



TT465: WHIM HEADSETS COMPATIBILITY AND OPERATION

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General Merchandise

APPLIES TO	SYMPTOMS
Boom 6.5 GT and GTS Models	<ul style="list-style-type: none"> • Radio and Headset Compatibility

Purpose for Tech Tip

To inform dealers, that there has been some customer and dealer confusion on the radio system after a WHIM (Wireless headset interface module) has been installed.

Markets Affected

All markets are affected.

Important Facts

- Headsets need to be in Phone Pairing mode to connect to a WHIM.
- The headset and all other Bluetooth devices have their own volume controls. The radio has five individual volume controls for specific functions for both rider and passenger. Verify that the volumes on all connected Bluetooth devices and the radio are turned up enough to hear. If the volume is set low on the devices, it sounds low even if the radio volume is set high.
- When using a phone on the vehicle, verify that the phone and headset are paired only to the radio. The headset should not be paired to the phone.

FAQ

NOTE

Wired headsets are no longer compatible on vehicle with WHIM.

Harley-Davidson has assembled some FAQ (Frequently asked questions) from both dealers and customers:

- **Q:** How come I cannot get the intercom to work using the wired headsets?
- **A:** When the WHIM is installed it uses some of the same circuitry as the wired headset intercom, making the wired headset intercom inoperable. After the WHIM is installed the only headset intercom that works is the paired wireless headsets equipped with microphones.
- **Q:** How come I cannot get the wired hand microphone to work when using the CB?
- **A:** When the WHIM is installed it uses some of the same circuitry as the wired microphone, making the wired microphone inoperable. After the WHIM is installed the only microphone that works is the paired wireless headsets with equipped microphones.

NOTE

Pairing can only be performed after WHIM is installed.

- **Q:** I am confused, how do the different types of wireless headphones communicate to each other?
- **A:** It gets confusing when there are different models in a group of riders. Let us look at all models of wireless headphones one by one:
 - **10 S Model/Expand:** These models only pair up with the radio or phone or a group one at a time. If the rider would like to communicate to the passenger, the rider must go through the radio only.
 - **20 S/EVO Models:** If everyone in the group has this model, there is no problem. The 20 S series has two Bluetooth channels, one channel to pair up with the radio or phone; the other channel to pair up with a group of riders. If anyone in that group has a 30 K model, the 30 K rider would have a decision to make. Either the rider must pair up with a radio or phone and not the group, or pair up with the group only.
 - **30 K Model:** The 30 K series has one Bluetooth channel and a MESH channel. The headset can pair up with the radio or phone and also connect through the MESH channel with a group of riders. If someone has a 20 series headset, they cannot pair up with the MESH channel of the 30 series. All 30 series would have to pair up with the 20's Bluetooth and lose the pairing with the radio or phone.

Resolution

To verify if the vehicle has WHIM installed:

GT Radio

1. Turn IGN ON.
2. Press ACCEPT button.
3. Press Home button.
4. Press Setup button.
5. Scroll down until Bluetooth Setup appears.
 - a. If the vehicle has a working WHIM, it reads Wireless Headset under Bluetooth Setup.

GTS Radio

1. Turn IGN ON.
2. Press ACCEPT button.
3. Press Home icon.
4. Press Gear icon.
5. Scroll down until Bluetooth Setup appears.
 - a. If the vehicle has a working WHIM, it reads Wireless Headset under Bluetooth Setup.