few seconds, the device will show "AWC 4 vx.x." Select it.
6. If asked for a PIN or code, enter 0000 (four times zero).
7. A voice prompt will confirm successful pairing.
8. If the device requests permission to access to the contact list, confirm.

Main Phone Pairing (to be made with unit on)



TFT multimedia systems on motorcycles should be paired as the primary phone.



Note: There is an alternative method to pair the main phone only. With the unit off, press and hold the MUSIC and CENTER (power) buttons together until the LED flashes red/blue.

The main phone will take priority over the secondary phone in the event of simultaneous incoming calls.

4.2 Pairing with a second phone

1. Activate Bluetooth® on the phone (refer to the phone's manual for details).
2. With AWC 4 turned on, enter configuration mode by holding the power button for 10 seconds. Do not release the button until the LED turns blue.
3. Press the MUSIC button once to activate main phone pairing mode.
4. Start searching for Bluetooth® devices on the phone.
5. After a few seconds, the device will show "AWC 4 vx.x." Select it.
6. If asked for a PIN or code, enter 0000 (four times zero).
7. A voice prompt will confirm successful pairing.
8. If the device requests permission to access to the contact list, confirm.

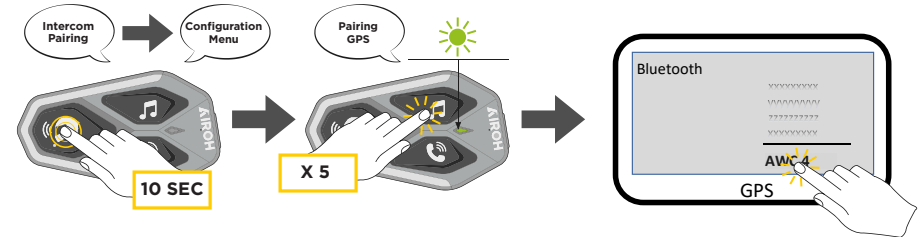
4.3 Pairing GPS

1. Activate Bluetooth® on the phone (refer to the phone's manual for details).
2. With AWC 4 turned on, enter configuration mode by holding the

power button for 10 seconds. Do not release the button until the LED turns blue.

3. Press the MUSIC button once to activate main phone pairing mode.
4. Start searching for Bluetooth® devices on the phone.
5. After a few seconds, the device will show "AWC 4 vx.x." Select it.
6. If asked for a PIN or code, enter 0000 (four times zero).
7. A voice prompt will confirm successful pairing.
8. If the device requests permission to access to the contact list, confirm.

GPS - TFT pairing (must be done with unit on)



4.4 Advanced Selective Pairing: Hands-Free or A2DP Stereo

Phone pairing enables the intercom to establish two Bluetooth® profiles: hands-free or stereo A2DP. Advanced selective pairing allows the to enable connection with two devices.

4.4.1 Selective Phone Pairing - Hands-Free Profile

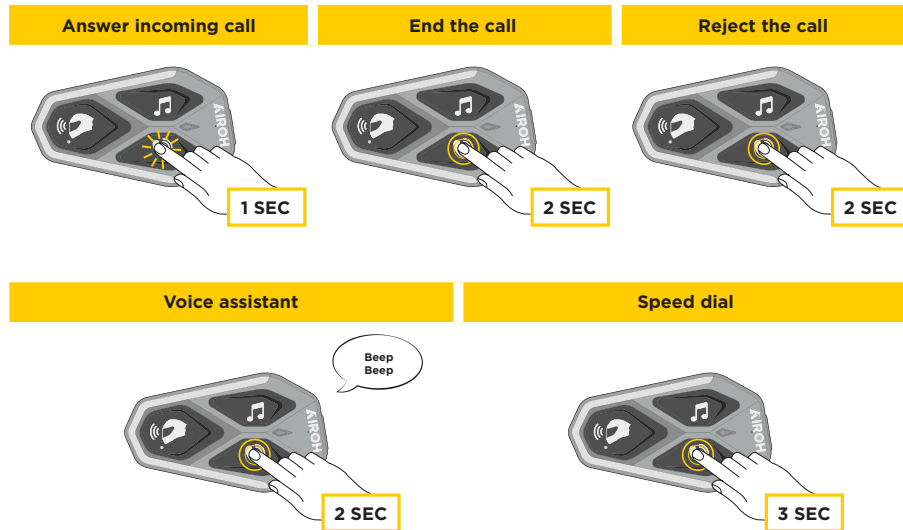
Perform Selective Phone Pairing from the configuration menu.

4.4.2 Media Pairing - A2DP Profile

Perform Media Pairing from the configuration menu.

5. Using the phone

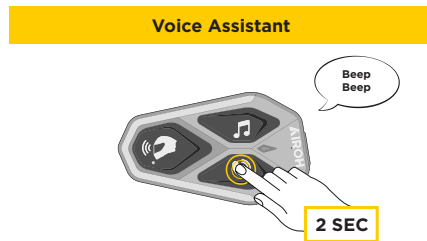
5.1 Making and receiving calls



Note: When a GPS device is connected, navigation voice prompts cannot be heard during phone calls.

5.2 Google Assistant and Siri

AWC 4 supports direct access to Google and Apple assistants via voice command or by pressing the PHONE button for two seconds. You can activate Google Assistant or Siri by saying a wake word into the intercom's microphone, such as "Hey Siri" or "Hey Google."

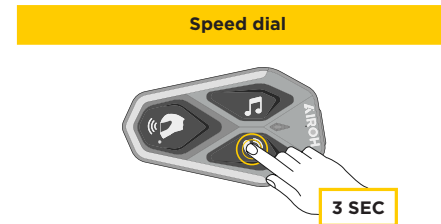


5.3 Speed Dial

You can save up to 3 phone numbers (advanced mode) for quick dialing. Set the numbers using the UNITE APP or INTERPHONE Device Manager.

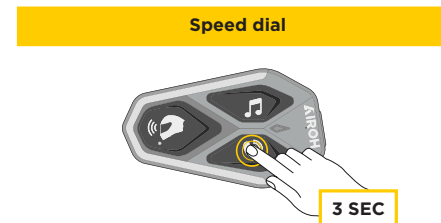
5.3.1 Using pre-set speed dial numbers

Activate Speed Dial (with NORMAL MODE)

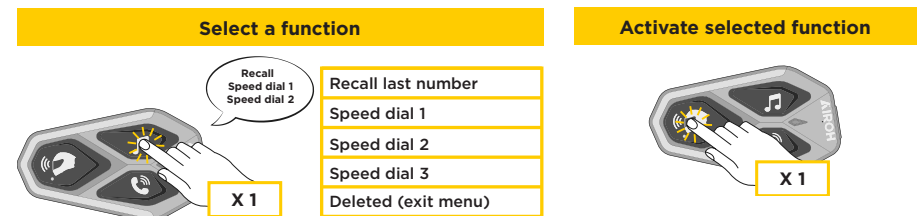


Enable CALL functions (with "Advanced Features" mode activated via APP or Device Manager)

1. Access the speed dial menu.



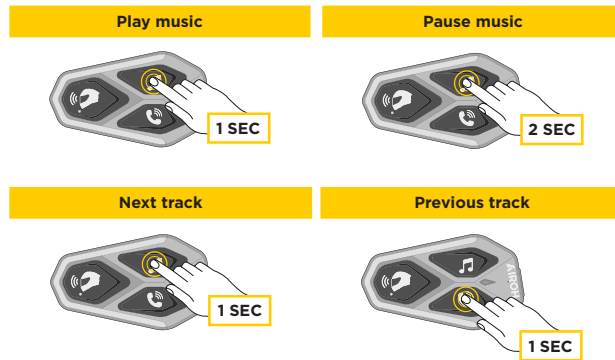
2. Navigate the Menu, use the MUSIC and PHONE buttons to scroll through the menu options as shown below. Press the CENTER button to select the desired function.



6. Music

6.1 Playing/Pause Music with Bluetooth® Devices

Interphone AWC 4 can play music from Bluetooth® devices (smartphones, MP3 players, TFT systems, etc.) that support the A2DP profile. To play music, the devices must be paired with AWC 4.



6.2 Music sharing

You can share music received from your phone with another AWC 4 unit during a two-way intercom conversation. Both units can control music playback, such as skipping to the next or previous track.

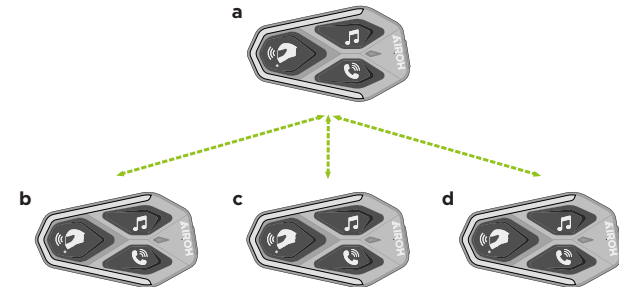
Note: Music sharing cannot be activated during an intercom conversation. To start/stop music sharing, first start the intercom conversation, then press the PHONE button for 3 seconds.



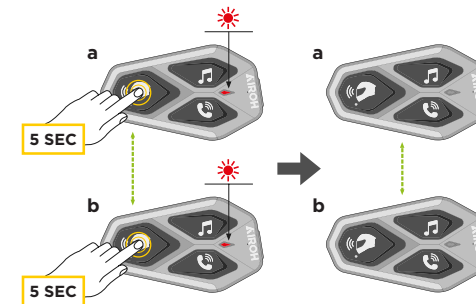
7. Intercom Bluetooth®

7.1 Intercom Pairing

AWC 4 can be paired with up to 3 other AWC 4 (or Sena) units, as below.

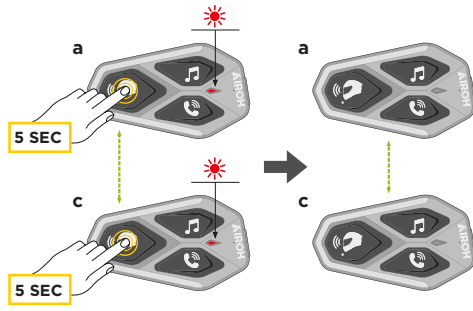


Pairing is required only once. Afterwards, the units will automatically recognize each other.

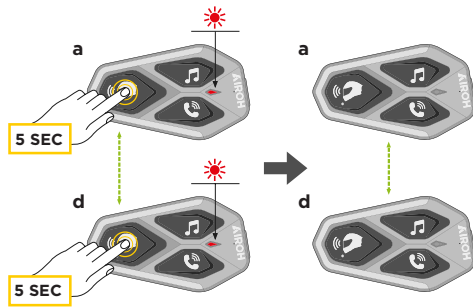


1. Press and hold the CENTER (intercom) button on units A and B for 5 seconds, until the voice message “Intercom pairing” is heard. The flashing red light indicates the device is now visible. After a few seconds, the units will be paired and begin intercom communication. The LED will flash double BLUE.

- Repeat the previous step by pressing the CENTER button on units A and C for 5 seconds until the voice message “Intercom pairing” is heard.



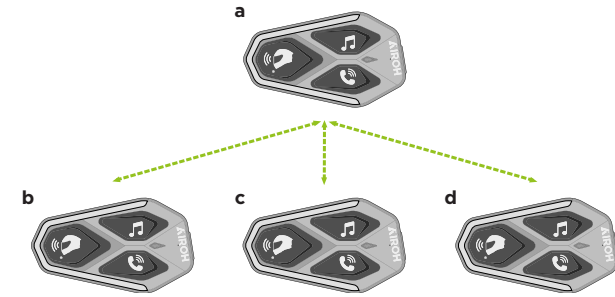
- Repeat again for units A and D in the same way.



7.2 Two-Way Intercom Communication

After pairing, start Bluetooth® intercom communication by pressing the INTERCOM (center) button following the scheme below:

- Press once to connect to unit D.



Start/End intercom with unit D



- Press twice to connect to unit C.

Start/End intercom with unit C



- Press three times to connect to unit B.

Start/End intercom with unit B

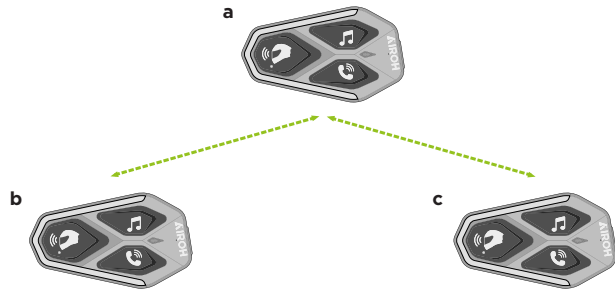


7.3 Multi-User Intercom Conference

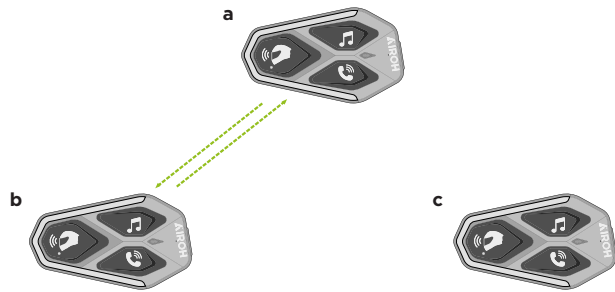
You can hold an intercom conference with up to three other units at the same time. During a 3- or 4-way intercom conversation, the connection to the mobile phone is temporarily interrupted, and will automatically resume once the conversation ends.

7.3.1 Starting a Three-Way Intercom Conference

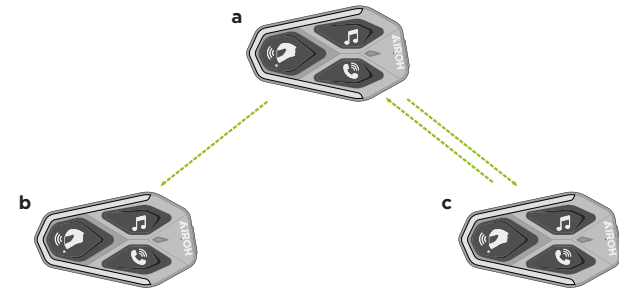
User (A) can start a 3-way conference with two other users (B and C) by establishing two simultaneous intercom connections.



1. Pair intercom (A) with both (B) and (C).
2. Start an intercom conversation with one of them, e.g., (A) starts with (B), or (B) starts with (A).



3. Then (A) calls (C), or (C) joins by calling (A).

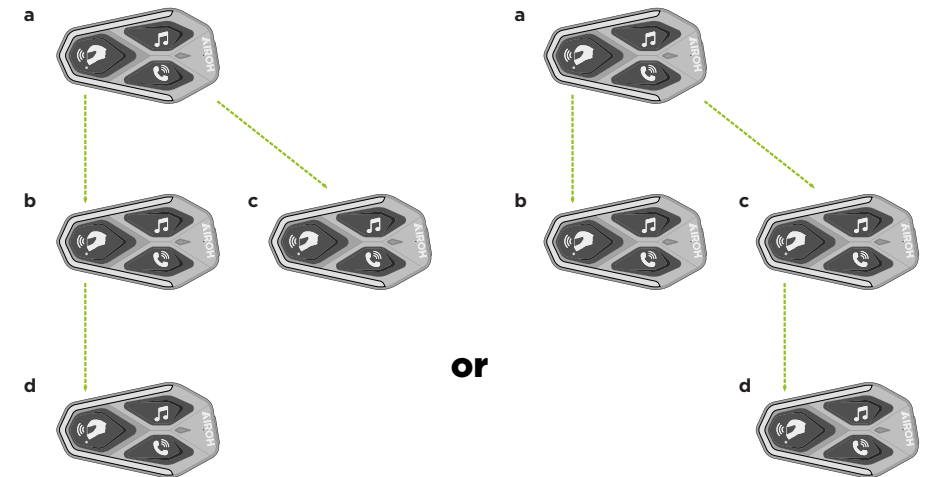


4. At this point, (A), (B), and (C) are in a 3-way intercom conference.

7.3.2 Starting a Four-Way Intercom Conference

Pair units A, B, and C as described in section 8.3.1.

Pair D with either B or C. The new participant (D) can join the existing three-person conference by initiating an intercom call to (B) or (C).



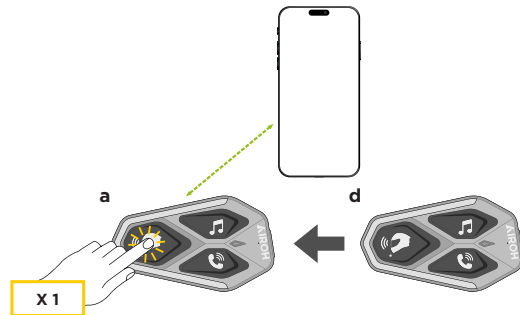
7.3.3 Ending Multi-User Intercom

To end all intercom connections, press and hold the CENTER button for 3 seconds until a confirmation tone is heard.

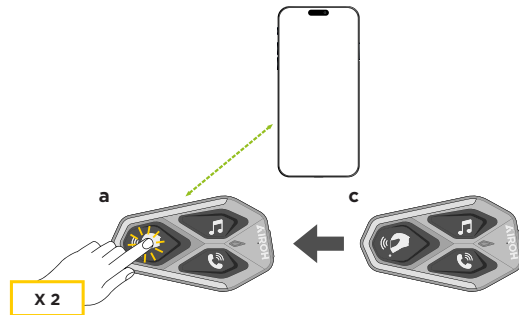
7.4 Phone Conference with Intercom User (with “Advanced Features” enabled via APP or Device Manager)

You can create a phone conference by adding an intercom user to a phone call. During a phone call, press the CENTER button once, twice, or three times to invite a previously paired intercom unit.

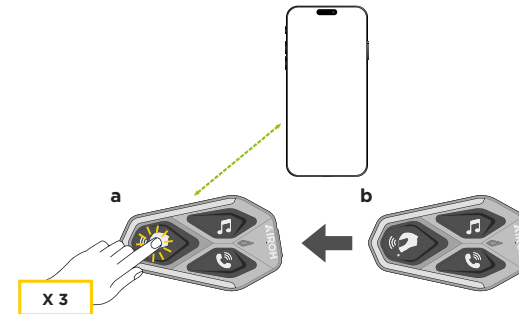
- Press once to add unit D.



- Press twice to add the C unit.



- Press three times to add B.

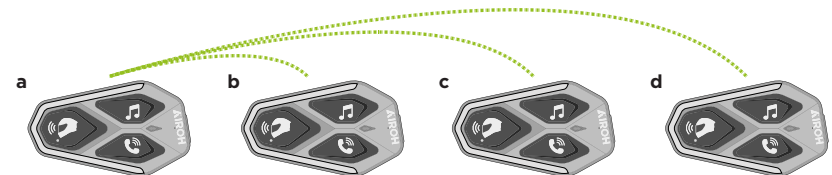


Repeat the action to disconnect the intercom unit from the phone conference. To end the phone call, press and hold the CENTER button for 2 seconds.

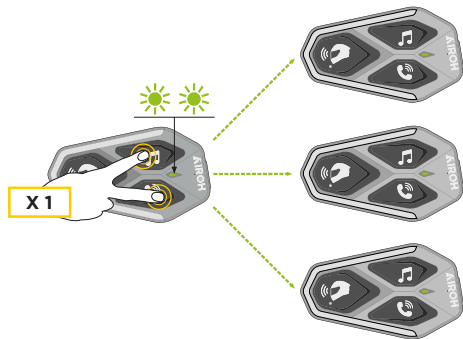
Note: If an intercom call comes in during a phone call, a double high-pitched tone will be heard.

7.5 Group Intercom

Group Intercom allows you to immediately start a 3- or 4-way intercom conference, with one main unit and up to three affiliates. The main unit will initiate and manage the conversation for the group. Connection follows the same chain structure as normal 3- or 4-way intercoms.



1. Pair with up to three AWC 4 intercoms with which you want to start a Group Intercom session.
2. Press the MUSIC and PHONE buttons simultaneously to start Group Intercom. The LED flashes green, and the voice message “Group intercom” is heard.

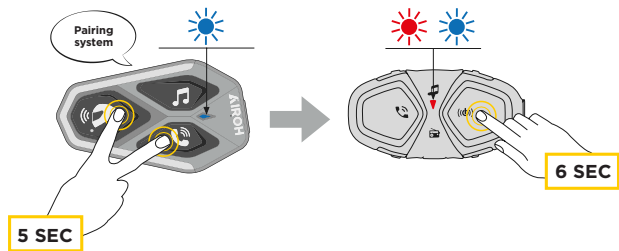


3. Once connected, all intercoms will announce “Group intercom connected.”
4. To end the session, press and hold the CENTER button for 5 seconds. The voice message “Group intercom ended” is heard.

7.6 Pairing with Previous Series

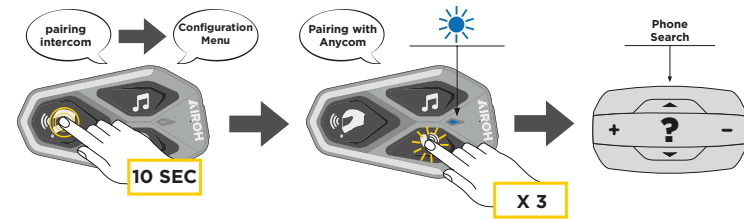
To pair with Interphone units from earlier series:

With the unit turned on, press and hold the INTERCOM and PHONE buttons for 5 seconds. Then activate pairing on the second unit (usually by pressing the power button while it’s off) until the LED flashes red/blue.



7.7 Anycom

Anycom allows intercom conversations with devices from other brands. You can pair your unit with one non-Interphone device at a time. Intercom range depends on the performance of the paired Bluetooth® intercom.



1. With AWC4 on, enter the configuration menu by holding the power button for 10 seconds (do not release before the LED turns blue).
2. Press the PHONE button three times to enable ANYCOM pairing mode.
3. Set the non-Interphone intercom to Phone Pairing mode.

8. Function priority and firmware updates

8.1 Function Priority

The intercom prioritizes connected devices in the following order:

1. (Highest) Phone
2. Voice Command Mode
3. Bluetooth® Intercom
5. (Lowest) Bluetooth® Stereo Music

A lower-priority function will be interrupted by a higher-priority one. For example, stereo music will be interrupted by an intercom conversation; an intercom conversation will be interrupted by an incoming mobile phone call.

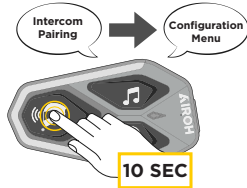
8.2 Firmware Updates

The intercom supports firmware updates. Firmware can be updated using the Device Manager utility (available for PC and MAC at www.interphone.com). To update the firmware, connect the USB-C data/power cable to your computer, launch Device Manager, and follow the step-by-step guided procedure. The INTERPHONE UNITE app can check the installed firmware version and notify you of updates but cannot perform firmware updates.

9. Configuration and settings

9.1 Intercom configuration

With AWC 4 turned on, press the power button for 10 seconds to enter the configuration menu. Do not release the button until the LED turns blue and the confirmation message is heard.



To navigate through menu options, press the MUSIC or PHONE button once.

1. Phone Pairing
2. Second Phone Pairing
3. Selective Phone Pairing (pair a device with only the HFP profile)
4. Media Pairing (pair a device with only the A2DP profile)
5. GPS Pairing

To confirm any of the following options, press the CENTER button once

6. Clear All Pairings
7. Anycom Pairing
8. Factory Reset
9. Exit

9.1.1 Clear all Pairings

Delete all Bluetooth® pairing information stored in the Bluetooth® system.

9.2 Intercom settings

You can modify intercom settings using the Device Manager utility (for PC and MAC at www.interphone.com) or the Interphone UNITE app.

Please note: the “Advanced Features” settings activate the following functionalities:

- Phone speed dial
- Intercom + phone call conference management

9.2.1 Speed Dial

Assign speed dial numbers for quick call access.

9.2.2 Unit Language

You can select the device language. The selected language is retained even after restarting the intercom.

9.2.3 Audio Equalizer (default setting: Off)

Use the Audio Equalizer to boost/reduce decibel levels across audio frequency ranges:

- Balanced: Adjusts all frequencies to the same volume (0 dB)
- Bass Boost: Enhances low frequencies (20 Hz - 250 Hz)
- Mid Boost: Enhances mid frequencies (250 Hz - 4 kHz)
- Treble Boost: Enhances high frequencies (4 kHz - 20 kHz)

9.2.4 VOX phone (default setting: Enabled)

When enabled, incoming phone calls can be answered using voice. When a ringtone plays, answer by saying a word like “Hello.” VOX Phone is temporarily disabled during intercom mode. If disabled, press the CENTER button to answer a call.

9.2.5 VOX Intercom (default setting: Disabled)

When enabled, you can start an intercom conversation with the last connected unit by speaking.

If the conversation starts via voice and both users remain silent for 20 seconds, the intercom ends automatically.

If the intercom is started manually (CENTER button), it must be ended manually.

If the intercom is started by voice and ended manually, voice activation will be temporarily disabled.

In that case, press the CENTER button to restart intercom mode.

This prevents repeated accidental intercom activation from wind noise. After restarting, voice activation will be available again.

9.2.6 VOX Sensitivity (default setting: 3)

Adjust VOX sensitivity based on riding environment.

Level 5 = most sensitive, Level 1 = less sensitive.

9.2.7 Bluetooth® Intercom audio multitasking (default setting: Disabled)

Audio Multitasking (Intercom Bluetooth® Audio Multitasking) allows you to have an intercom conversation while simultaneously listening to music or GPS instructions. During an intercom conversation, overlapping audio is played in the background at a reduced volume and returns to normal volume once the conversation ends.

Notes:

- For proper functionality, you must power the intercom off and on. A full restart is recommended.
- Intercom Bluetooth® Audio Multitasking is enabled during two-way intercom conversations with another intercom that supports this feature.
- Some GPS devices may not support this function.
- Audio Multitasking behavior can be configured via "Intercom Audio Overlay Sensitivity" and "Overlay Volume Management" settings.

9.2.8 Intercom audio overlay sensitivity (default setting: 3)

During an intercom conversation, music or GPS audio is played in the background at a lower volume.

You can adjust the intercom sensitivity to trigger audio background mode.

Level 1 = lowest sensitivity; Level 5 = highest sensitivity.

Note: If the voice input does not exceed the selected sensitivity level, the background audio will not be reduced.

9.2.9 Overlay Volume Management (default setting: Disabled)

Overlapping audio (music, GPS) is normally reduced during intercom conversations.

If this function is enabled, overlapping audio volume will not be reduced during intercom calls.

9.2.10 HD Intercom (default setting: Enabled)

HD Intercom enhances audio quality during two-way intercom conversations from standard to HD quality. This feature is temporarily disabled during 3- or 4-way intercom sessions. If HD Intercom is disabled, two-way intercom audio reverts to standard quality.

Notes:

- HD Intercom has a relatively shorter range than standard intercom.
- HD Intercom is temporarily disabled when Intercom Bluetooth® Audio Multitasking is active.

9.2.11 HD Voice (default setting: Enabled)

HD Voice enables high-definition audio quality for phone calls, ensuring clear and crisp voice communication.

If HD Voice is enabled, phone conference calls with an intercom participant are not available.

Notes:

- Contact your Bluetooth® device manufacturer to confirm HD Voice compatibility.
- HD Voice is only active when Intercom Bluetooth® Audio Multitasking is disabled.

10. Trouble shooting

Visit www.interphone.com for video tutorials and answers to frequently asked questions.

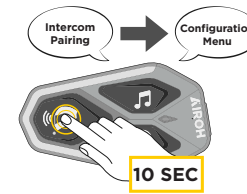
10.1 Error Reset

If the intercom is not functioning correctly, you can easily reset the unit by disconnecting the battery for a few seconds.

Note: The error reset will not restore factory settings.

10.2 Factory Reset

To clear all settings and return the intercom to factory defaults, perform a factory reset.



With AWC 4 turned on, press the power button for 10 seconds to enter configuration mode. Do not release the button before the LED turns blue. A confirmation voice prompt will be heard.

Press the PHONE button twice until you hear “Factory Reset,” then press the CENTER button once to confirm.

The confirmation voice prompt will say: “Headset reset, goodbye.”

9.2.12 Smart Volume Control (default setting: Disabled)

When enabled, the headset automatically adjusts volume based on ambient noise levels. You can set sensitivity to low, medium, or high.

9.2.13 Sidetone (default setting: Disabled)

Sidetone provides audio feedback of your own voice, allowing you to hear yourself. It can be enabled to verify microphone performance or to naturally adjust speech volume depending on helmet noise conditions.

When enabled, you’ll hear your own voice during intercom or phone conversations.

9.2.14 Voice Prompts (default setting: Enabled)

Voice prompts can be disabled via software configuration settings. However, the following prompts will always remain active: Intercom configuration settings menu, Battery level indicator, Speed dial.

9.2.15 Advanced Noise Control™ (default setting: Enabled)

When enabled, ambient noise is reduced during intercom conversations.

If disabled, ambient noise will be mixed with the voice during intercom conversations.

AWC 4

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