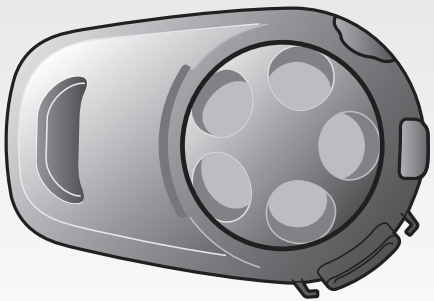
English

SMH5 MULTICOM

Motorcycle Bluetooth® Communication System



Bluetooth 3.0 | 700m / 760yds Intercom | Conference Intercom | Universal Intercom | Music Sharing | Multipoint | Voice Prompt | Bluetooth Stereo Music (A2DP) | Advanced Noise Control | Playback Control (AVRCP) | Versatile Jog Dial | Audio Booster | Speed Dial | Use While Charging | Individual Volume Control | Firmware Upgradeable

SENA

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User's Guide

⚠ WARNING

To minimize the risk of serious injury, death or product damage, read this User's Guide and the Quick Start Guide before using the product for the first time. Go to sena.com/support/documents to access these documents if they are missing or unreadable. Keep both Guides for future reference.

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CONTENTS

Safety Precautions 5

1 INTRODUCTION 8

2 PACKAGE CONTENTS 9

3 INSTALLING THE SMH5 MULTICOM ON YOUR HELMET 10
- 3.1 Installing the Main Unit 10
- 3.2 Installing the Speakers 11
- 3.3 Using the Static Boom Microphone 12

4 GETTING STARTED 14
- 4.1 Button Operation 14
- 4.2 Powering On and Off 14
- 4.3 Charging 14
- 4.4 Low Battery Warning 15
- 4.5 Checking the Battery Level 15
- 4.6 Volume Adjustment 15
- 4.7 Sena Device Manager 15

5 PAIRING THE SMH5 MULTICOM WITH BLUETOOTH DEVICES 16
- 5.1 Mobile Phone Pairing - Mobile Phone, Bluetooth Stereo Device 16
- 5.2 Second Mobile Phone Pairing - Second Mobile Phone, GPS, and SR10 17
- 5.3 Advanced Selective Pairing - A2DP Stereo or Handsfree 18
- 5.4 Intercom Pairing 18

6 MOBILE PHONE, GPS, SR10 20
- 6.1 Mobile Phone Call Making and Answering 20
- 6.2 Speed Dialing 20
- 6.3 GPS Navigation 21
- 6.4 Sena SR10, Two-Way Radio Adapter 21

7 STEREO MUSIC 22
- 7.1 By Bluetooth Wireless Stereo 22
- 7.2 Music Sharing 23

8 INTERCOM 23
- 8.1 Two-way Intercom 23
- 8.2 Three-way Intercom 24
- 8.3 Four-way Intercom 26

9 THREE-WAY CONFERENCE PHONE CALL WITH INTERCOM PARTICIPANT 27

10 UNIVERSAL INTERCOM 29
- 10.1 Universal Intercom Pairing 29
- 10.2 Two-way Universal Intercom 30
- 10.3 Three-way Universal Intercom 30
- 10.4 Four-way Universal Intercom 32

11 FUNCTION PRIORITY 34

12 SMH5 MULTICOM CONFIGURATION SETTING 34
12.1 Assigning Speed Dial 35
12.2 Enabling/Disabling Voice Activated Phone Answering 36
12.3 Enabling/Disabling Voice Activated Intercom 36
12.4 Enabling/Disabling Voice Prompts 37
12.5 Enabling/Disabling Sidetone 37
12.6 Enabling/Disabling Advanced Noise Control™ 38
12.7 Delete All Bluetooth Pairing Information 38
12.8 Exit Voice Configuration Menu 38
13 FIRMWARE UPGRADE 39
14 TROUBLESHOOTING 40
14.1 Intercom Failure 40
14.2 Intercom Reconnection 40
14.3 Fault Reset 40
14.4 Factory Reset 41
15 OPERATION QUICK REFERENCE 41
CERTIFICATION AND SAFETY APPROVALS 42
• FCC Compliance Statement 42
• FCC RF Exposure Statement 43
• CE Declaration of Conformity 43
• Industry Canada Statement 43
• Bluetooth License 43
• WEEE (Waste Electrical and Electronic Equipment) 44
LIMITED PRODUCT WARRANTY DISCLAIMERS, and LIMITATIONS 44
• Limited Warranty 44
• Warranty Exclusions 46
• Warranty Service 47

Safety Precautions

Please ensure that the product is properly used by observing the safety precautions below to prevent any risk of serious injury, death and/or damage to property.

Hazard alert signal words

The following safety symbols and signal words are used in this manual.

WARNING	Indicates a potential hazardous situations that, if not avoided, could result in death or serious injury.
CAUTION	Indicates a potential hazardous situation that, if not avoided, could result in minor or moderate injury.
NOTICE	Indicates information considered important, but not hazard-related. If not avoided, it could cause damage to your product.
Note	Notes, usage tips, or additional information

Product Use

Observe the following precautions to avoid injury or damage to your product while using the product.

WARNING

- Use of the product at a high volume for a long period of time may damage your eardrums or hearing ability.
- If the product emits an unusual smell, feels hot, or appears abnormal in any other way while using or charging, stop using it immediately. It may cause damage, explosion, or fire. Contact your sales location if any of these problems are observed.
- Careless use of the product on the road is risky and may result in serious injury, death or damage. You must heed all safety precautions in all documents that come with this product. This will help minimize the chance these risks may occur while riding.
- In any place where wireless communication is prohibited, such as hospitals or airplanes, turn off the power. In a place where wireless communication is prohibited, electromagnetic waves may cause hazards or accidents.
- Before riding, fasten the product from the helmet, and double-check that it is properly fastened. Separation of the product while riding will cause damage to the product and may result in an accident.

- Do not use the product in an explosive atmosphere. If you are in such a location, turn off the power and heed any regulations, instructions, and signs in the area.
- When you use the product while you operating any vehicle or equipment such as motorcycles, scooters, mopeds, ATVs, or quadbikes (hereinafter called “transportation means”), you need to follow the safety precautions provided by the manufacturer of the vehicle.
- When you use the product, use good judgment; never use it under the influence of alcohol or drugs or when you are extremely tired.

NOTICE

- Attaching the product to the helmet is considered a modification to the helmet and may void your helmet’s warranty or compromise your helmet’s functionality. This may entail risks during an accident, so be fully aware of this fact before using the product. Should you not accept this fact, you may return the product for a full refund.
- In some regions, it is prohibited by law to ride motorcycles while wearing headsets or earbuds. Therefore be certain you are aware of all relevant laws in the region where you are using the product and are sure that you comply with them.
- The headset is for motorcycle helmets only. To install the headset, you must follow the installation instructions shown in the User's Guide.
- Do not impact the product with sharp tools as this may damage the product.
- Keep product away from pets or small children. They may damage the product.
- Any changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the limited warranty to operate the equipment.

Battery

Your product has a built-in battery. Be careful to heed all safety information in this guide. Failure to carefully observe the safety precautions can cause battery heat generation, bursting, fire and serious personal injury.

⚠ WARNING

- Do not use the product in direct sunlight for a long period of time. Doing so can damage the product and generate heat that can cause burns.
- Do not use or store the product inside cars in hot weather. It may cause the battery to generate heat, rupture, or ignite.
- Do not continue charging the battery if it does not recharge within the specified charging time. Doing so may cause the battery to become hot, explode, or ignite.
- Do not leave the product near open flames. Do not dispose of the product in a fire. It may cause the battery to become hot, explode, or ignite and cause serious injury.
- Never attempt to charge a battery with the charger which has been physically damaged. It may cause explosion and/or accidents.

Product Storage and Management

Take the following precautions to avoid personal injury or damage to your product while storing and maintaining the product.

⚠ CAUTION

- Do not dispose of the product with household waste. The built-in battery is not to be disposed of in municipal waste stream and requires separate collection. Disposal of the product should be done in accordance with the local regulations.

NOTICE

- Keep the product free of dust. Dust may damage mechanical and electronic parts of the product.
- The product should be stored at room temperature. Do not expose the product to extremely high or low temperature as this may reduce the life span of electronic devices, damage the battery, and/or melt plastic parts of the product.
- Do not clean the product with cleaning solvents, toxic chemicals, or strong detergents as this may damage the product.

- Do not paint the product. Paint may obstruct moving parts or interfere with the normal operation of the product.
- Do not drop or otherwise shock the product. It may damage the product or its internal electronic circuits.
- Do not disassemble, repair or modify the product as this may damage the product and invalidate the product warranty.
- Do not store the product in humid environments, especially for long periods of time. It may damage the internal electronic circuits.
- Battery performance will deteriorate over time if stored for a long period of time without being used.

1 INTRODUCTION

Thank you for choosing the Sena SMH5 MultiCom, Motorcycle Bluetooth Communication System. With the SMH5 MultiCom, you can have intercom conversations during motorcycle training sessions between instructors and students in full duplex, call handsfree on your Bluetooth mobile phone and listen to stereo music or voice instructions of GPS navigations by Bluetooth wirelessly.

The SMH5 MultiCom is compliant with the Bluetooth 3.0 supporting the following profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), and Audio Video Remote Control Profile (AVRCP). Please check with the manufacturers of other devices to determine their compatibility with this headset.

Please read this user's guide carefully before using the headset. Also check **www.sena.com** for the latest version of the user's guide and additional information related to Sena Bluetooth products.

The SMH5 MultiCom features:

- Bluetooth handsfree for Bluetooth mobile phones
- Bluetooth stereo headset for Bluetooth audio devices such as MP3 players
- Bluetooth stereo headset for Bluetooth GPS navigations
- Bluetooth intercom up to 700 meters (760 yards)*
- Multi-way intercom up to 4 connections
- Universal Intercom™
- Bluetooth pairing for dual mobile phones
- Advanced Noise Control™
- Easy operation by versatile Jog Dial
- Can be used while charging on road trips
- Firmware upgradeable

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* in open terrain

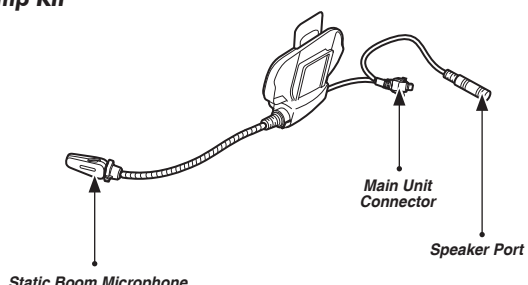
Key Specifications:

- Bluetooth 3.0
- Supporting profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), Audio Video Remote Control Profile (AVRCP)

2 PACKAGE CONTENTS

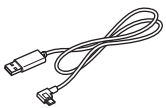
- ***Headset Main Unit***

- ***Clamp Kit***



- ***Mono Speaker***

- ***USB Power and Data Cable***



- ***Microphone Sponges***

- ***Hook and Loop Fastener for Speaker***

- ***Speaker Pad***

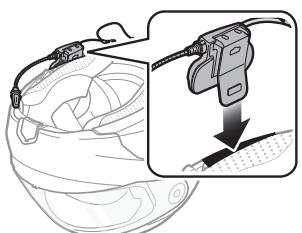
- ***Microphone Port Cap***

3 INSTALLING THE SMH5 MULTICOM ON YOUR HELMET

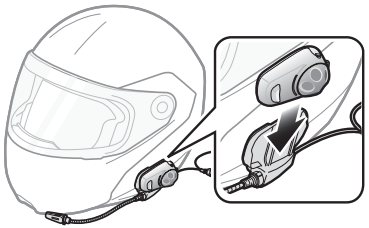
3.1 Installing the Main Unit

3.1.1 Using the Clamp Unit

1. Insert the clamp kit between the internal padding and external shell on the left side of the helmet.

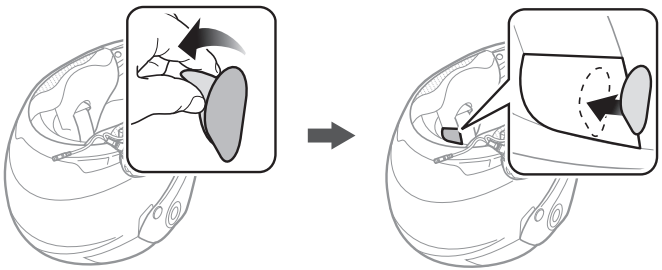


2. Attach the main unit to the clamp unit until you hear a click. The main unit is now fastened to the clamp unit

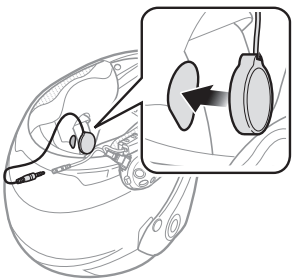


3.2 Installing the Speakers

1. Peel off the cover of the hook and loop fastener for the speaker to expose the adhesive surface. Then, attach the fastener to the left ear pocket inside of the helmet.

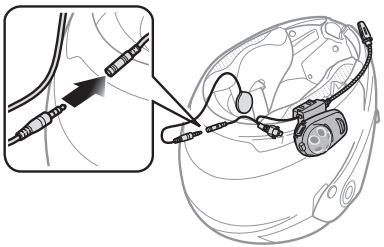


2. Attach the speaker to the hook and loop fastener for the speaker inside of the helmet.



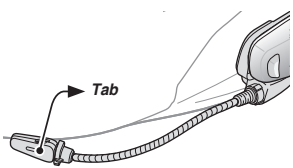
Note:
If the helmet has deep ear pockets, you can use the speaker pad to place the speaker closer to your ear.

3. Plug the helmet speaker into the speaker cable connector.

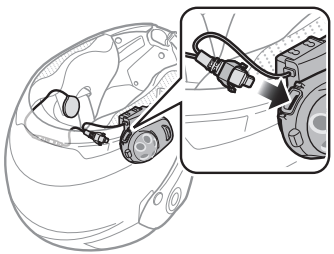


3.3 Using the Static Boom Microphone

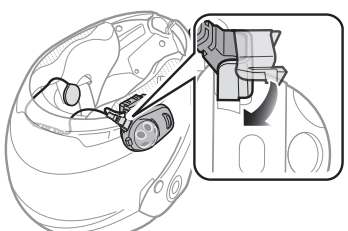
1. Make sure that the microphone's receiver is located near your mouth.
2. Adjust the head of the microphone so that the tab is facing away from your mouth.



3. Insert the speaker connector into the speaker port to connect it to the main unit.

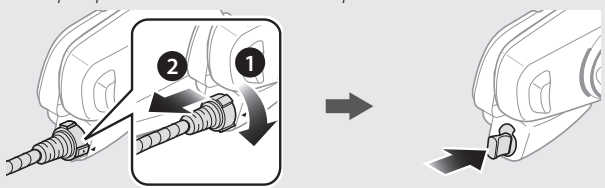


4. Close the cover of the speaker cable to lock the cable to the port. The speaker cable is now fixed to the main unit.



Note:

1. *After connecting the microphone and speaker cable, store any excess cable behind the internal padding of helmet to prevent wires from becoming damaged.*
2. *If the microphone has been unplugged from the clamp kit, use the Microphone Port Cap to protect the inside of the clamp kit from the environment.*

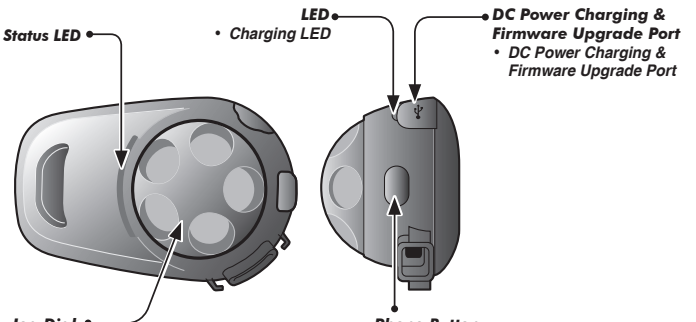


CAUTION

When you remove the headset, make sure that you first detach the speaker cable from the main unit. Then, it is safe to remove the main unit from the clamp unit.

4 GETTING STARTED

4.1 Button Operation

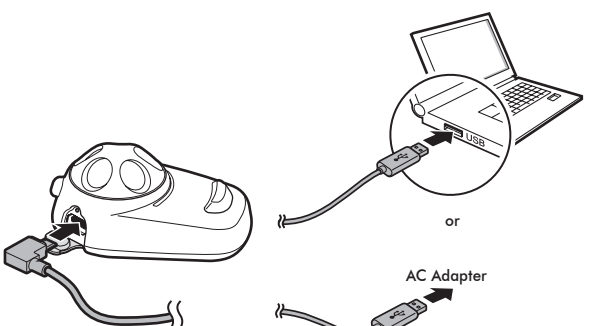


4.2 Powering On and Off

To power on the headset, press the Phone Button and the Jog Dial at the same time while hearing ascending beeps and a voice prompt, **"Hello"**. To power off the headset, press the Phone Button and the Jog Dial at the same time while hearing descending beeps and a voice prompt, **"Goodbye"**.

4.3 Charging

You can charge the headset by connecting the supplied USB power & data cable into a computer's USB port or USB wall charger. You can use any standard micro USB cable to charge the units. You can also charge them on the road using the cigarette charger. The charging LED turns red while charging and turns blue when fully charged. It takes about 2.5 hours to be completely charged.



4.4 Low Battery Warning

When the battery is low, the blinking blue LED in stand-by mode turns to red and you will hear mid-tone triple beeps and a voice prompt saying **"Low Battery"**.

4.5 Checking the Battery Level

You can check the battery level in two different ways when the headset is powering on.

4.5.1 LED Indicator

When the headset is powering on, the red LED flashes rapidly indicating the battery level.

4 flashes = High, 70~100%
3 flashes = Medium, 30~70%
2 flashes = Low, 0~30%

4.5.2 Voice Prompt Indicator

When you power on the headset, keep pressing the Jog Dial and Phone Button simultaneously for about 3 seconds until you hear high tone triple beeps. Then you will hear voice prompt indicating the battery level. However, if you release the buttons as soon as the headset turns on, you will not hear the voice prompt of battery level indication.

4.6 Volume Adjustment

You can easily adjust the volume by rotating the Jog Dial. You will hear a beep when the volume reaches maximum or minimum level. The volume is set and maintained independently at different levels for each audio source even when you turn off and on the headset. For example, once you set the volume for mobile phone handsfree, it will not change even if you adjust the volume when you hear Bluetooth MP3 music. So you can always maintain the preferred optimum volume level for each audio source.

4.7 Sena Device Manager

The Sena Device Manager allows you to upgrade the firmware and configure the device settings directly from your PC. Using this software, you can also assign speed dial presets. It is available for both Windows and Mac. For more information on downloading the Device Manager, please visit **www.sena.com**.

5 PAIRING THE SMH5 MULTICOM WITH BLUETOOTH DEVICES

Before using the SMH5 MultiCom Bluetooth headset with any of Bluetooth devices for the first time, you need to do the pairing operation. It can be paired with Bluetooth mobile phones, Bluetooth stereo devices such as MP3, or motorcycle specific Bluetooth GPS, and with other Sena Bluetooth headsets. This pairing operation is only required once for each Bluetooth device. The headset will remain paired with the devices and automatically connects to the paired devices again when they are within range. You will hear a high tone single beep and a voice prompt when the headset connects to the paired device automatically: **"Phone connected"** to a mobile phone, **"Media connected"** to a Bluetooth stereo device.

5.1 Mobile Phone Pairing - Mobile Phone, Bluetooth Stereo Device

1. Turn on the SMH5 MultiCom and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps. You will hear a voice prompt saying **"Phone pairing"**.
2. Search for Bluetooth devices on your mobile phone. Select the Sena SMH5 MultiCom in the list of the devices detected on the mobile phone.
3. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.
4. The mobile phone confirms that pairing has completed and the SMH5 MultiCom is ready to use. You will hear a voice prompt from the SMH5 MultiCom saying **"Your headset is paired"**.
5. If the pairing process is not completed within three minutes, the SMH5 MultiCom will return to stand-by mode.

Note:

1. *If the Bluetooth connection between the headset and a mobile phone is disconnected, tap the Phone Button to recover the Bluetooth connection immediately.*
2. *If the Bluetooth connection between the headset and a media player is disconnected, press the Jog Dial for 1 second to recover the Bluetooth connection and play.*

5.2 Second Mobile Phone Pairing - Second Mobile Phone, GPS, and SR10

Typical Bluetooth headsets can connect with only one Bluetooth device, but second mobile phone pairing allows the headset to connect with another Bluetooth device such as GPS or Sena SR10, Bluetooth adapter.

1. To pair the second mobile phone, press the Jog Dial for 5 seconds until the red LED is rapidly flashing and you hear multiple beeps.
2. Within 2 seconds, tap the Phone Button, then the LED turns to blue flashing and the beeps turn to high tone double beeps. You will hear a voice prompt saying **"Second Mobile Phone Pairing"**.
3. Search for Bluetooth devices on your mobile phone. Select the SMH5 MultiCom in the list of the devices detected on the mobile phone.
4. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.
5. The mobile phone confirms that the pairing has completed and the SMH5 MultiCom is ready to use. You will hear a voice prompt from the SMH5 MultiCom saying **"Your headset is paired"**.

Note:

1. *You have to use a motorcycle specific GPS, which transmits turn-by-turn voice instructions to the headset by Bluetooth. Most automotive GPS systems do not have this feature.*
2. *The Sena SR10 is a Bluetooth two-way radio adapter for group communication, and uses Hands-Free Profile. The incoming audio from the two-way radio via SR10 is heard in the background while having an intercom conversation or a mobile phone call.*
3. *The GPS navigation or a radar detector could be connected to the SR10 by wire. The GPS voice instruction or the radar detector alarm is also heard in the background via SR10 while having an intercom conversation or a phone call. Please refer to the SR10 User's Guide for details.*

5.3 Advanced Selective Pairing - A2DP Stereo or Handsfree

When you are using a smartphone, sometimes you may need to selectively use the SMH5 MultiCom for A2DP stereo music only or for mobile phone handsfree only. These instructions are for advanced users who want to pair the SMH5 MultiCom to their smartphones with only one selective profile: A2DP for stereo music of HFP for phone calls. If you have previously paired a mobile phone to the SMH5 MultiCom, you must clear the previous pairing list on both devices: the mobile phone and the SMH5 MultiCom. To clear the pairing list on the SMH5 MultiCom, please do a factory reset or following the pairing list clearing procedure described in section 14.4, “Factory Reset” or 12.7, “Delete All Bluetooth Pairing Information”. To clear the pairing list on the mobile phone, please refer to the mobile phone manual. For most smartphones, delete the Sena SMH5 MultiCom from the list of Bluetooth devices in the settings menu.

5.3.1 A2DP Stereo Music Only

1. Turn on the headset and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps.
2. Within 2 seconds, tap the Jog Dial, then the LED flashes red and you hear **“Media selective pairing”**.
3. Search for Bluetooth devices on your smartphone. Select the Sena SMH5 MultiCom in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some mobile phones may not ask for PIN.

5.3.2 HFP for Phone Call Only

1. Turn on the headset and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps.
2. Within 2 seconds, tap the Phone Button, then the LED flashes blue and you hear **“Phone selective pairing”**.
3. Search for Bluetooth devices on your smartphone. Select the Sena SMH5 MultiCom in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some mobile phones may not ask for PIN.

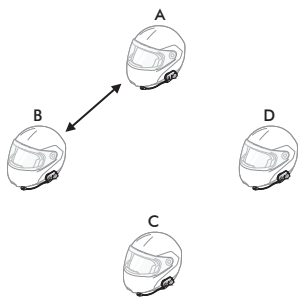
5.4 Intercom Pairing

5.4.1 Pairing with Other SMH5 MultiCom Headsets for Intercom Conversation

The SMH5 MultiCom can be paired with up to three other headsets for Bluetooth intercom conversation.

1. Turn on the two SMH5 MultiCom headsets (A and B) that you would like to pair with each other.
2. Press and hold the Jog Dial of the headset A and B for 5 seconds until red LEDs of the both units start to flash rapidly. You will hear a voice prompt, **“Intercom pairing”**.

3. Tap the Jog Dial on any one of the two headsets A and B, and wait until the LEDs of both headsets turn to blue and intercom connection is automatically established. The two SMH5 MultiCom headsets A and B are paired with each other for intercom conversation. If the pairing process is not completed within one minute, the SMH5 MultiCom will return to stand-by mode.



Pairing A & B

4. You can make other pairing between headsets A and C, and between headsets A and D by following the same procedure as above.

5. The intercom pairing queue is ***'Last-Come, First-Served'***. If a headset has multiple paired headsets for intercom conversations, the last paired headset is set as ***first intercom friend***. The previous intercom friend becomes ***second intercom friend***, and ***third intercom friend***.

Note:
*For example, after the pairing procedures listed above, headset D is the **first intercom friend** of headset A. Headset C is the **second intercom friend** of headset A, and headset B is the **third intercom friend** of headset A.*

5.4.2 Pairing with Other Sena Headset Models for Intercom Conversation

The SMH5 MultiCom can be paired with all other Sena headset models such as the 20S, SMH10 and the SMH5 for intercom conversation. Please follow the same procedure as above to pair with these headset models.

Note:
The SMH5 cannot participate in three-way or four-way conference intercom with the SMH5 MultiCom. The SMH5 has a limited capability of having two-way intercom with other Sena headsets.

6 MOBILE PHONE, GPS, SR10

6.1 Mobile Phone Call Making and Answering

1. When you have an incoming call, simply tap the Phone Button or the Jog Dial to answer the call.
2. You can also answer the incoming call by loudly speaking any word of your choice if Voice Activated Phone Answering (VOX Phone) is enabled, unless you are connected to intercom.
3. To end a call, tap the Phone Button or press the Jog Dial for 2 seconds until you hear a mid-tone single beep, or wait for the called person to end the call.
4. To reject a call, press the Jog Dial for 2 seconds until you hear a beep while the phone is ringing.
5. There are several ways to make a phone call:
   - Enter numbers on your mobile phone's keypad and make a call. Then the call is automatically transferred to the headset.
   - Tap the Phone Button in stand-by mode to activate the voice dialer of your mobile phone. For this, the voice dialing function must be available on the mobile phone. Refer to your mobile phone manual for further instruction.

Note:

1. *If you have two phones connected to your headset and you have an incoming call from the second phone during the call of the first phone, then you may still receive the call from the second phone. In this case, the call from the first phone is on waiting mode. If you end a call, then it will automatically guide you to the first phone call.*
2. *If you have a mobile phone and a GPS connected to your headset, you may not be able to listen to the GPS voice instruction during the phone call.*

6.2 Speed Dialing

You can quickly make a phone call by using the voice speed dial menu.

1. To enter into the voice speed dial menu, double tap the Phone Button and you will hear a mid-toned single beep and a voice prompt, **"Speed dial"**.
2. Rotate the Jog Dial clockwise or counter-clockwise to navigate between the menus. You will hear voice prompts for each menu item.
3. Tap the Phone Button or the Jog Dial to select a voice menu among the followings:

(1) Last number redial
(2) Speed dial 1
(3) Speed dial 2
(4) Speed dial 3
(5) Cancel

4. After selecting the last number redial menu, you will hear a voice prompt, **"Last number redial"**. Then, to redial the last phone call number, tap the Phone Button or the Jog Dial.
5. To call one of the speed dials, rotate the Jog Dial clockwise or counter-clockwise to navigate between the menus until you hear a voice prompt, **"Speed dial (#)"**. Then, tap the Phone Button or the Jog Dial.
6. If you want to exit the speed dial immediately, rotate the Jog Dial until you hear voice prompt, **"Cancel"**, and tap the Phone Button or the Jog Dial. If you do not press any button within 15 seconds, the SMH5 MultiCom will exit the voice speed dial menu and go back to stand-by mode.

Note:
1. Make sure that you connect the mobile phone and the headset to use the speed dial function.
2. You need to assign speed dial numbers before using the speed dial (please refer to section 12.1, "Assigning Speed Dial").

6.3 GPS Navigation

If you pair a Bluetooth GPS to the SMH5 MultiCom as described in section 5.2, "Second Mobile Phone Pairing - Second Mobile Phone, GPS, and SR10", you can listen to GPS instructions wirelessly. Rotate the Jog Dial clockwise or counter-clockwise to adjust volume. The GPS voice instruction interrupts intercom conversation but it is automatically reestablished after the GPS voice instruction ends.

6.4 Sena SR10, Two-Way Radio Adapter

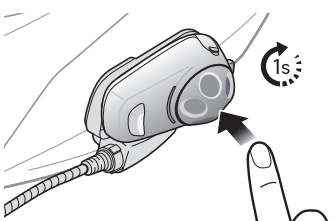
You can use a two-way radio and the SMH5 MultiCom Bluetooth intercom simultaneously by using the Sena SR10, a Bluetooth Two-way Radio Adapter (please refer to section 5.2, "Second Mobile Phone Pairing - Second Mobile Phone, GPS, and SR10"). Incoming audio from the two-way radio will not interrupt an intercom conversation but is heard in the background. This is useful when you have an intercom conversation with a passenger on the back seat and use a two-way radio for group communication with other motorcycle riders.

7 STEREO MUSIC

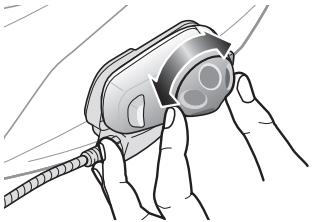
7.1 By Bluetooth Wireless Stereo

The Bluetooth audio device must be paired with the SMH5 MultiCom by following the section 5.1, “Mobile Phone Pairing - Mobile Phone, Bluetooth Stereo Device” procedure. The SMH5 MultiCom supports the Audio/Video Remote Control Profile (AVRCP), so if your Bluetooth audio device also supports the AVRCP, you can use the SMH5 MultiCom to remotely control music playback. Not only can you adjust the volume but you can also use functions such as play, pause, next track and previous track.

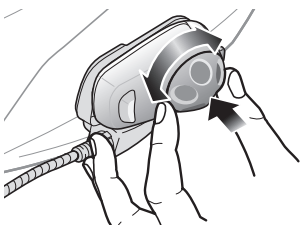
1. To play or pause music, press and hold the Jog Dial for 1 second until you hear a double beep.



2. To adjust the volume, rotate the Jog dial.



3. To track forward or trackback, rotate while pressing the Jog Dial clockwise or counterclockwise.



7.2 Music Sharing

You can start sharing music with an intercom friend using Bluetooth stereo music during a two-way intercom conversation (please refer to section 8.1, “Two-way Intercom”). When you terminate music sharing, you can go back to the intercom conversation. To start or terminate sharing music, press the Jog Dial for 1 second during an intercom conversation until you hear a double beep. To track forward or trackback, rotate while pressing the Jog Dial clockwise or counterclockwise.

Note:

1. *Both you and your intercom friend can remotely control music playback such as track forward and track back.*
2. *Music sharing will be paused when you are using your mobile phone or listening to GPS instructions.*
3. *In order to share music, make sure that you update both headsets with the firmware that has the music sharing feature, and enable the EDR setting in the Sena Device Manager.*

8 INTERCOM

Please make sure your intercom devices are paired as described in section 5.4, “Intercom Pairing”.

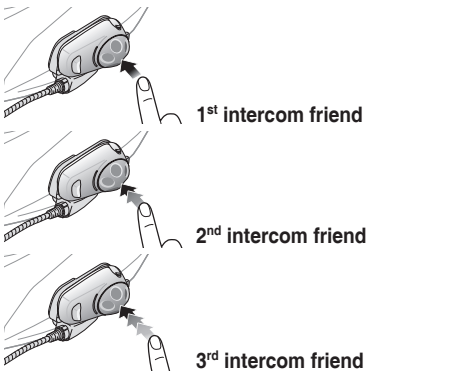
8.1 Two-way Intercom

8.1.1 Starting Two-way Intercom

You can start an intercom conversation with one of any intercom friends by tapping the Jog Dial: Tap the Jog Dial once to intercom with the ***first intercom friend***, tap the Jog Dial twice to intercom with the ***second intercom friend***, and tap the Jog Dial ***three times to intercom*** with the third intercom friend.

8.1.2 Ending Two-way Intercom

You can end an intercom conversation by using the Jog Dial. Press and hold the Jog Dial for 1 second to end any intercom. Or, you can single tap to end intercom with the ***first intercom friend***, double tap to end intercom with the ***second intercom friend***, and triple tap to end intercom with the ***third intercom friend***.



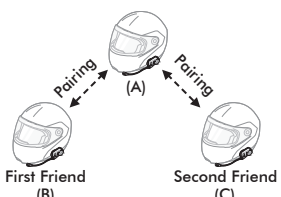
Start/End Two-way Intercom Conversation

8.2 Three-way Intercom

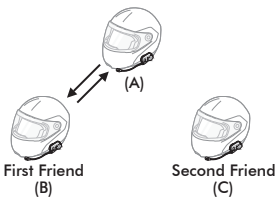
8.2.1 Starting Three-way Intercom

You (A) can have a three-way conference intercom with two other SMH5 MultiCom friends (B & C) by establishing two intercom connections simultaneously. While a three-way conference intercom is in progress, mobile phone connection of all three participants is temporarily disconnected. However, as soon as the conference intercom terminates or one of the participants leaves the intercom, all mobile phones automatically reconnect to their headsets. If you have an incoming mobile phone call during the conference intercom, terminate the conference intercom to automatically reconnect and receive the phone call.

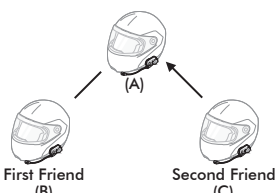
1. You (A) need to be paired with two other friends (B & C) for three-way conference intercom.



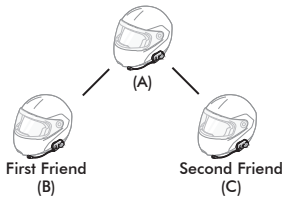
2. Start an intercom conversation with one of the two friends in your intercom group. For example, you (A) may start an intercom conversation with the intercom friend (B). Or intercom friend (B) may start an intercom call with you (A).



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



4. Now you (A) and two SMH5 MultiCom intercom friends (B & C) are having a three-way conference intercom.



8.2.2 Ending Three-way Intercom

You can completely terminate the conference intercom or just disconnect an intercom connection with one of your active intercom friends.

1. Press the Jog Dial for 1 second until you hear a beep to terminate three-way conference intercom completely. It terminates both intercom connections with (B) and (C).

2. Tap or double tap the Jog Dial to disconnect intercom connection with one of the two intercom friends accordingly. For example, by single tapping the Jog Dial, you can terminate the intercom connection with just the first intercom friend (B). However, you still have the intercom connection with your second intercom friend (C).

Jog Dial Operation	Result
Press for 1”	Disconnect (B) & (C)
Single tap	Disconnect (B)
Double tap	Disconnect (C)

End Three-way Intercom

8.3 Four-way Intercom

8.3.1 Starting Four-way Intercom

You can have four-way conference intercom with three other SMH5 MultiCom users by adding one more intercom participant to the three-way intercom. While you are having a three-way intercom as above in section 8.2, a new participant (D), who is an intercom friend of your intercom friend (C), may join the conference intercom by making an intercom call to your intercom friend (C). Please note that in this case, the new participant (D) is an intercom friend of (C), not of you (A).

8.3.2 Ending Four-way Intercom

As same in the case of three-way intercom, you can completely get out of the four-way conference intercom or just disconnect a single intercom connection.

1. Press the Jog Dial for 1 second until you hear a beep to terminate four-way conference intercom. It terminates the intercom connections between you (A), and your intercom friends (B) and (C).
2. Tap or double tap the Jog Dial to disconnect the intercom connection with one of the two intercom friends accordingly. However, when you disconnect the second friend (C) by double tapping the Jog Dial, you will be disconnected with the third participant (D) as well. This is because the third participant (D) is connected with you via the second friend (C).

Jog Dial Operation	Result
Press for 1”	Disconnect (B), (C) & (D)
Single tap	Disconnect (B)
Double tap	Disconnect (C) & (D)

End Four-way Intercom

Note:
Multiple headsets are connected during multi-way intercom. With various signals interfering each other, the intercom distance of multi-way intercom is relatively shorter than that of two-way intercom.

9 THREE-WAY CONFERENCE PHONE CALL WITH INTERCOM PARTICIPANT

1. When you have an incoming mobile phone call during an intercom conversation, you will hear a ringtone. You can choose whether to 1) answer the mobile phone call and stop the intercom conversation, or 2) reject the phone call and stay on the intercom conversation.
   a. To answer the phone call and stop the intercom conversation, tap the Phone Button or the Jog Dial. The VOX Phone feature does not work if you are connected to intercom. When you hang up the phone call, the intercom will automatically be recovered.
   b. To reject the phone call and stay on the intercom conversation, press the Jog Dial for 2 seconds until you hear a beep.

   Unlike other motorcycle Bluetooth headsets, this prevents a user from being dropped out of an intercom conversation by an incoming mobile call.

2. When you have an incoming intercom call during a mobile phone call, you will hear 4 high toned beeps, alerting you that there is an incoming intercom call. You will also hear a voice prompt, **"Intercom requested"**. In this case, the intercom call does not override the mobile call because intercom has lower priority than mobile call. You have to hang up the mobile phone call to make or receive an intercom call.
3. You can have a three-way conference phone call by adding an intercom friend to the mobile phone conversation. During a mobile phone conversation, tap the Jog Dial to invite one of the intercom friends to the mobile phone line. To disconnect the intercom first and go back to your private mobile phone call, terminate the intercom by tapping the Jog Dial. To end the mobile phone call first and maintain the intercom conversation, tap the Phone Button, or press the Jog Dial for 2 seconds, or wait for the person on the mobile phone line to end the call.

Start	Tap Jog Dial while having a mobile phone call
End intercom first	Tap Jog Dial
End phone call first	Press Jog Dial for 2" or Tap Phone Button or Wait for the called person to end the call

Start & End Three-way Conference Phone Call

10 UNIVERSAL INTERCOM

You can have an intercom conversation with non-Sena Bluetooth headsets using the Universal Intercom function. Non-Sena Bluetooth headsets can be connected to the Sena Bluetooth headset if they support the Bluetooth Hands-Free Profile (HFP). The working distance may differ depending on the performance of Bluetooth headset that it is connected to. In general, it is shorter than normal intercom distance since it uses the Bluetooth Hands-Free Profile. The Universal Intercom affects both the phone call connection and the multipoint connection (devices paired via Second Mobile Phone Pairing). You cannot use a multipoint connection device while you are using the Universal Intercom in case as below.

1. If a non-Sena headset does not support a multipoint connection, it cannot use a phone call connection while using the Universal Intercom.
2. As for Sena headsets, the Universal Intercom affects the multipoint connection.
3. If non-Sena headset (already paired as Universal Intercom with Sena) is turned on, then the multipoint connection is automatically deactivated. And the non-Sena headset is automatically connected to Sena headset as a Universal Intercom. So you cannot use multipoint connection device such as GPS, while a non-Sena headset is turned on.
4. Even though you disconnect the non-Sena headset as a Universal Intercom, it will not automatically restore the multipoint connection. To restore the multipoint connection, you should turn off the non-Sena headset first, then try to connect to multipoint device manually from the device screen or simply reboot the device so that it automatically connects to the Sena headset.

10.1 Universal Intercom Pairing

The SMH5 MultiCom can be paired with non-Sena Bluetooth headsets for Bluetooth intercom conversation. You can pair the SMH5 MultiCom with only one non-Sena Bluetooth headset so if you pair with a different non-Sena Bluetooth headset, the previous pairing will be removed.

1. Turn on the SMH5 MultiCom and a non-Sena Bluetooth headset that you want to pair with.
2. Press and hold the Jog Dial on the SMH5 MultiCom for 8 seconds until the blue LED flashes rapidly. You will hear a voice prompt saying **“Universal intercom pairing”**.

3. Perform the operation required for handsfree pairing on the non-Sena Bluetooth headset (refer to the User's Guide for the headsets you want to use). The SMH5 MultiCom will automatically pair with a non-Sena Bluetooth headset when each are in pairing mode.

10.2 Two-way Universal Intercom

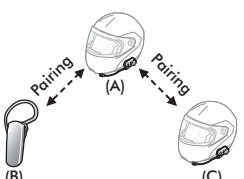
You can initiate the Universal Intercom connection with non-Sena Bluetooth headsets using the same intercom connection method as you would between other Sena headsets. You may single tap the Jog Dial to begin an intercom conversation with the first intercom friend, double tap with the second intercom friend, and triple tap with the third intercom friend.

Non-Sena Bluetooth headsets may initiate the Universal Intercom connection, by activating the voice dialer or using the redialing operation. You may also disconnect the existing connection by using the operation to end a call (refer to the User's Guide of the headsets for voice dialer, redialing, and ending a call).

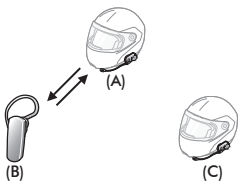
10.3 Three-way Universal Intercom

You may make a three-way Universal Intercom connection with two SMH5 MultiComs and one non-Sena Bluetooth headset. If the intercom connection is made, all headsets connected cannot use the mobile phone call function since the connection between the headset and the phone is disconnected temporarily. If you disconnect the intercom call, the mobile phone connection is made again automatically so that you can use a mobile phone call function.

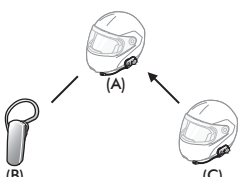
1. You (A) need to be paired with a non-Sena Bluetooth headset (B) and another SMH5 MultiCom headset (C) for the three-way conference intercom.



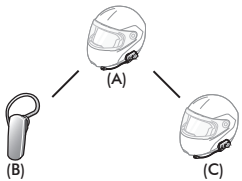
2. Start an intercom conversation with non-Sena Bluetooth headset (B) in your intercom group. For example, you (A) may start an intercom conversation with non-Sena Bluetooth headset (B). The non-Sena Bluetooth headset (B) may also start an intercom call with you (A).



3. The other SMH5 MultiCom (C) may join the intercom by making an intercom call to you (A).



4. Now you (A), non-Sena Bluetooth headset (B), and the other SMH5 MultiCom (C) are having a three-way conference intercom.



5. You may disconnect three-way Universal Intercom using the same way as you do in normal three-way intercom. Please refer to section 8.2.2, “Ending Three-way Intercom”.

10.4 Four-way Universal Intercom

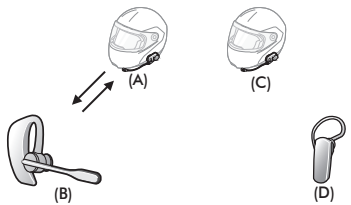
You may make a four-way Universal Intercom connection with a couple of different configurations, 1) three SMH5 MultiComs and one non-Sena Bluetooth headset or 2) two SMH5 MultiComs and two non-Sena Bluetooth headsets.

You may have a couple of other Four-way Universal Intercom configurations, 1) your headset (A), a non-Sena Bluetooth headset (B), another SMH5 MultiCom (C), and a non-Sena Bluetooth headset (D), 2) your headset (A), a non-Sena Bluetooth headset (B), and two other SMH5 MultiCom headsets (C and D). You may make the four-way Universal Intercom call the same way as a normal four-way intercom call.

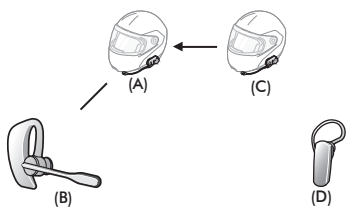
10.4.1 Four-way Universal Intercom Case 1

Two SMH5 MultiCom headsets (A and C) and two non-Sena Bluetooth headsets (B and D).

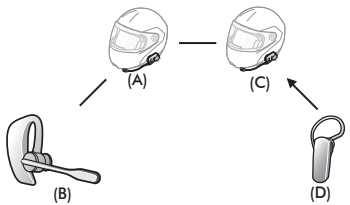
1. You (A) may start an intercom conversation with the non-Sena Bluetooth headset (B).



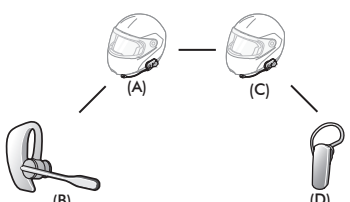
2. The other SMH5 MultiCom (C) may join the intercom by making an intercom call to you (A).



3. The non-Sena Bluetooth headset (D) may join the conference intercom by making an intercom call to the SMH5 MultiCom (C).



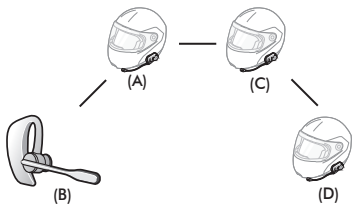
4. Now two SMH5 MultiCom headsets (A & C) and two non-Sena Bluetooth headsets (B & D) are connected with the four-way Universal Intercom.



You may disconnect a four-way Universal Intercom using the same way as you do in a normal four-way intercom. Please refer to section 8.3.2, “Ending Four-way Intercom”.

10.4.2 Four-way Universal Intercom Case 2

Three SMH5 MultiCom headsets (A, C and D) and one non-Sena Bluetooth headset (B).
The procedure is the same as case 1 described in section 10.4.1, "Four-way Universal Intercom Case 1”.



11 FUNCTION PRIORITY

The SMH5 MultiCom operates in the following order of priority:

(highest) Mobile phone
Intercom
Music sharing by Bluetooth stereo music
(lowest) Bluetooth stereo music

A lower priority function is always interrupted by a higher priority function. For example, stereo music is interrupted by intercom call, and an intercom conversation is interrupted by an incoming mobile phone call.

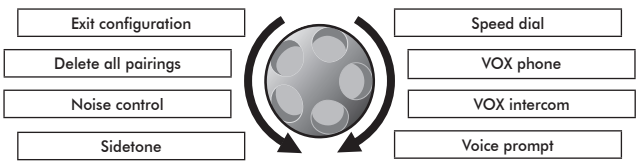
12 SMH5 MULTICOM CONFIGURATION SETTING

You can set the configuration of the SMH5 MultiCom by the voice menu instruction as below.

1. To enter into voice configuration menu, press and hold the Jog Dial for 12 seconds until the LED shows solid blue and you hear high tone double beeps. You will also hear a voice prompt saying **"Configuration menu"**.
2. Rotate the Jog Dial clockwise or counter-clockwise to navigate between the menus. You will hear voice prompts for each menu items as below.
3. You can enable the feature or execute the command by tapping the Phone Button, or disable the feature by tapping the Jog Dial.
4. If any button is not pressed within 10 seconds, the SMH5 MultiCom will exit the configuration and goes back to stand-by.
5. If you want to exit the configuration immediately, rotate the Jog Dial until you hear a voice prompt **"Exit configuration"**, and tap the Phone Button.

The voice prompt for each menu item is as below:

(1) Speed dial
(2) VOX phone
(3) VOX intercom
(4) Voice prompt
(5) Sidetone
(6) Noise control
(7) Delete all pairings
(8) Exit configuration



12.1 Assigning Speed Dial

Voice Prompt	**"Speed dial"**
Factory Default	N/A
Execute	Tap the Phone Button

1. To assign a phone number as a speed dial, rotate the Jog Dial until you hear a voice prompt saying **“Speed dial”**.
2. Tap the Phone Button, and you will hear a voice prompt saying **“Speed dial one”** and **“Phone connected”**.
3. Rotate the Jog Dial to select one of three speed dial numbers and you hear a voice prompt saying **“Speed dial (#)”**.
4. Call a phone number you want to assign and you will hear a voice prompt saying **“Save speed dial (#)”**. The phone number is automatically assigned to the selected speed dial number. Then the phone call will hang up before being connected.
5. To exit the menu, rotate the Jog Dial clockwise or counter clockwise until you hear a voice prompt saying **“Cancel”**, and tap the Phone Button to confirm. You will then hear a voice prompt saying **“Cancel”**. If any button is not pressed within 1 minute, the SMH5 MultiCom will exit the configuration menu and go back to stand-by mode.

Note:

1. *After assigning a phone number to one of three speed dials, you can continually assign another phone number to the rest of two speed dials.*
2. *You can assign phone numbers for speed dialing by using the Sena Device Manager software. You can assign phone numbers to speed dials in your PC. Please visit the Sena Bluetooth web site at* ***www.sena.com*** *for more information.*

12.2 Enabling/Disabling Voice Activated Phone Answering

Voice Prompt	**"VOX phone"**
Factory Default	Enable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

If this feature is enabled, you can answer incoming calls by simply saying a word loudly enough, unless you are connected to intercom. For example, when you hear a series of beeps for an incoming call, you can answer the phone by saying **"Hello"** or any other word loudly. However, the phone VOX feature does not work if you are connected to intercom. This is enabled from the factory but you can disable this. If this mode is disabled, you have to tap the Jog Dial or the Phone Button to answer an incoming call.

12.3 Enabling/Disabling Voice Activated Intercom

Voice Prompt	**"VOX intercom"**
Factory Default	Disable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

If this feature is enabled, you can initiate an intercom conversation with the last connected intercom friend by speaking any word loudly enough. The most effortless way to trigger intercom VOX is to blow into the microphone as if blowing dust off the microphone. If you start an intercom conversation by VOX, the intercom terminates automatically when you and your intercom friend remain silent for 20 seconds. However, if you manually start an intercom conversation by tapping the Jog Dial, you have to terminate the intercom conversation manually.

However, even when this feature is enabled, if you terminate intercom conversation manually with the Jog Dial, you are not able to start intercom by voice temporarily. In this case, you have to tap the Jog Dial to restart the intercom. This is to prevent repeated unintentional intercom connections by strong wind noise. If you tap the Jog Dial to start an intercom conversation, it is not terminated by 20 seconds of silence. After turning SMH5 MultiCom off and on, you can start intercom by voice again.

12.4 Enabling/Disabling Voice Prompts

Voice Prompt	**“Voice prompt”**
Factory Default	Enable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

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

– Voice prompts for configuration setting menu
– Voice prompts for battery level indicator
– Voice prompts for factory reset

12.5 Enabling/Disabling Sidetone

Voice Prompt	**"Sidetone"**
Factory Default	Disable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

Sidetone is the sound of your own voice as picked up by your headset's microphone and reproduced in your own ear, by your own speaker. It helps you to naturally speak at the correct level according to varying helmet noise conditions. If this feature is enabled, you can hear what you are speaking during an intercom conversation or a phone call.

12.6 Enabling/Disabling Advanced Noise Control™

Voice Prompt	**"Noise control"**
Factory Default	Enable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

When Advanced Noise Control is enabled, the background noise is reduced during an intercom conversation. When it is disabled, the background noise is mixed with your voice during intercom.

Note:
If you use your SMH5 MultiCom with the Bluetooth Audio Pack for GoPro or Prism, you can enable or disable this feature only during Normal Audio Recording Mode. This feature is automatically disabled while in Ultra HD (UHD) Audio Mode.

12.7 Delete All Bluetooth Pairing Information

Voice Prompt	**“Delete all pairings”**
Factory Default	N/A
Execute	Tap the Phone Button

To delete all Bluetooth pairing information of the SMH5 MultiCom, rotate the Jog Dial until you hear a voice prompt, **“Delete all pairings”**, and tap the Phone Button to confirm. Tapping the Jog Dial is not available for this setting.

12.8 Exit Voice Configuration Menu

Voice Prompt	**“Exit configuration”**
Factory Default	N/A
Execute	Tap the Phone Button

To exit voice configuration menu and get back to stand-by mode, rotate the Jog Dial until you hear a voice prompt, **“Exit configuration”**, and tap the Phone Button to confirm. Tapping the Jog Dial is not available for this setting.

Rotate Jog Dial	Tap Phone Button	Tap Jog Dial
Speed Dial	Execute	N/A
VOX Phone	Enable	Disable
VOX Intercom	Enable	Disable
Voice Prompt	Enable	Disable
Sidetone	Enable	Disable
Advanced Noise Control	Enable	Disable
Delete All Pairings	Execute	N/A
Exit Configuration	Execute	N/A

Voice Configuration Menu & Button Operations

13 FIRMWARE UPGRADE

The SMH5 MultiCom supports firmware upgrades. You can update the firmware using the Sena Device Manager (please refer to section 4.7, “Sena Device Manager”). Please visit Sena Bluetooth website at **www.sena.com** to check the latest software downloads.

14 TROUBLESHOOTING

14.1 Intercom Failure

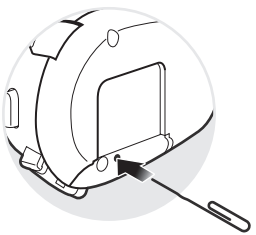
When you try to start an intercom conversation with an intercom friend who is already having a conference intercom with other riders or a mobile phone call, you will hear a low tone double beep signifying an intercom busy signal. In this case, you have to try again later.

14.2 Intercom Reconnection

If your intercom friend goes out of range while having an intercom conversation, you may hear static noise and eventually the intercom will be disconnected. In this case, the SMH5 MultiCom automatically tries to reconnect the intercom every 8 seconds and you will hear high tone double beeps until the intercom is reestablished. If you don't want to make a reconnection, tap the Jog Dial to stop the attempt.

14.3 Fault Reset

When the SMH5 MultiCom is not working properly or is in faulty status for any reason, you may reset by pushing the pin-hole reset button at the back of the headset main unit. Insert a paperclip into the reset pin-hole and press the reset button for a second with light pressure. The SMH5 MultiCom will be switched off, and you have to turn the system back on and try again. However, this will not restore the headset to factory default settings.



14.4 Factory Reset

1. To restore the SMH5 MultiCom to factory default settings, press and hold the Phone Button for 12 seconds until the LED shows solid red and you hear double beeps. You will hear a voice prompt saying **"Factory reset"**.
2. Within 5 seconds, press the Jog Dial to confirm reset. The headset will be restored to factory setting and switched off automatically. You will hear a voice prompt saying **"Headset reset, good-bye"**.
3. If you don't press the Jog Dial within 5 seconds, the reset attempt is canceled and the headset returns to stand-by mode. You will hear a voice prompt saying, **"Canceled"**.

15 OPERATION QUICK REFERENCE

Type	Function	Button Command	LED	Beep
Basic Function	Power on	Press the Phone Button and the Jog Dial for 1 second	Solid blue	Ascending beeps
	Power off	Press the Phone Button and the Jog Dial	Solid red	Descending beeps
	Volume adjustment	Rotate the Jog Dial	–	–
Mobile Phone	Mobile phone pairing	Press the Phone Button for 5 seconds	Blue & red alternatively flashing	High tone multiple beeps
	Second mobile phone pairing	Press the Jog Dial for 5 seconds	Red flashing	Multiple beeps
		Tap the Phone Button within 2 seconds		
	Answer mobile phone call	Tap the Phone Button or the Jog Dial	–	–
	End mobile phone call	Tap the Phone Button or press the Jog Dial for 2 seconds	–	–
	Voice dial	Tap the Phone Button	–	–
	Speed dial	Double tap the Phone Button	–	Mid-tone single beep
	Reject incoming call	Press the Jog Dial for 2 seconds	–	–

Type	Function	Button Command	LED	Beep
Intercom	Intercom pairing	Press the Jog Dial for 5 seconds	Red flashing	Mid-tone single beep
		Tap the Jog Dial of any one of the two headsets		
	Start/End each intercom	Tap the Jog Dial	–	–
	End all intercoms	Press the Jog Dial for 1 second	Blue flashing	Mid-tone double beeps
Music	Play/Pause Bluetooth music	Press the Jog Dial for 1 second	–	Mid-tone double beep
	Track forward/ back	Rotate the Jog Dial while pressing	–	–
Reset	Factory reset	Press the Phone Button for 12 seconds	Solid red	High tone double beeps
		Tap the Jog Dial within 5 seconds		
	Fault reset	Press the Reset Button	–	–

CERTIFICATION AND SAFETY APPROVALS

FCC Compliance Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antennae
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC RF Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. The antenna used for this transmitter must not transmit simultaneously with any other antenna or transmitter, except in accordance with FCC multi-transmitter product procedures. FCC Caution Any changes or modifications to the equipment not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

CE Declaration of Conformity

This product is CE marked according to the provisions of the R&TTE Directive (1999/5/EC). Hereby, Sena declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For further information, please consult **www.sena.com**. Please note that this product uses radio frequency bands not harmonized within EU. Within the EU this product is intended to be used in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom and within EFTA in Iceland, Norway and Switzerland.

Industry Canada Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Bluetooth License

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Sena is under license. Other trademarks and trade names are those of their respective owners. The product is compliant with and adopts the Bluetooth® Specification 4.1 and has successfully passed all interoperability tests that are specified in the Bluetooth® specification. However, interoperability between the device and other Bluetooth®-enabled products is not guaranteed.

WEEE (Waste Electrical and Electronic Equipment)

The crossed-out wheel bin symbol on the product, literature, or packaging reminds you that all electrical and electronic products, batteries, and accumulators must be taken to separate collection at the end of their working life. This requirement applies to the European Union and other locations where separate collection systems are available. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please do not dispose of these products as unsorted municipal waste, but hand it in at an official collection point for recycling.

LIMITED PRODUCT WARRANTY DISCLAIMERS, and LIMITATIONS

Limited Warranty

Limited Warranty

Sena Technologies, Inc. (“Sena”) guarantees the product quality based on the technical specification stated in the product manual, and data regarding product warranty. Here, product warranty extends to the product only.

Warranty Period

Sena warrants that this product shall conform to and perform in accordance with published technical specifications and the accompanying written materials, and shall be free of defects in materials and workmanship, for a period of two (2) years from the date of purchase by the first consumer purchaser of the Product. This limited warranty extends only to the original consumer purchaser of the Product and is not assignable or transferable to any subsequent purchaser/end-user.

Termination

Quality warranty of the product becomes effective on the date of initial purchase. In addition, the quality warranty of the product expires when the warranty period expires. However, in the following cases, the warranty will be terminated prematurely.

• In the event the product has been sold or transferred to a third party.

- In the event the manufacturer's name, serial number, product label, or other markings have been modified or removed.
- In the event any unauthorized person has tried to disassemble, repair, or modify the product.

Notice and Waiver

By buying and using this product, you relinquish considerable legal rights including any claim for compensation for damages. Therefore, be certain to read and understand the following terms and conditions before using the product. Use of this product will constitute consent to this agreement, and forfeiture of rights to all claims. If you do not consent to all the terms and conditions of this agreement, return the product for a refund.

1. You must completely understand and accept all risks (including those occurring due to any careless behavior of yours or others) which may occur during the use of this product.
2. You are responsible for ensuring that your medical condition permits usage of the product and that you are in sufficient physical condition for using any device which can be used with it. In addition, you must ensure that the product does not limit your abilities and that you are able to use it safely.
3. You must be an adult who can take responsibilities for using the product.
4. You must read and understand the following warnings and alerts:
   - Sena, together with employees, managers, partners, subsidiaries, representatives, agents, supporting firms and suppliers, sole sellers of Sena (collectively referred to as “the company”) recommend that, before using the product and similar devices of any brands including its derivative models, you collect any relevant information in advance and be entirely prepared in terms of weather, traffic situation, and road conditions.
   - When you use the product while you operating any vehicle or equipment such as motorcycles, scooters, mopeds, ATVs, or quadbikes (hereinafter called “transportation means”), you need to follow the safety precautions provided by the manufacturer of the vehicle.
   - When you use the product, use good judgment; never use it under the influence of alcohol.
5. You must read and completely understand all terms and conditions of legal rights and warnings that are involved in using the product. In addition, usage of the product constitutes acceptance of all terms and conditions regarding waiver of rights.

Warranty Exclusions

Reasons for Limited Liabilities

If you do not return the product after purchasing it, you relinquish all rights to liabilities, loss, claims, and claims for reimbursement of expenses (including attorney's fees). Therefore, Sena will not be liable for physical injury, death, or any loss or damage of transportation means, possessions, or assets which belong to you or third parties that may have occurred while you use the product. Further, Sena will not be liable for any substantial damage not related to the condition, environment, or malfunction of the product. All risks related with the operation of the product depend entirely on the user regardless of its use by the initial purchaser of a third party.

Use of this product may violate local or national laws. In addition, be aware once again that correct and safe use of the product is entirely your responsibility.

Limitation of Liability

TO THE FULL EXTENT ALLOWED BY LAW, SENA EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF SENA OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT SENA'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE. IN ANY CASE, THE TOTAL COMPENSATION LIABILITIES OF SENA OR ITS SALES AGENTS SHALL NOT EXCEED THE PRICE PAID FOR THE PRODUCT BY THE PURCHASER.

Liabilities Disclaimer

In addition to damages which may occur due to the use of the product, Sena will not be liable for damages of the product which occur due to the following events.

- In the event the product is misused or used for purposes other than its intended purposes.
- In the event the product is damaged because the user does not follow the content of the product manual.
- In the event the product is damaged because it has been left unattended or has undergone any other accident.
- In the event the product is damaged because the user has used any parts or software which are not provided by the manufacturer.
- In the event the product is damaged because the user has disassembled, repaired, or modified it in such way as is not explained in the product manual.
- In the event the product is damaged by a third party.
- In the event the product is damaged due to Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster).
- In the event the surface of the product is damaged by use.

Warranty Service

To obtain product warranty service, send the defective product, at your expense, to the manufacturer or the seller along with proof of purchase (a receipt that shows the purchase date, a product registration certificate of the Website, and other relevant information). Take necessary measures to protect the product. In order to get a refund or replacement, you must include the whole package as it was purchased. Sena will provide free-of-charge repair or replacement service for the product when product defects occur within the scope of the product warranty during the warranty period.

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