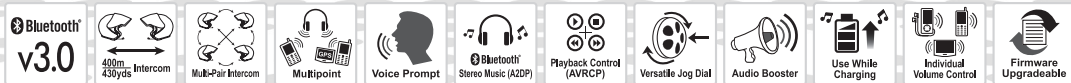




# SMH5

Bluetooth® Headset & Intercom  
for Scooters & Motorcycles



**SENA**

[www.senablueetooth.com](http://www.senablueetooth.com)

**User's Guide**

© 1998-2012 Sena Technologies, Inc. All rights reserved.

Sena Technologies, Inc reserves the right to make any changes and improvements to its product without providing prior notice.

Sena™ is a trademark of Sena Technologies, Inc. or its subsidiaries in the USA and other countries. SMH10™, SMH5™, SMH5™H, SPH10™, SPH10S™, SPH10H™, SR10™, SM10™ are trademarks of Sena Technologies, Inc. or its subsidiaries. These trademarks may not be used without the express permission of Sena.

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 tradenames are those of their respective owners.

# CONTENTS

1. INTRODUCTION .....	5	10.7 Intercom Reconnection .....	20
2. PACKAGE CONTENTS .....	6	10.8 Stereo Music .....	21
3. INSTALLING THE SMH5 ON YOUR HELMET .....	7	10.9 Function Priority .....	22
4. POWERING ON/OFF AND CHARGING .....	10	10.10 Enabling/Disabling Voice Prompts (Factory Default: Enabled) .....	22
4.1 Powering On .....	10	10.11 Enabling/Disabling PLC, Packet Loss Concealment (Factory Default: Enabled) ....	22
4.2 Powering Off .....	10	10.12 Reset to Factory Default Settings .....	22
4.3 Charging .....	10	10.13 Fault Reset .....	23
4.4 Low Battery Warning .....	11	11. FIRMWARE UPGRADE .....	23
5. CHECKING THE BATTERY LEVEL .....	11	12. OPERATION QUICK REFERENCE .....	24
5.1 LED Indicator .....	11	BATTERY INFORMATION .....	24
5.2 Voice Indicator .....	11	MAINTENANCE AND CARE .....	25
6. PAIRING THE SMH5 WITH BLUETOOTH DEVICES .....	12	DISPOSAL .....	25
6.1 Mobile Phone Pairing .....	12	CERTIFICATION AND SAFETY APPROVALS .....	26
6.2 Bluetooth MP3 Player Pairing .....	13	• FCC Compliance Statement .....	26
6.3 Bluetooth GPS Navigation Pairing .....	13	• FCC RF Exposure Statement .....	26
7. PAIRING WITH SELECTIVE PROFILE: A2DP STEREO OR HANDSFREE .....	15	• FCC Caution .....	26
7.1 A2DP Stereo Music Only .....	15	• CE Declaration of Conformity .....	26
7.2 HFP for Phone Call Only .....	15	• Industry Canada Statement .....	27
8. PAIRING WITH OTHER SMH5 HEADSETS FOR INTERCOM CONVERSATION ....	16	• Bluetooth License .....	27
9. PAIRING WITH OTHER SENA HEADSET MODELS FOR INTERCOM CONVERSATION	17	WAIVER AND GENERAL RELEASE .....	27
10. USING THE SMH5 .....	18	• Two Year Limited Warranty .....	29
10.1 Volume Adjustment .....	18	• Limitation of Liability .....	29
10.2 Mobile Phone Call Making and Answering .....	18	• Return for Full Refund .....	30
10.3 Enabling/Disabling Voice Activated Phone Answering (Factory Default: Enabled) ..	19	WARNING .....	30
10.4 Intercom Conversation .....	19		
10.5 Intercom vs. Mobile Phone Call .....	20		
10.6 Intercom Failure .....	20		

## 1. INTRODUCTION

Thank you for choosing the Sena SMH5, Bluetooth Stereo Headset and Intercom for scooters and motorcycles. With the SMH5, you can call handsfree on your Bluetooth mobile phone, listen to stereo music or voice instructions of GPS navigation by Bluetooth wirelessly, and have intercom conversations in full duplex with a passenger or other riders.

The SMH5 is compliant with the Bluetooth Specification 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.senablueetooth.com](http://www.senablueetooth.com) for the latest version of the user's guide and additional information related to Sena Bluetooth products.

The SMH5 features:

- Bluetooth handsfree for Bluetooth mobile phones
- Bluetooth stereo headset for Bluetooth stereo devices such as MP3 players
- Bluetooth stereo headset for Bluetooth GPS navigations
- Bluetooth intercom up to 400 meters (430 yards)\*
- Multi-pair Bluetooth intercom to pair with 3 other headsets
- Firmware upgradeable

Key Specifications:

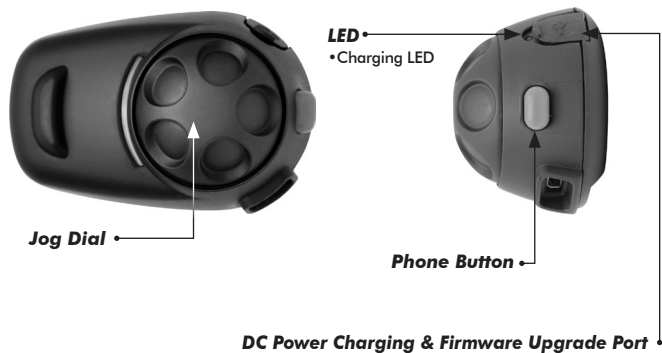
- Bluetooth 3.0
- Supporting profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), Audio Video Remote Control Profile (AVRCP)

---

\* in open terrain

## 2. PACKAGE CONTENTS

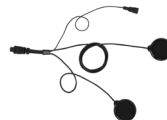
### • Headset Main Unit



### • Clamp Unit



### • Helmet Speakers



### • Microphone

#### - Basic Kit

#### • Attachable Boom Microphone



#### • Velcro Pad for Boom Microphone

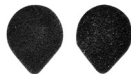


#### • Attachable Boom Microphone Holder



#### • Microphone Sponges



**- Full-face Helmet Kit****• Wired Microphone****• Velcro Pads for Wired Microphone****• USB Power & Data Cable****• Glued Surface Mounting Plate****• Velcro Pads for Speakers****• Speaker Pads****• Allen Wrench**

### 3. INSTALLING THE SMH5 ON YOUR HELMET

1. Loosen the two screws on the back plate of the clamp using the enclosed Allen Wrench. Insert the back plate of the clamp unit between the internal padding and external shell of the helmet, and tighten the two screws.



2. Attach the headset main unit to the clamp. Insert the main unit in the clamp until you feel the click that signals a secure attachment.



3. If you have any problem mounting the clamp unit on the helmet for any reason, you may use the glued surface mounting plate which can be attached to the external surface of the helmet.

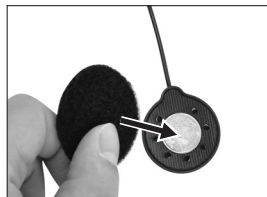
- Locate a proper surface on the helmet to attach the unit, clean the helmet surface location with a moistened towel, and allow to dry thoroughly.
- Peel off the cover of the adhesive tape of the plate and attach the unit on the proper surface of your helmet.



*Note:*

*Sena recommends the clamp unit over the glued surface mounting plate. Even though the glued surface mounting plate is provided for convenience, Sena does not assume any responsibility for use of it. Users may have to use the glued plate at their own risk and responsibility.*

4. Place the helmet speakers along with the velcro pads, centered to your ear, in the ear pockets of the helmet. If the helmet has deep ear pockets, you can use the speaker pads to place the speakers closer to your ears.



5. Attach the boom microphone included in the "Basic Kit" between the internal padding and the external shell. The boom microphone should be mounted on the inside surface of the external shell so it is facing properly towards your mouth. Please make sure that the microphone is located close to your mouth when you wear the

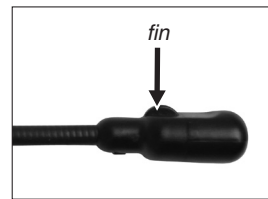
helmet. You can use the enclosed velcro pad and holder for the boom microphone to ensure secure placement.



In the case of the wired microphone included in the “Full-face Helmet Kit”, attach the enclosed velcro pad for wired microphone to the inside of the chin guard for full-face helmets. Place the wired microphone on the velcro pad and attach it to the connector of the speaker cable.



6. When you use the boom microphone included in the “Basic Kit”, please make sure that the fin side of the microphone is facing outward; away from your lips. You can easily recognize it by touching the fin with your fingers.



7. To remove the headset main unit from the clamp, please make sure to pull out the speaker cable connector from the main unit first. Then, remove the main unit from the clamp.





*Note:*

*Be sure to connect the speaker cable securely to the main unit. It is strongly recommended that you insert the cable tightly into the connector housing while holding the main unit.*



## 4. POWERING ON/OFF AND CHARGING

To power on and off the headset, you don't need to press and hold any button for several seconds. Just short press the Jog Dial and the Phone Button simultaneously, and you will get quick on-and-off convenience.

### 4.1 Powering On

Press the Jog Dial and the Phone Button at the same time for about 1 second to power on. The blue LED turns on and you will hear ascending beeps.

### 4.2 Powering Off

Just short press the Jog Dial and the Phone Button simultaneously, you don't need to press and hold for a few seconds. The red LED turns on for a while until it turns off completely and you will hear descending beeps.

### 4.3 Charging

- To charge the SMH5, use the USB Power Cable included in the package by plugging into computer's USB port or USB wall charger. USB wall charger is not included in the package, but you can use

any USB wall charger in the market.\*

- The USB Power Cable is also used for firmware upgrade of the SMH5.
- You can use any of the standard Micro-USB cables which is mostly adopted by smartphones and general Bluetooth headsets manufacturers.
- The Charging LED beside the charging port turns on red while charging, and turns to blue when the headset is fully charged. It takes about 2.5 hours to be fully charged.
- You can use the SMH5 while charging. It is especially helpful when you use a cigarette charger for a long road trip.
- A cigarette charger for the SMH5 is separately available as an optional accessory but you can use any micro-USB car charger in the market.

#### 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”**.

.....  
\*please contact Sena regarding locally approved agencies Sena accepts.

## 5. CHECKING THE BATTERY LEVEL

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

### 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%

### 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 three high tone beeps. Then you will hear a 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 for the battery level.

## 6. PAIRING THE SMH5 WITH BLUETOOTH DEVICES

Before using the SMH5 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, and 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.

### 6.1 Mobile Phone Pairing

#### 6.1.1 Mobile Phone Pairing

1. Turn on the SMH5 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 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 is ready to use. You will hear a voice prompt from the SMH5 saying **“Your headset is paired”**.
5. If the pairing process is not completed within three minutes, the SMH5 will return to stand-by mode .

#### 6.1.2 Multipoint Mobile Phones Pairing

You can simultaneously use two mobile phones which use the mobile phone profile.

1. You can pair the first mobile phone to the SMH5 by following the simple procedures in “6.1.1 Mobile Phone Pairing”.
2. To pair the second mobile phone, press the Jog Dial for 5 seconds again until the red LED is rapidly flashing and you hear multiple beeps.
3. Within 2 seconds, tap the Phone Button again, then the LED turns to blue flashing and the beeps turn to high tone double beeps. You will hear a voice prompt saying **“Multipoint pairing”**.
4. Search for Bluetooth devices on your mobile phone. Select the Sena SMH5 in the list of the devices detected on the mobile phone.
5. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.
6. The mobile phone confirms that pairing has completed and the

SMH5 is ready to use. You will hear a voice prompt from the SMH5 saying **“Your headset is paired”**.

## 6.2 Bluetooth Stereo Device Pairing

1. If the Bluetooth stereo device is integrated with the mobile phone such as smartphones, you don't need to pair the SMH5 with it separately. When the SMH5 is paired with the mobile phone, it is also paired as a stereo music device.
2. If you have a stand alone Bluetooth stereo device, follow the pairing procedure separately. The procedure is the same as the procedure of **“Mobile phone pairing”**.

### *Note:*

1. If Bluetooth connection between the headset and a mobile phone is disconnected, tap the Phone Button to recover the Bluetooth connection immediately.
2. If 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.

## 6.3 Bluetooth GPS Navigation Pairing

You can listen to voice instruction from Bluetooth GPS navigation. Some GPS systems use mobile phone profile (HFP, Hands-Free Profile) and others use stereo music profile (A2DP, Advanced Audio Distribution Profile). Most motorcycle specific GPS systems use mobile phone profile for turn-by-turn voice instruction. You can simultaneously use a mobile phone and a GPS which uses mobile phone profile by one of the following procedures.

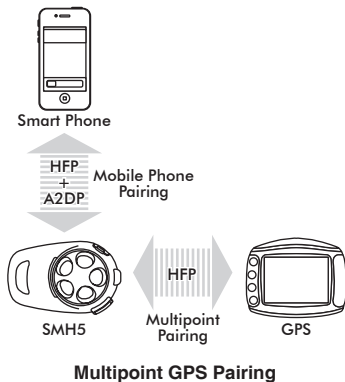
### 6.3.1 Multipoint GPS Pairing

If you use GPS only for turn-by-turn voice instructions, not for Bluetooth stereo music streaming, multipoint pairing is recommended for the GPS connection. Multipoint Bluetooth pairing allows the SMH5 to connect two HFP devices at the same time: mobile phone and GPS navigation. Follow the steps below to pair the GPS using the multipoint pairing.

1. Turn on the headset and 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 again, then the LED turns to blue flashing and the beeps turn to high tone double beeps. You will hear a voice prompt saying **“Multipoint pairing”**.
3. Search for Bluetooth devices on the GPS navigation screen. Select the Sena SMH5 in the list of the devices detected on the GPS.
4. Enter 0000 for the PIN.

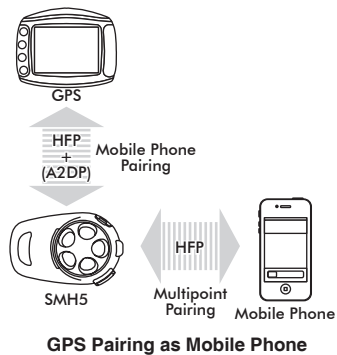
5. The GPS confirms that pairing has completed and the SMH5 is ready to use. You will hear a voice prompt from the SMH5 saying **“Your headset is paired”**.
6. If the pairing process is not completed within three minutes, the SMH5 will return to stand-by mode.

The pairing diagram for multipoint GPS pairing is shown in the figure below.



### 6.3.2 GPS Pairing as Mobile Phone

If GPS is not only used for turn-by-turn voice instructions but also is your preferred Bluetooth stereo music source, you can pair the GPS to the SMH5 by following the simple procedures in “6.1 Mobile Phone Pairing”. When you do this, the SMH5 thinks the GPS is a mobile phone. But the SMH5 can directly pair an additional mobile phone.



#### Note:

You have to use a motorcycle specific GPS which transmits turn-by-turn voice instruction to the headset by Bluetooth. Most automotive GPS systems don't have this feature.

## 7. PAIRING WITH SELECTIVE PROFILE: A2DP STEREO OR HANDSFREE

If you have previously paired a mobile phone to the SMH5, you must clear the previous pairing list on both devices; the mobile phone and SMH5. To clear the pairing list on SMH5, please do a factory reset described on the page 19. To clear the pairing list on the mobile phone, please refer to the mobile phone manual. For most smartphones, delete the Sena SMH5 from the list of Bluetooth devices in setting menu.

### 7.1 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 again, then the LED turns to red flashing and the beeps turn to double mid-tone beeps. You will hear a voice prompt saying **“Media selective pairing”**.
3. Search for Bluetooth devices on your smartphone. Select the Sena SMH5 in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some smartphones may not ask for PIN.

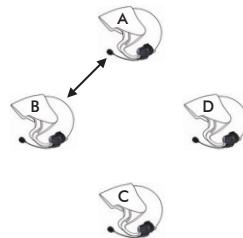
### 7.2 HFP for Phone Call Only

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 again, then the LED turns to blue flashing and the beeps turn to multiple mid-tone beeps. You will hear a voice prompt saying **“Phone selective pairing”**.
3. Search for Bluetooth devices on your smartphone. Select the Sena SMH5 in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some smart phones may not ask for PIN.

## 8. PAIRING WITH OTHER SMH5 HEADSETS FOR INTERCOM CONVERSATION

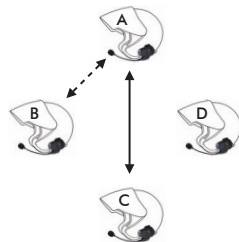
The SMH5 can be paired with up to three other headsets for Bluetooth Intercom conversation.

1. Turn on the two SMH5 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 saying **“Intercom pairing”**.
3. Simply tap the Jog Dial of any one of the two headsets A or B (It doesn't matter that you choose A or B) and wait until the LEDs of both headsets turn to blue and intercom connection is automatically established. The two SMH5 headsets A and B are paired with each other for intercom conversation. If the pairing process is not completed within one minute, the SMH5 will return to stand-by mode .

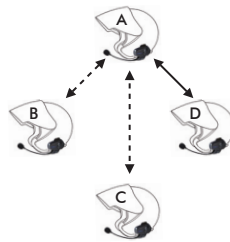


***Pairing A & B***

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



***Pairing A & C***



***Pairing A & D***

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.*

## 9. PAIRING WITH OTHER SENA HEADSET MODELS FOR INTERCOM CONVERSATION

The SMH5 can be paired with all other Sena headset models such as the SMH10 and the SPH10 for intercom conversation. Please follow the same procedure as above to pair with these headset models.



## 10. USING THE SMH5

### 10.1 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.

### 10.2 Mobile Phone Call Making and Answering

1. When you have an incoming call, simply tap the Jog Dial or the Phone Button 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. (Refer to the next section for details.)
3. To end a call, tap the Jog Dial or the Phone Button, 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. To transfer a call between the mobile phone and the headset during the phone conversation, press the Phone Button for 2 seconds until you hear a beep.
6. There are several ways to make a phone call:
  - Enter numbers on your mobile phone keypad and make a call. Then the call is automatically transferred to the headset.
  - For some older mobile phones which do not automatically transfer calls to the headset, press the Phone Button after entering phone numbers on the mobile phone keypad.
  - Tap the Phone Button in stand-by mode to activate the voice dialing of your mobile phone. For this, the voice dialing feature must be available on the mobile phone. Refer to your mobile phone manual for further instruction.
  - To redial the last number, double tap the Phone Button in stand-by mode. You will hear a voice prompt saying **“Last number redial”**.

#### Note:

1. If you are using multipoint mobile phone connection 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 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 are using multipoint connection of mobile phone and GPS, you may not listen to the GPS voice instruction during the phone call.

### 10.3 Enabling/Disabling Voice Activated Phone Answering, VOX Phone (Factory Default: Enabled)

If this feature is enabled, you can answer incoming calls by simply saying a word loudly enough. 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. This is enabled from the factory but you can disable this. If this mode is disabled, the only way to answer an incoming call is to tap the Phone Button.

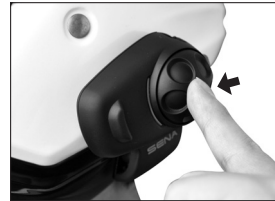
1. Press and hold the Phone Button for 8 seconds until the red LED is rapidly flashing. When you do this, after first 5 seconds you press the button, you will see the headset enter into the Mobile Phone Pairing sequence, but you have to keep pressing the button for another 3 seconds until the red LED flashes rapidly. You will hear a voice prompt saying “VOX phone”.
2. To disable, tap the Jog Dial within 10 seconds, then you will hear a single beep and the red LED flashes for 2 seconds. To enable VOX, tap the Phone Button within 10 seconds, then you will hear a double beep and the blue LED flashes for 2 seconds. If any button is not pressed within 10 seconds, it remains unchanged and goes back to stand-by.

### 10.4 Intercom Conversation

1. You can start an intercom conversation with any of intercom friends by tapping the Jog Dial: single tapping to intercom with the first

intercom friend, double tapping with the second intercom friend, and triple tapping with the third intercom friend.

2. To terminate an intercom conversation, single tap the Jog Dial. Any intercom connection with any intercom friend will be terminated by a single tapping. A double or triple tapping will do nothing in this case.



1st Intercom Friend



2nd Intercom Friend



3rd Intercom Friend

## 10.5 Intercom and Mobile Phone Call

1. When you have an incoming mobile phone call during an intercom conversation, you will hear a ring tone. 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.



**Terminate**

- a. To answer the phone call and stop the intercom conversation, tap the Jog Dial or the Phone Button. 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 tone beeps, alerting you that there is an incoming intercom call. You will also hear a voice prompt saying **“Intercom requested”**. In this case, the intercom call does not override the mobile phone 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.

## 10.6 Intercom Failure

When you try to start an intercom conversation with an intercom friend who is already having an intercom conversation with another intercom friend or a mobile phone call with another person, you will hear a low tone double beep signifying a busy signal. You will also hear a voice prompt saying **“Intercom failed, try again later”**. In this case, you have to try again later. On the other hand, the intercom friend will hear 4 high tone beeps alerting them that there is an incoming intercom call.

## 10.7 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 automatically tries to reconnect the intercom every 8 seconds. 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.

## 10.8 Stereo Music

You can listen to stereo music by Bluetooth wireless stereo. The Bluetooth audio device must be paired with the SMH5 by following the Bluetooth Stereo Device Pairing instructions described in the previous chapter. The SMH5 supports the Audio/Video Remote Control Profile (AVRCP), so if your Bluetooth audio device also supports the AVRCP, you can use the SMH5 to remotely control music playback. So, You not only can adjust the volume but also use the functions such as play, pause, next track and previous track.

- To adjust the volume, rotate the Jog Dial.



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



- To track forward or track back, rotate while pressing the Jog Dial clockwise or counter clockwise.



## 10.9 Function Priority

The SMH5 operates in the following order of priority:

**(Highest)** Mobile Phone,  
Intercom

**(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 intercom conversation is interrupted by incoming mobile phone call .

## 10.10 Enabling/Disabling Voice Prompts (Factory Default: Enabled)

The voice prompt feature is enabled from the factory, and is enabled or disabled by the following procedures.

1. Press and hold the Jog Dial for 8 seconds until the blue LED is rapidly flashing and you hear a mid-tone double beep. You will also hear a voice prompt saying **“Voice prompt”**.
2. To disable, tap the Jog Dial within 10 seconds, then you will hear a single beep and the red LED flashes for 2 seconds. To enable the voice prompts, tap the Phone Button within 10 seconds, then you will hear a double beep and the blue LED flashes for 2 seconds. If any button is not pressed within 10 seconds, it remains unchanged and goes back to stand-by.

## 10.11 Enabling/Disabling PLC, Packet Loss Concealment (Factory Default: Enabled)

The PLC (Packet Loss Concealment ) algorithm is enabled from the factory, and is enabled or disabled by the following procedures. It is recommended to enable this setting. The PLC algorithm improves the audio quality of the intercom and mobile phone handsfree in the presence of data packet errors within the Bluetooth link.

1. Press and hold the Jog Dial for 12 seconds until the LED shows solid blue and you hear a high tone double beep. You will also hear a voice prompt saying **“PLC setting”**.
2. To disable, tap the Jog Dial within 10 seconds, then you will hear a single beep and the red LED flashes for 2 seconds. To enable the PLC algorithm, tap the Phone Button within 10 seconds, then you will hear a double beep and the blue LED flashes for 2 seconds. If any button is not pressed within 10 seconds, it remains unchanged and goes back to stand-by.

## 10.12 Reset to Factory Default Settings

1. To restore the SMH5 to factory default settings, press and hold the Phone Button for 12 seconds until the LED shows solid red and you hear high tone double beeps. You will also 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”**.

### **10.13 Fault Reset**

When the SMH5 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 paper clip into the reset pin-hole and press the reset button for a second with light pressure. The SMH5 will be switched off after which time, you have to turn the system back on and try again. However, this will not restore the headset to factory default settings.

## **11. FIRMWARE UPGRADE**

The SMH5 supports firmware upgrade function. Please visit Sena Bluetooth web site at [www.senablueetooth.com](http://www.senablueetooth.com) to check the latest software downloads.

## 12. OPERATION QUICK REFERENCE

Button	Description	Duration	LED	Beep
Phone Button + Jog Dial	Power-on	1 sec	Solid blue	Ascending beeps
	Power-off	Tapping	Solid red	Descending beeps
Phone Button	Answer & end mobile phone call	Tapping	—	—
	Mobile phone voice command	Tapping	—	—
	Call transfer while on the phone	2 sec	—	High tone beep
	Enter into Bluetooth device pairing mode	5 sec	Blue & red alternative flashing	Mid-tone single beep & High tone triple beeps
	VOX Phone setting	8 sec	Red flashing	Mid-tone double beeps
		Phone Button to enable, Jog Dial to disable		
	Factory reset	12 sec	Solid red	High tone double beeps
		Jog Dial within 5 sec to confirm reset		
Jog Dial	Volume adjustment	Rotating	—	—
	Answer & end mobile phone call	Tapping	—	—
	Start & end intercom conversation	Tapping	—	—
	Play & pause music	1 sec	—	Mid-tone double beeps
	Track-forward & track-back	Rotating w/pressing	—	—
	Reject incoming mobile phone call while the phone is ringing	2 sec	—	—
	Intercom pairing	5 sec	Red flashing	Mid-tone single beep & Double-tone beeps
		Jog Dial of any one of the two headsets		
	Voice prompts setting	8 sec	Blue flashing	Mid-tone double beeps
		Phone Button to enable, Jog Dial to disable		
	PLC setting	12 sec	Solid blue	High tone double beeps
		Phone Button to enable, Jog Dial to disable		

## BATTERY INFORMATION

The Product has an internal, non-removable, rechargeable battery. Do not attempt to remove the battery from the device as you may damage the device. The battery can be charged and discharged hundreds of times, but it will eventually wear out. Recharge the battery only with Sena approved chargers designated for this device. Use of an unapproved charger may present a risk of fire, explosion, leakage, or other hazard.

Always try to keep the battery between 15°C and 25°C (59°F and 77°F). Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily. Battery performance is particularly limited in temperatures well below freezing.

Do not dispose of batteries in a fire as they may explode. Batteries may also explode if damaged. Never use any charger that is damaged. Operating times are estimates only and depend on the devices used together, features used, battery age and condition, temperatures to which battery is exposed, and many other factors.

## MAINTENANCE AND CARE

The Product should be treated with care and the following suggestions will help you protect your warranty coverage.

1. Do not use or store the device in dusty, dirty areas. Its moving parts and electronic components can be damaged.
2. Do not store the device in hot areas. High temperatures can shorten the life of electronic devices, damage batteries, and wrap or melt certain plastics.
3. Do not store the device in cold areas. When the device returns to its normal temperature, moisture can form inside the device and damage electronic circuit boards.
4. Do not attempt to open the product.
5. Do not drop or knock the device. Rough handling can break internal circuit boards and fine mechanics.
6. Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device.
7. Do not paint the device. Paint can clog the moving parts and prevent proper operation.

These suggestions apply equally to the headset main unit, clamp unit, or power charger.

## DISPOSAL



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.



## 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:

- This device may not cause harmful interference.
- 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 off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and 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

The antenna(s) used for this device must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

### 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 (99/5/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 <http://www.senablutooth.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 SMH5 is compliant with and adopts the Bluetooth® Specification 3.0 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.

## **WAIVER AND GENERAL RELEASE**

By using the product you waive all substantial legal rights including the right to sue. Please read the following carefully before using the device. If you do not accept all terms of this agreement, you should immediately return the product for a full refund. By using the headset you agree to be bound to this agreement and forfeit the right to sue. Using a communication device while riding a motorcycle, scooter, moped, ATV, quad-bike or any other vehicle or equipment, whether on land, water or air (jointly referred to as "Vehicle") requires your complete and undivided attention. Sena Technologies, Inc., including its Officers, Directors, Affiliates, Parent Company, Representatives, Agents, Contractors, Sponsors, Employees, Suppliers and Resellers (jointly referred to as the "Company" or "Sena") strongly advise you to take all necessary precautions and remain alert to the traffic, weather and road conditions if you choose to use the product headset, including all derivative models irrespective of its commercial name or branding (the "Device"), and stop your Vehicle on the roadside prior to initiating or receiving calls. Any publications, advertisements, announcements or similar notes that refer to using the Device while riding a Vehicle are solely intended to address its technical capabilities and should not be misconstrued as if encouraging users to operate the Device while actively involved in traffic.

By way of purchasing this Device and not returning it for a full refund (see below), you are irrevocably releasing, indemnifying from any liability, loss, claim and expense (including attorney's fees) and holding Sena harmless for any bodily injuries, harm or death as well as losses or damages in goods, to any Vehicles including your own, or to any property or asset that belong to you or to third parties, any of which may result from using the Device under any circumstances or conditions and irrespective of jurisdiction. Sena will not be responsible for any physical damages, irrespective of reasons, conditions or circumstances, including malfunctioning of the Device, and all risks associated with operating it rest solely and entirely with the user of this Device, irrespective of whether the Device is used by the original purchaser or any third party.

Sena hereby notifies you that using this Device may also be in contravention to local, federal, state or national laws or regulations, and that any use of the Device is entirely at your sole risk and responsibility.

1. You, your heirs, legal representatives, successors or assigns, hereby voluntarily and forever release, discharge, indemnify and hold harmless Sena from any and all litigation, claims, debts, demands, actions and liability which may arise, directly or indirectly, from using the Device for any distress, pain, suffering,

discomfort, loss, injury, death, damages to or in respect to any person or property however caused, WHETHER ARISING FROM THE NEGLIGENCE OR OTHERWISE, and which may hereafter accrue to you on some future date as a result of said use, to the fullest extent permitted by law.

2. You fully understand and assume the risks in using the Device, including risk of negligent acts or omissions by others.
3. You confirm that you are physically capable to use the Device and that you have no medical conditions or needs that may infringe upon your abilities to do so in a safe manner. You confirm that you are at least eighteen (18) years of age and that you have been advised of the risks associated with the use of the Device. You further confirm that you will not consume any alcohol that may affect your alertness or any mind-altering substance, and will not carry, use or consume these substances before or during the use of the Device.
4. You fully acknowledge our warnings and understand that: (a) risks and dangers exist in using the Device while in traffic, including but not limited to injury or illness, strains, fractures, partial and/or total paralysis, death or other ailments that could cause serious disability; (b) these risks and dangers may be caused by the negligence of the manufacturers or its agents or any third party involved in designing or manufacturing the Device; (c) these risks

- and dangers may arise from foreseeable or unforeseeable causes. You hereby assume all risks and dangers and all responsibility for any losses and/or damages, whether caused in whole or in part by the negligence or other conduct of others, including the Company.
5. You confirm that you have read this release of liability and fully understand its terms and that you have given up substantial rights by not returning the Device for a full refund (see refund option below).

### **Two-Year Limited Warranty**

Sena Technologies, Inc. ("Sena") warrants that this product ("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) year from the date of purchase by the first consumer purchaser of the Product. The limited warranty extends only to the original consumer purchaser of the Product and is not assignable or transferable to any subsequent purchaser/end-user.

This warranty is limited to the repair and/or replacement, at Sena's discretion, of defective or non-conforming Product, and Sena shall not be responsible for the failure of the Product to perform specified functions, or any other non-conformance caused by or attributable to: (a) any misapplication or misuse of the Product; (b) failure of

Customer to adhere to any of Sena's specifications or instructions; (c) neglect of, abuse of, or accident to, the Product; or (d) any associated or complementary equipment or software not furnished by Sena. Limited warranty service may be obtained by delivering the Product to Sena or to the international distributor it was purchased through and providing proof of purchase or receipt date. Customer agrees to insure the Product or assume the risk of loss or damage in transit, to prepay shipping charges to Sena, and to use the original shipping container or equivalent.

### **Limitation of Liability**

EXCEPT AS EXPRESSLY PROVIDED HEREIN, SENA MAKES NO WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, WITH RESPECT TO ANY EQUIPMENT, PARTS OR SERVICES PROVIDED PURSUANT TO THIS AGREEMENT, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NEITHER SENA NOR ITS DEALER SHALL BE LIABLE FOR ANY OTHER DAMAGES, INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER IN AN ACTION IN CONTRACT OR TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), SUCH AS, BUT NOT LIMITED TO, LOSS OF ANTICIPATED PROFITS OR BENEFITS RESULTING FROM, OR ARISING OUT OF, OR IN CONNECTION WITH THE USE OF FURNISHING OF EQUIPMENT, PARTS OR SERVICES

HEREUNDER OR THE PERFORMANCE, USE OR INABILITY TO USE THE SAME, EVEN IF SENA OR ITS DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL SENA OR ITS DEALERS TOTAL LIABILITY EXCEED THE PRICE PAID FOR THE PRODUCT.

### **Return for Full Refund**

IF YOU ARE UNWILLING TO ACCEPT AND AGREE TO THE ABOVE CONDITIONS, YOU MAY RETURN THIS DEVICE TO SENA FOR A FULL REFUND, PROVIDED THAT YOU DO SO NO LATER THAN 14 BUSINESS DAYS FOLLOWING THE PURCHASE OF THE DEVICE AND SUBJECT TO THE WRAPPING BEING INTACT. WHEN DOING SO, PLEASE REFER TO THIS SECTION. BY NOT RETURNING THE DEVICE FOR REFUND WITHIN THE PERIOD PROVIDED, YOU ARE EXPLICITLY IN AGREEMENT WITH THE ABOVE AND RENOUNCE ALL RIGHTS TO FUTURE CLAIMS AND DEMANDS AGAINST SENA AS DEFINED ABOVE.

## **WARNING**

Sena informs that using this device in public traffic may not be authorized by the law. Please check your local law and use this device only out of public traffic such as private properties or closed circuits. If the simultaneous use of both ear speakers while riding a motorcycle is prohibited by your local law, please use only a single ear speaker while riding. Sena denies any liability should you choose not to respect this warning.

Using the headset with loud volume may be harmful to your eardrums and cause hearing loss. Please maintain proper volume level to protect your ears.

