SENA

USER GUIDE

Firmware Version: 1.1.x

Last updated on Jan 14, 2025

5S

MOTORCYCLE BLUETOOTH® COMMUNICATION SYSTEM

The firmware version 1.1.x indicates that this manual is applicable to all firmware updates within the version 1.1 series.

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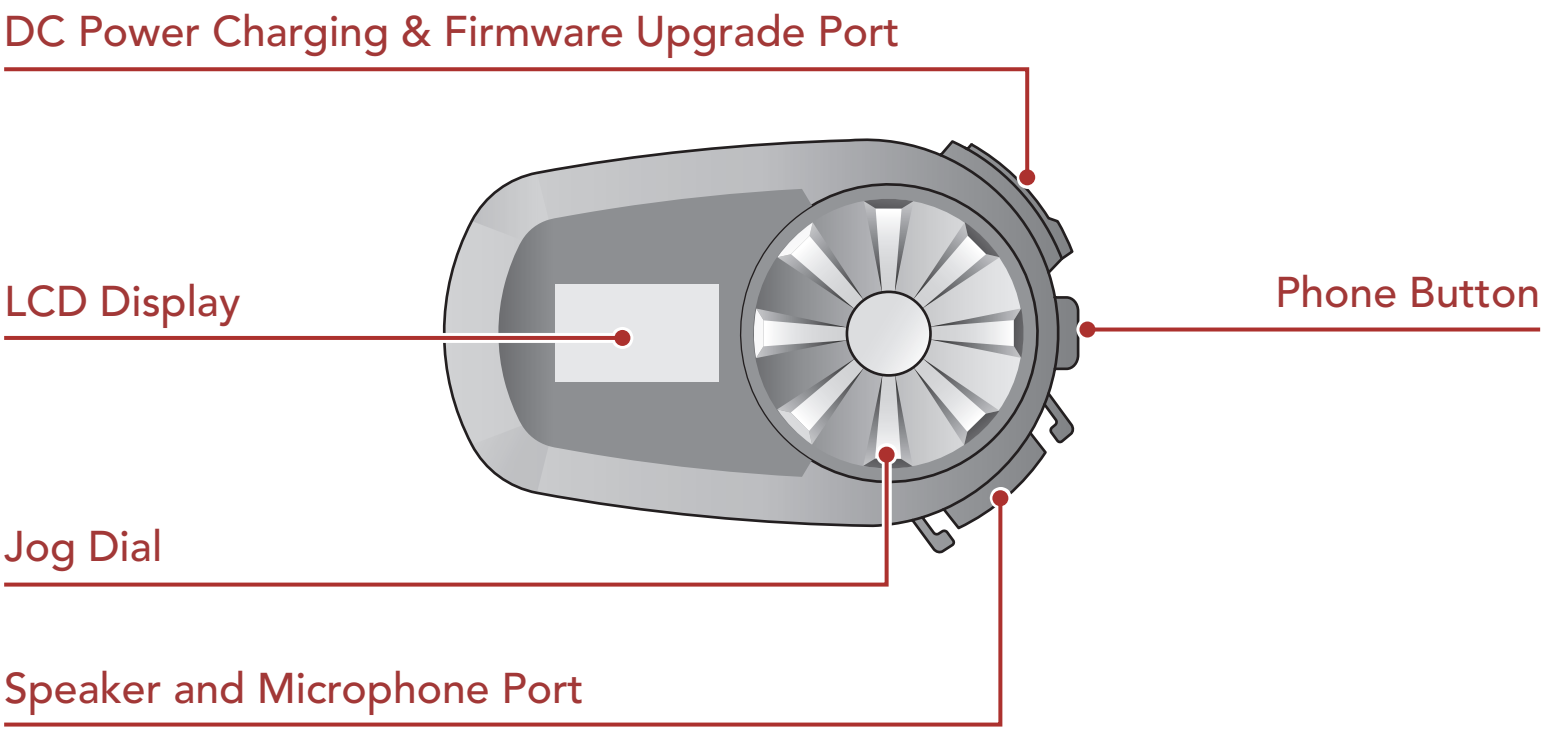
11.1 Fault Reset 39

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1. ABOUT THE MOTORCYCLE BLUETOOTH COMMUNICATION SYSTEM

1.1 Product Details

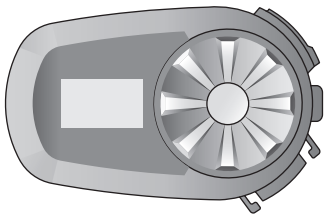
1.1.1 Headset Main Unit



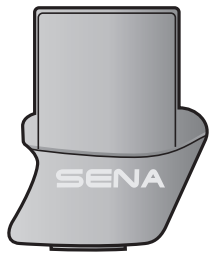
1.1.2 LCD Display



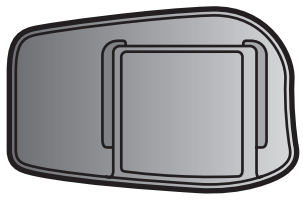
1.2 Package Contents



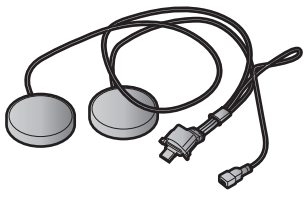
Headset Main Unit



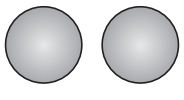
Clamp Unit



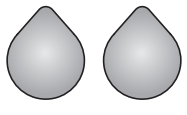
Glued Surface
Mounting Plate



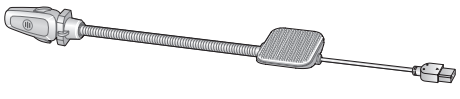
Speakers



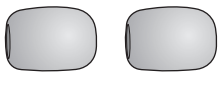
Speaker Pads



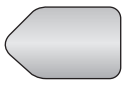
Hook and Loop
Fasteners for Speakers



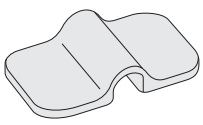
Wired Boom
Microphone



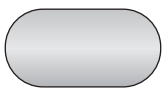
Microphone
Sponges



Hook and Loop Fastener
for Boom Microphone



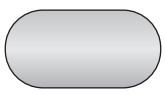
Boom
Microphone Holder



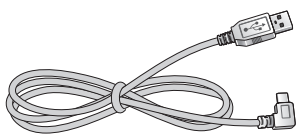
Hook and Loop
Fastener for Holder



Wired Microphone



Hook and Loop Fastener
for Wired Microphone



USB Power &
Data Cable (USB-C)



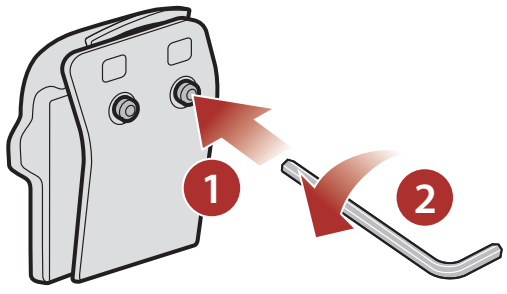
Allen Wrench

2. INSTALLING THE HEADSET ON YOUR HELMET

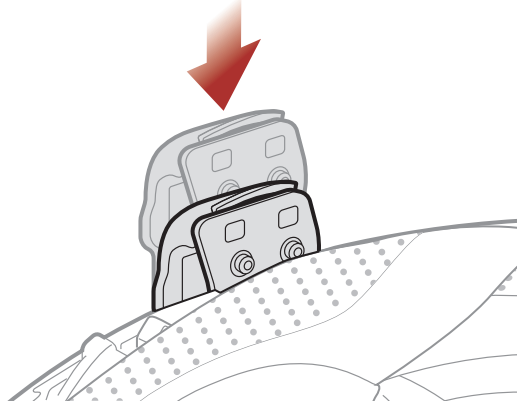
2.1 Helmet Installation

2.1.1 Using the Clamp Unit

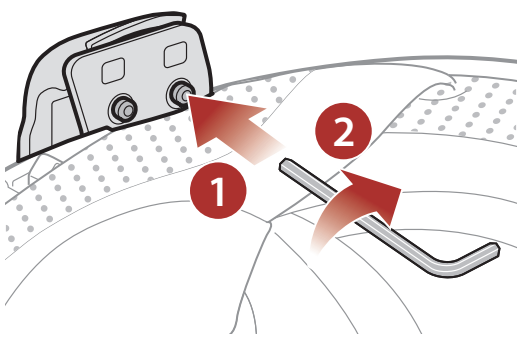
1. Loosen the two screws on the back plate of the clamp unit with the included Allen wrench.



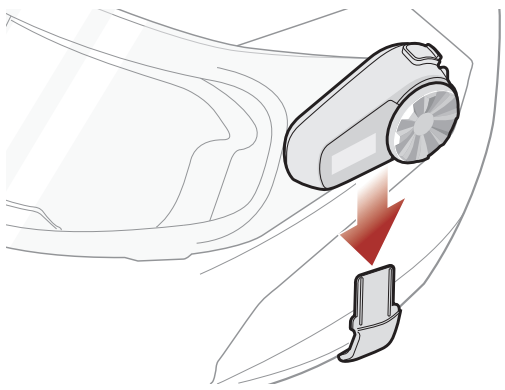
2. Insert the back plate of the clamp unit between the internal padding and external shell of the left side of the helmet.



3. Tighten the two screws until the clamp unit is fastened firmly to the helmet.



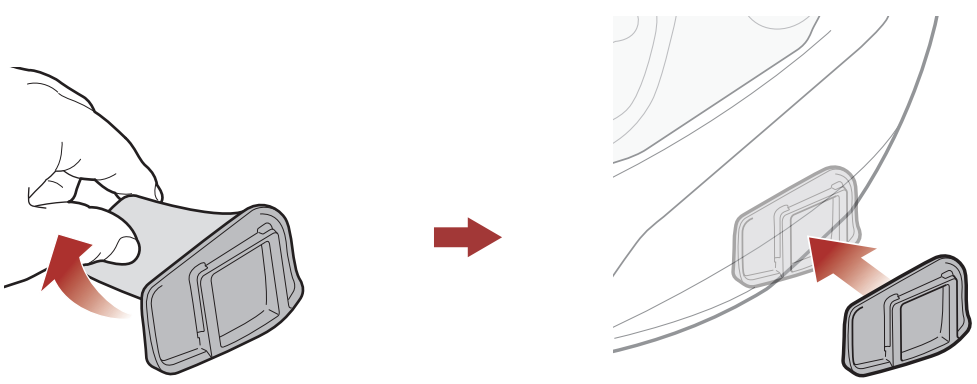
4. Attach the main unit to the clamp unit until you hear a click.



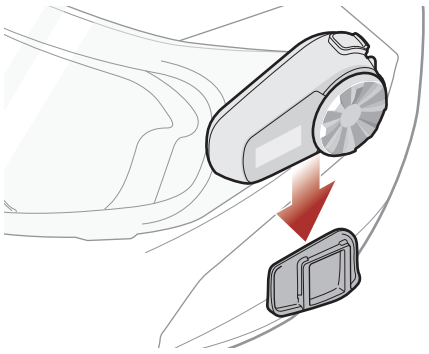
2.1.2 Using the Glued Surface Mounting Plate

If you cannot install the clamp unit on the helmet, you can use the glued surface mounting plate to attach the clamp unit to the surface of the helmet.

1. Attach adhesive tape of the glued surface mounting plate to the helmet.

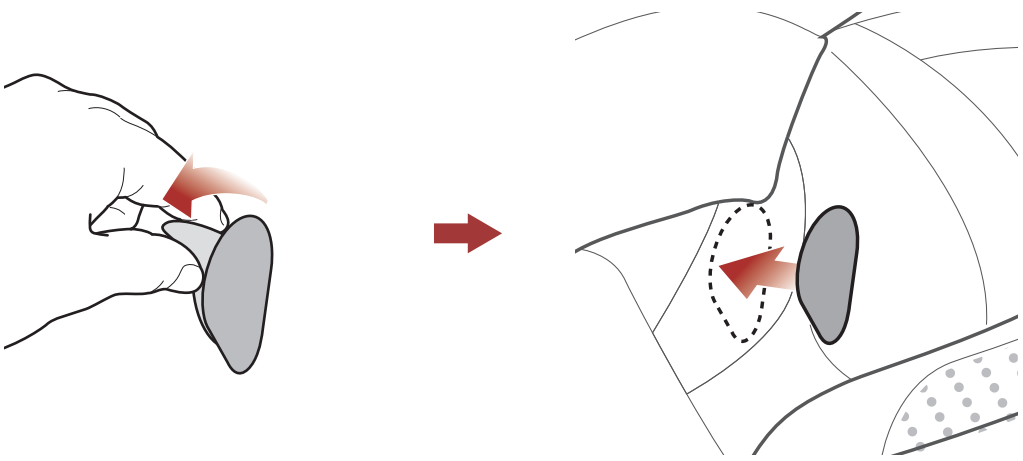


2. Make sure that the glued surface mounting plate sticks on the helmet firmly. Maximum adhesion occurs after 24 hours.
3. Attach the main unit to the glued surface mounting plate until you hear a click.

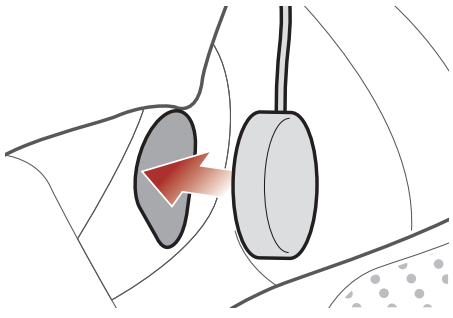


2.2 Installing the Speakers

1. Attach the hook and loop fasteners for speakers to ear pockets inside the helmet.



2. Attach the speakers to the hook and loop fasteners for speakers inside the helmet.

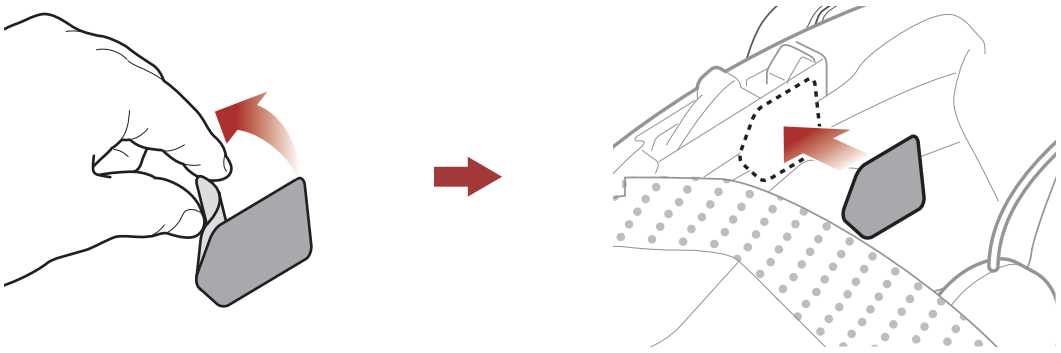


Note: If the helmet has deep ear pockets, you can use the speaker pads to bring the speakers closer to your ears.

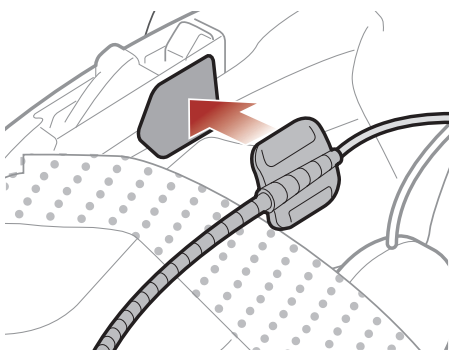
2.3 Installing the Microphone

2.3.1 Installing the Attachable Boom Microphone

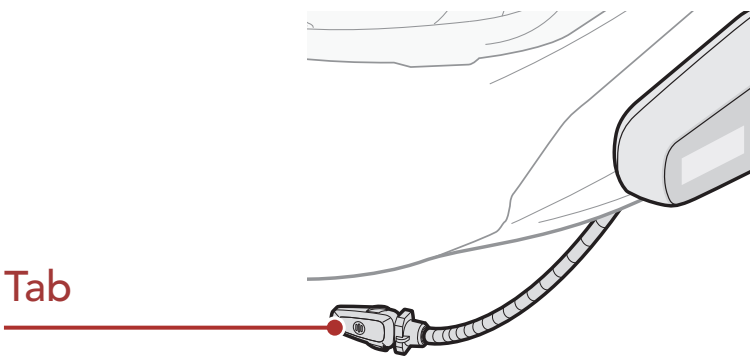
1. Attach the hook and loop fastener for attachable boom microphone on the inside surface of the left external shell.



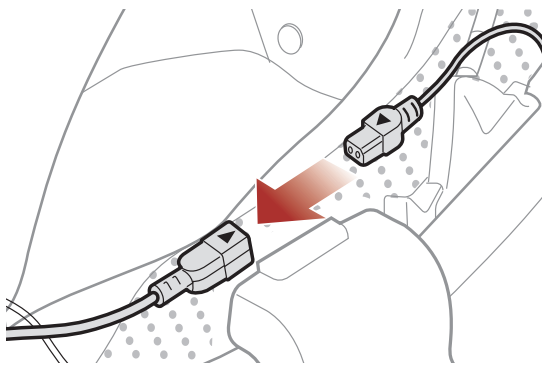
2. Attach the attachable boom microphone's mounting plate to the hook and loop fastener.



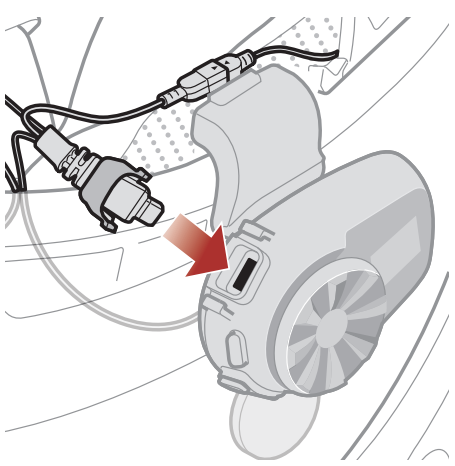
3. Adjust the head of the microphone so that the tab is facing away from your mouth.



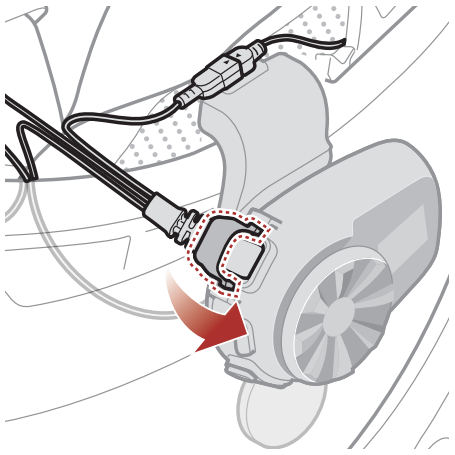
4. Align the arrows on the microphone and speaker cables and insert the microphone cable into the speaker cable.



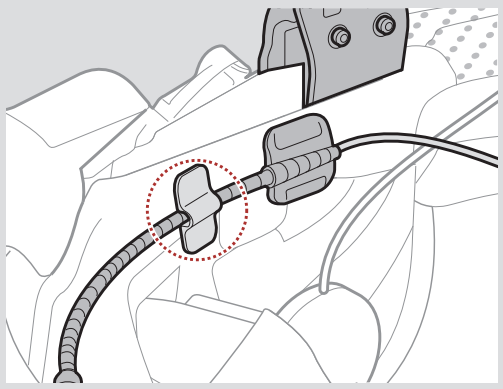
5. Insert the speaker connector into the speaker port to connect it to the main unit.



6. Close the cover of the speaker cable to lock the cable to the port.



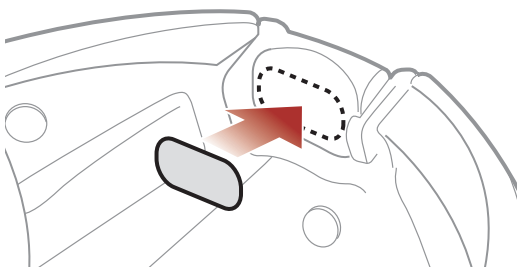
Note: You can use the boom microphone holder after attaching the hook and loop fastener for boom microphone holder on it to ensure secure installation.



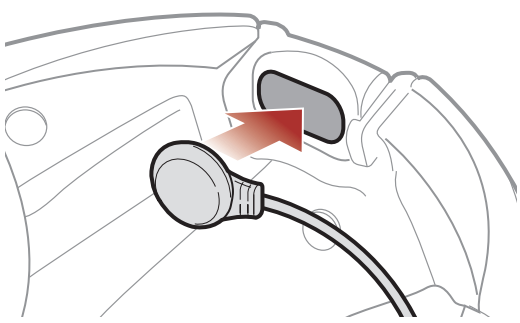
2.3.2 Installing the Wired Microphone

If you have a full face helmet, you can use the wired microphone.

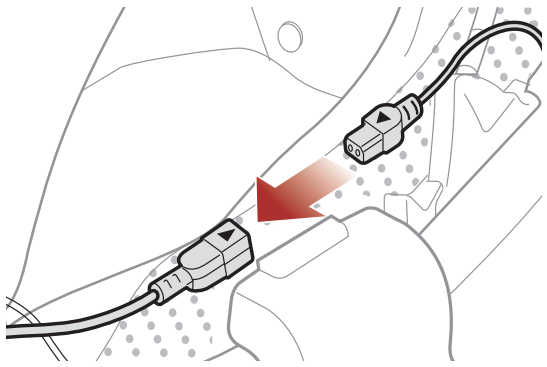
1. Attach the included hook and loop fastener for wired microphone to the inside of the helmet's chin guard.



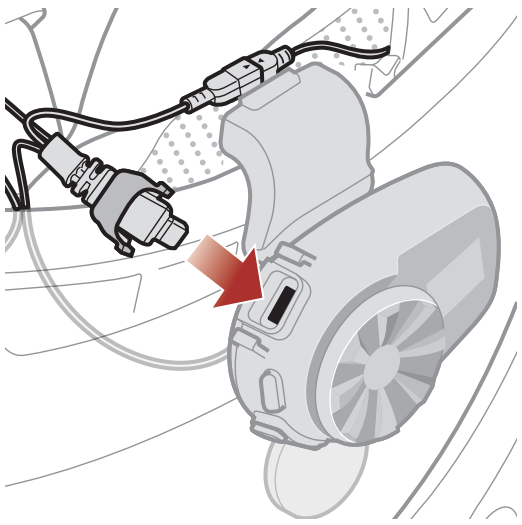
2. Attach the wired microphone to the hook and loop fastener for wired microphone.



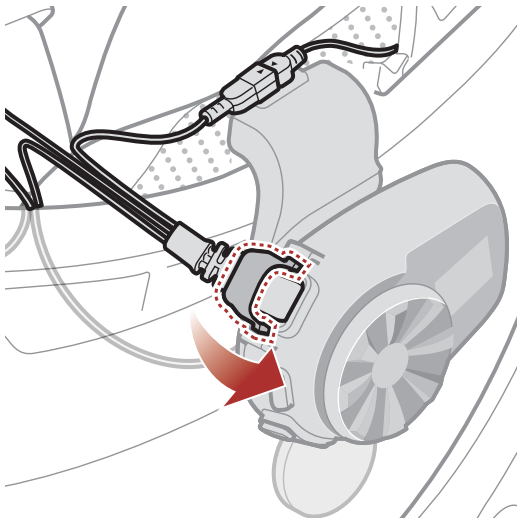
3. Align the arrows on the microphone and speaker cables and insert the microphone cable into the speaker cable.



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

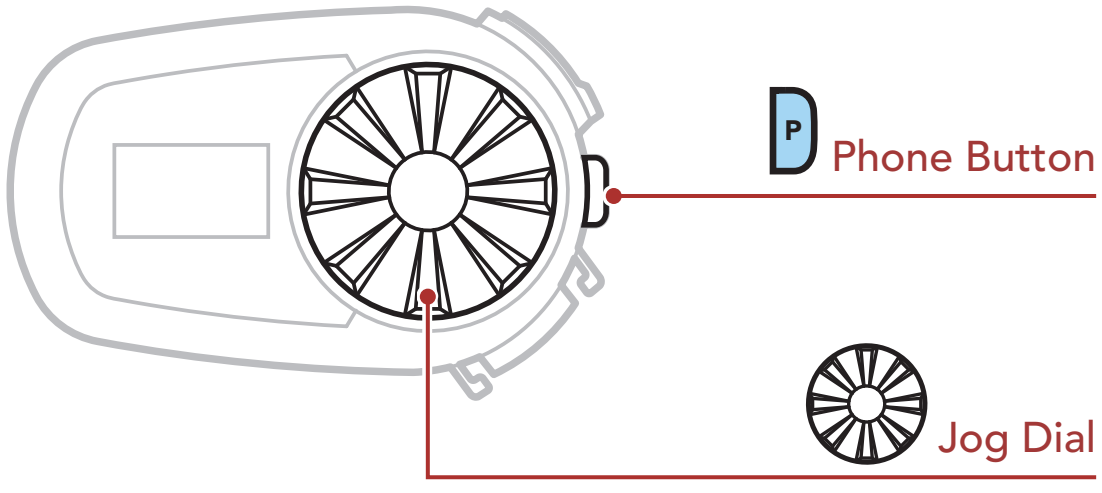


5. Close the cover of the speaker cable to lock the cable to the port.



3. GETTING STARTED

3.1 Buttons



3.2 Downloadable Sena Software

3.2.1 Sena Motorcycles App

By simply pairing your phone with your headset, you can use the **Sena Motorcycles App** for quicker, easier set up and management.

Sena Motorcycles

- Device configuration setting

- Download the **Sena Motorcycles App** on **Google Play Store** or **App Store**.

3.2.2 Sena Device Manager

The **Sena Device Manager** allows you to upgrade the firmware and configure its settings directly from your PC or Apple computer. Download the **Sena Device Manager** from **sena.com**.

Click Here to Visit sena.com

3.3 Legend

TAP 1x — **Tap** button/Jog Dial the specified number of times

HOLD 3s — **Press and Hold** button/Jog Dial for the specified amount of time

ROTATE L / ROTATE R / ROTATE — **Rotate** Jog Dial clockwise (right) or counterclockwise (left).

ROTATE L / ROTATE R / ROTATE — **Rotate while Pressing** Jog Dial clockwise (right) or counterclockwise (left).

"Hello" — **Audible prompt**

3.4 Powering On and Off

Powering On

= P HOLD 1s

= READY

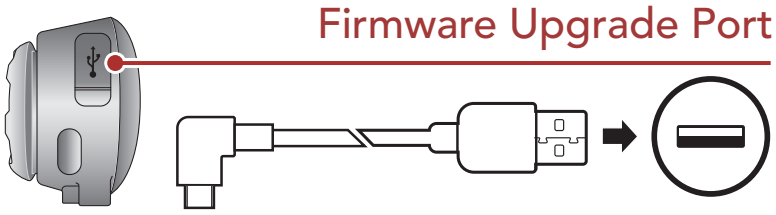
Powering Off

= P TAP 1x

= GOOD BYE

3.5 Charging

Charging the Headset



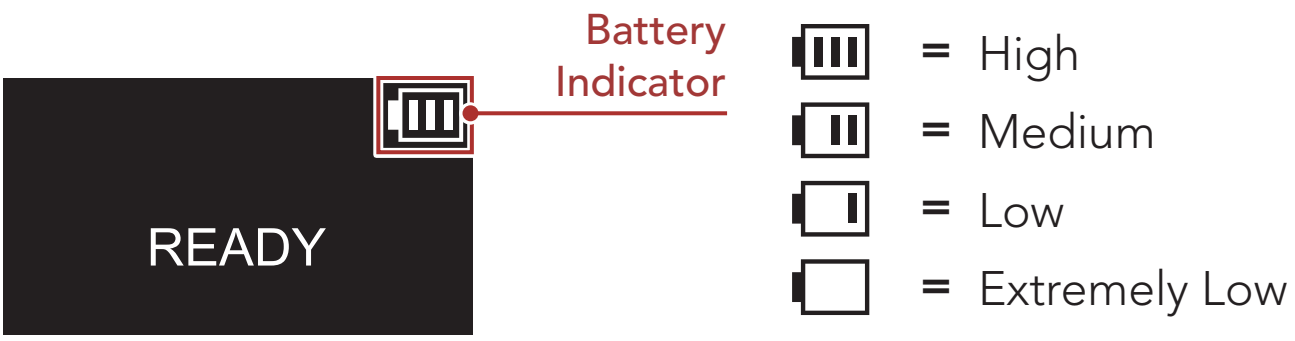
The headset will be fully charged in about 1.5 hours. (The charging time may vary depending on the charging method.)

Note:

- Any 3rd party USB charger can be used with Sena products if the charger is approved by either the FCC, CE, IC, or other locally approved agencies.
- Use of a non-approved charger may cause fire, explosion, leakage, and other hazards which may also reduce the life time or performance of the battery.

3.6 Checking the Battery Level

LCD Display

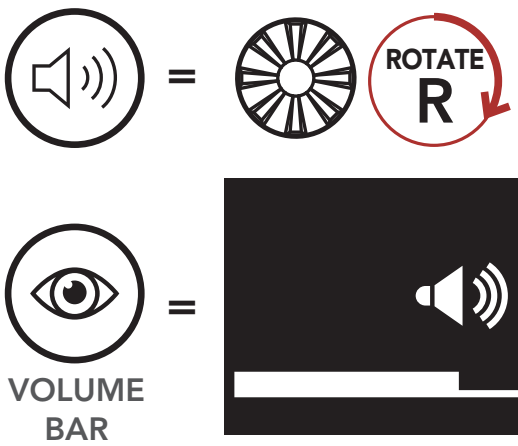


Note: When the battery is low while in use, you will hear a voice prompt saying **"Low battery."**

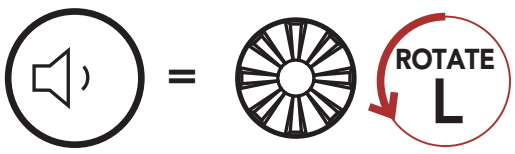
3.7 Volume Adjustment

You can raise or lower the volume by rotating the **Jog Dial** clockwise or counterclockwise. Volume is set and maintained independently at different levels for each audio source (i.e., phone, intercom), even when the headset is rebooted.

Volume Up



Volume Down

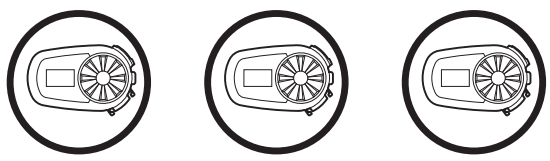


4. PAIRING THE HEADSET WITH OTHER BLUETOOTH DEVICES

When using the headset with other Bluetooth devices for the first time, they will need to be "paired." This enables them to recognize and communicate with one another whenever they are within range.

The headset can pair with multiple Bluetooth devices such as a mobile phone or GPS via **Mobile Phone Pairing, Second Mobile Phone Pairing and GPS Pairing**. The headset can also be paired with up to three other Sena headsets.

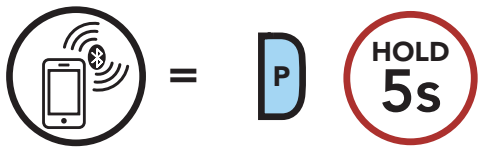
Pairs with up to Three Sena Headsets

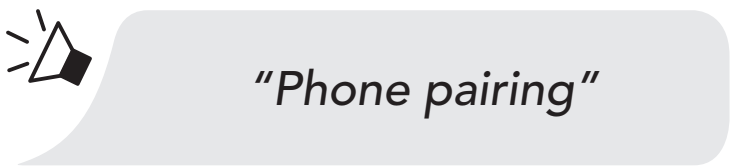


4.1 Phone Pairing

1. Press and hold the **Phone Button** for **5 seconds** when the **5S** is turned on.

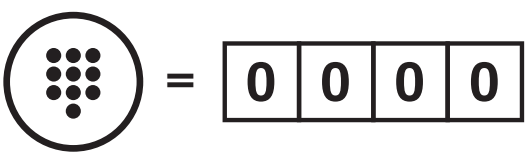
Phone Pairing







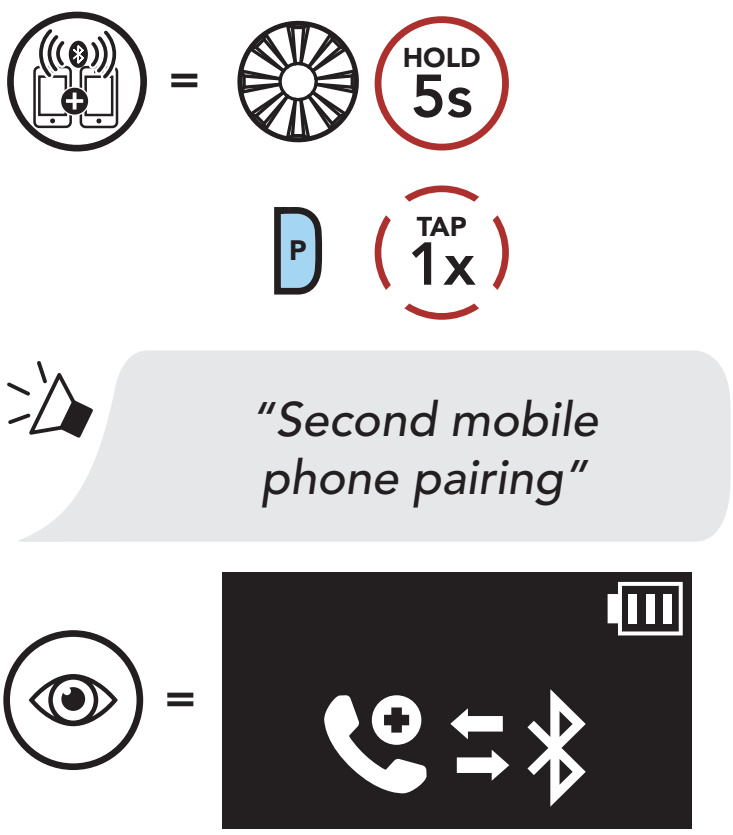
2. With your mobile phone in Bluetooth-pairing mode, select **Sena 5S** in the list of devices detected.
3. If your mobile phone asks for a PIN, enter 0000.



Note: When you turn on the 5S for the first time or reboot it after a factory reset, the 5S will automatically enter phone pairing mode.

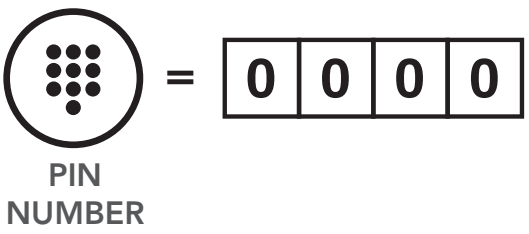
4.2 Second Mobile Phone Pairing

1. Execute **Second Mobile Phone Pairing**.



2. With your mobile phone in Bluetooth-pairing mode, select **Sena 5S** in the list of devices detected.

3. If your Bluetooth device asks for a PIN, enter 0000.

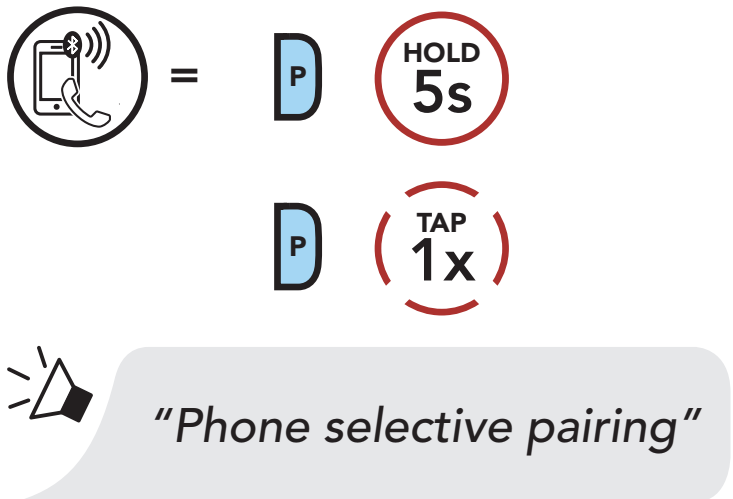


4.3 Advanced Selective Pairing: Hands-Free or A2DP Stereo

Phone Pairing allows the headset to establish two Bluetooth profiles: **Hands-Free** or **A2DP Stereo**. **Advanced Selective Pairing** allows the headset to separate the profiles to enable connection with two devices.

4.3.1 Phone Selective Pairing - Hands-Free Profile

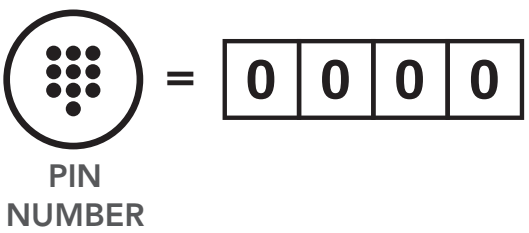
1. Execute **Phone Selective Pairing**.





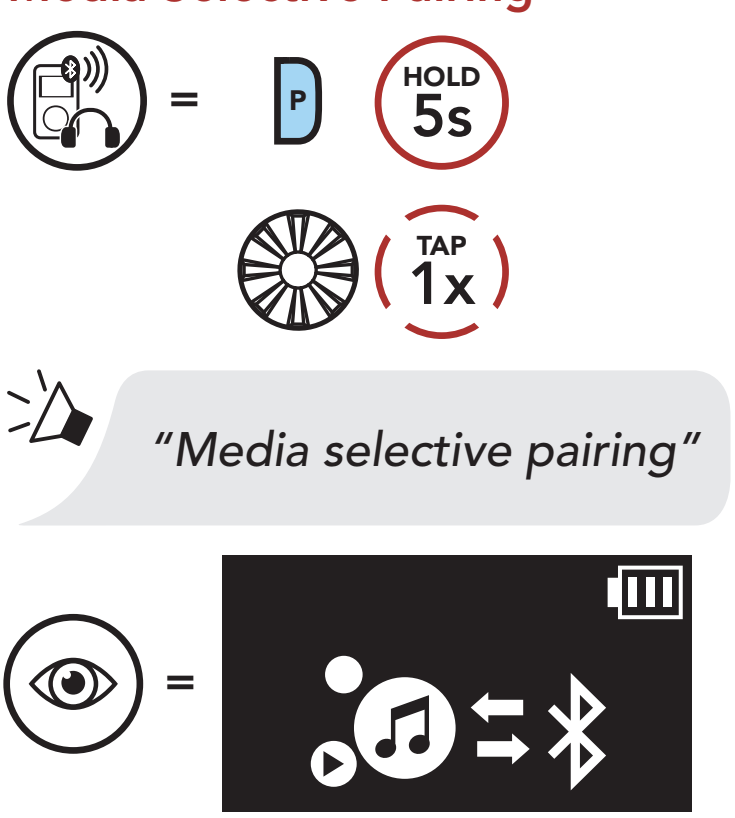
2. With your mobile phone in Bluetooth-pairing mode, select **Sena 5S** in the list of devices detected.

3. If your mobile phone asks for a PIN, enter 0000.

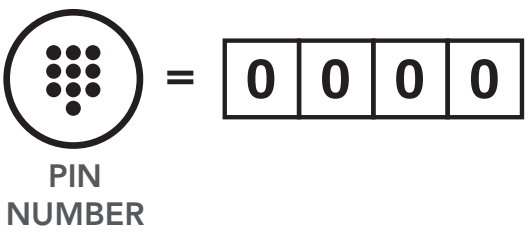


4.3.2 Media Selective Pairing - A2DP Profile

1. Execute **Media Selective Pairing**.

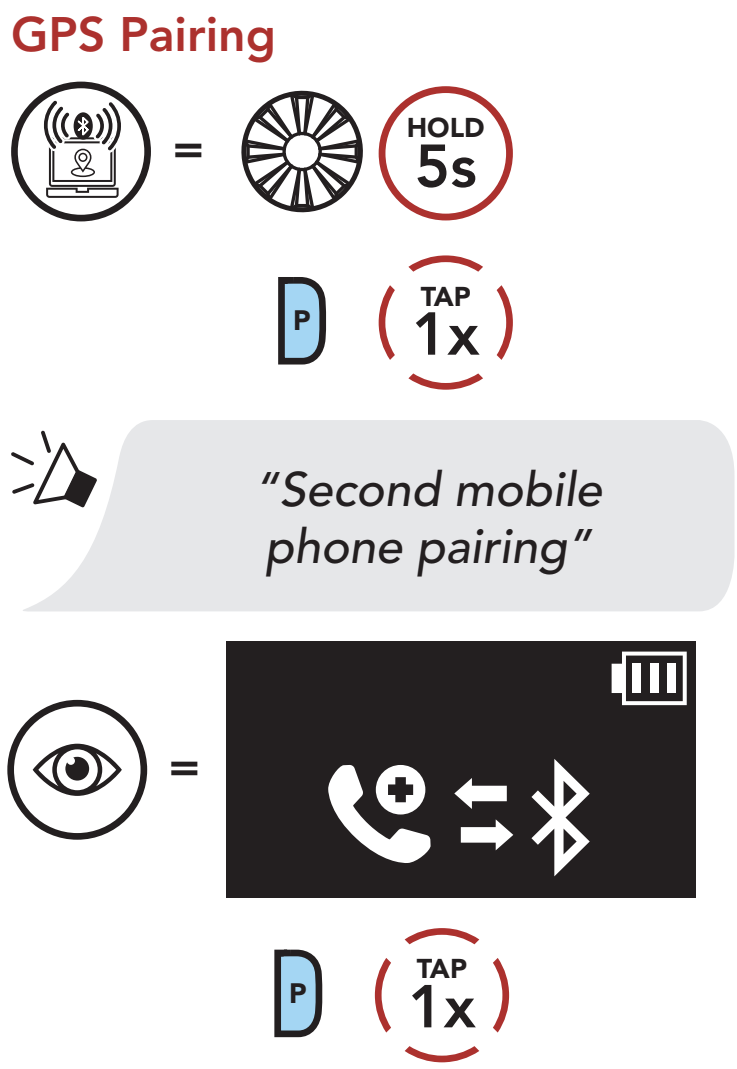


2. With your mobile phone in Bluetooth-pairing mode, select **Sena 5S** in the list of devices detected.
3. If your mobile phone asks for a PIN, enter 0000.



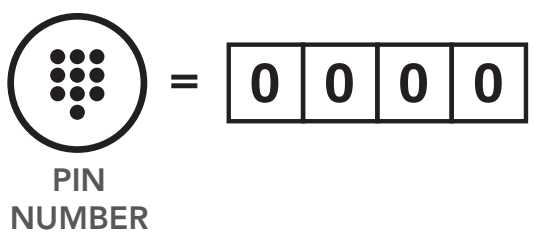
4.4 GPS Pairing

1. Execute **GPS Pairing**.





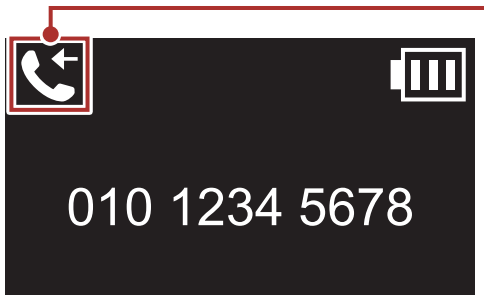
2. With your Bluetooth device on the GPS navigation screen, select **Sena 5S** in the list of devices detected.
3. If your Bluetooth device asks for a PIN, enter 0000.



5. MOBILE PHONE USAGE

5.1 Making and Answering Calls

LCD Display



= Incoming Call
= Outgoing call
= On the Phone Call
= Reject a call

Answer a Call

= P *or* TAP 1x

Reject a Call

= HOLD 2s

Call a Voice Assistant

= P TAP 1x

End a Call

= P TAP 1x

or

HOLD 2s



5.2 Speed Dialing

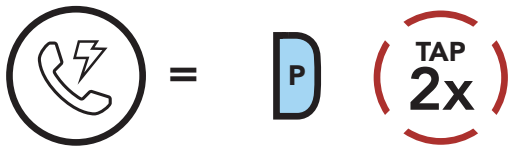
5.2.1 Assigning Speed Dial Presets

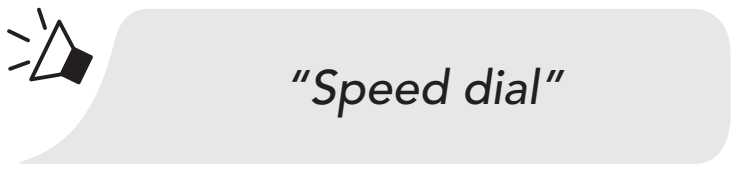
Speed Dial Presets could be assigned in the settings menu, accessible through **Sena Device Manager** or **Sena Motorcycles App**.

5.2.2 Using Speed Dial Presets

1. Enter into the **Speed Dial** menu.

Enter Speed Dial Mode

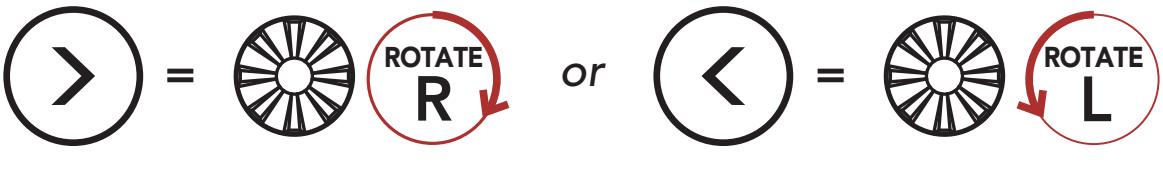






2. Navigate between the **Speed Dial Preset**.

Navigate Forward or Backward through Speed Dial Preset Numbers







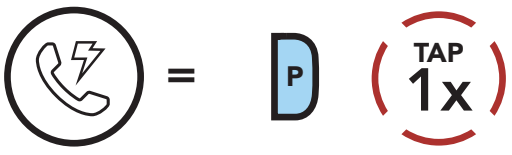






3. Call one of your **Speed Dial Presets**.

Call a Speed Dial Preset Number

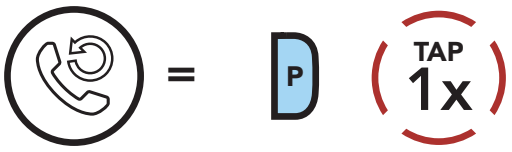




"Speed dial (#)"

4. Redial the last number called.

Redial Last Number





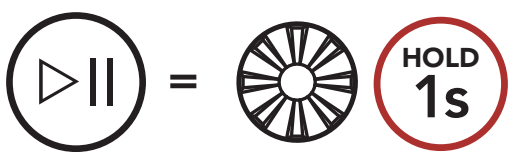
"Last number redial"

6. STEREO MUSIC

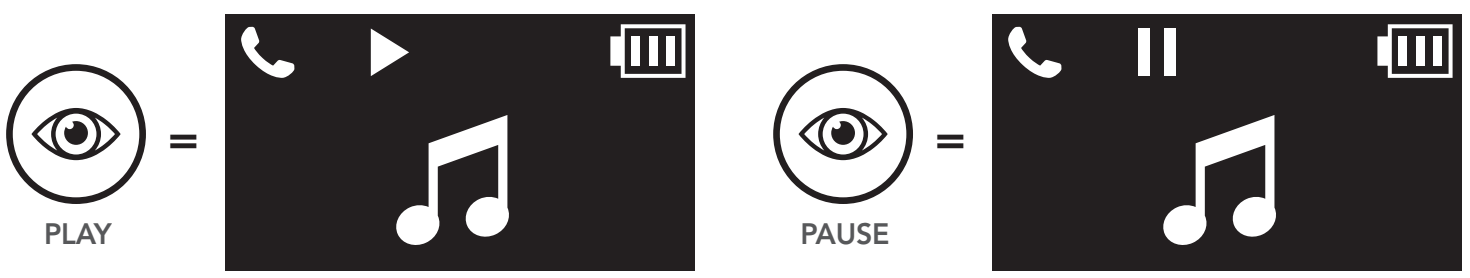
6.1 Playing Music with Bluetooth Devices

1. Play or pause music.

Play/Pause Music

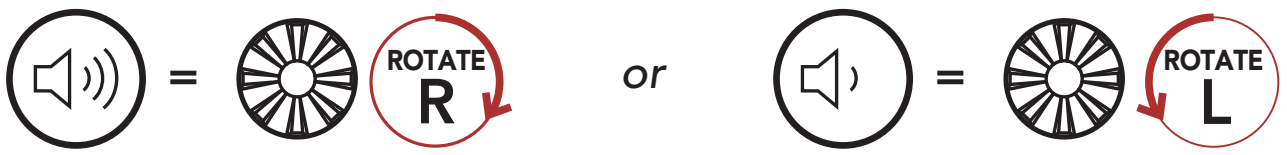






2. Adjust the volume.

Volume Up/Down



3. Track forward or back.

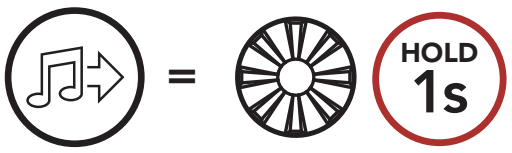
Track Forward/Backward



6.2 Music Sharing

You can start sharing music with an intercom friend using Bluetooth stereo music during a two-way intercom conversation. 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 track back, rotate while pressing the **Jog Dial clockwise** or **counterclockwise**.

Music Sharing On/Off







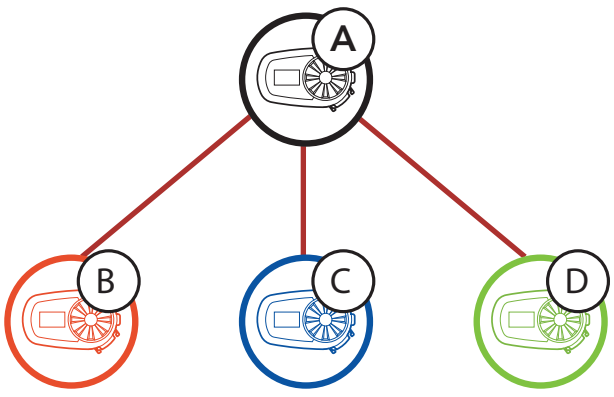
Note:

- Both you and your intercom friend can remotely control music playback such as track forward and track back.
- Music sharing will be paused when you are using your mobile phone or listening to GPS instructions.
- When Audio Multitasking is enabled, if an intercom call is made when you are listening to music, music sharing will not work.

7. BLUETOOTH INTERCOM

Up to three people can communicate via intercom with the headset simply by pairing their headsets.

Pairing with Intercom Friends



7.1 Intercom Pairing

There are two ways to pair the headset.

7.1.1 Using the Smart Intercom Pairing (SIP)

SIP allows you to quickly pair with your friends for intercom communication by scanning the QR code on the **Sena Motorcycles App** without remembering the button operation.

1. Pair the mobile phone with the headset.
2. Open the **Sena Motorcycles App** and tap ⟷ (**Smart Intercom Pairing Menu**).
3. Scan the **QR code** displayed on your friend **(B)**'s mobile phone.
   - Your friend **(B)** can display the QR code on the mobile phone by tapping ⟷ > **QR code** (▦) on the **Sena Motorcycles App**.



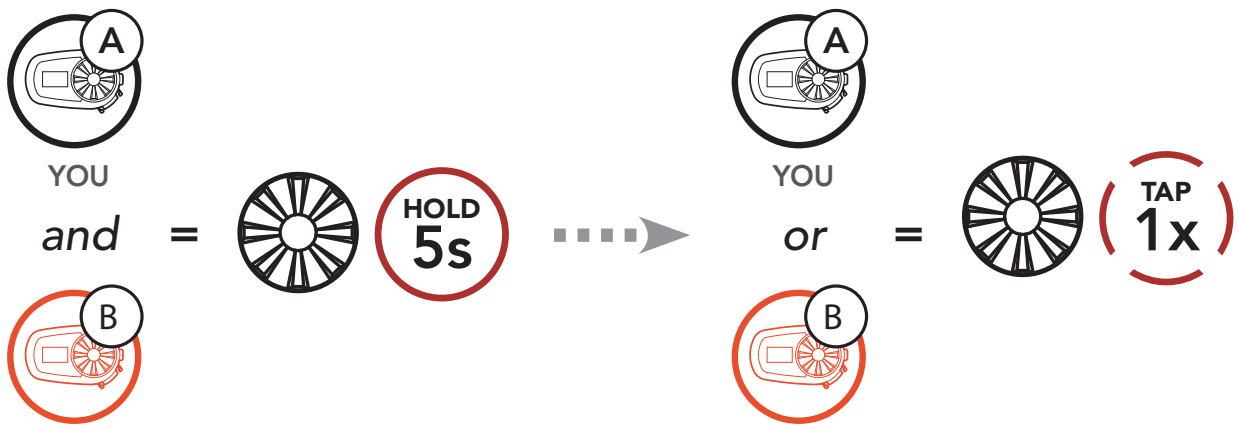
4. Tap **Save** and check that your friend **(B)** is paired with **you (A)** correctly.
5. Tap **Scan** (📷) and repeat steps 3-4 to pair with **Intercom Friends (C)** and **(D)**.

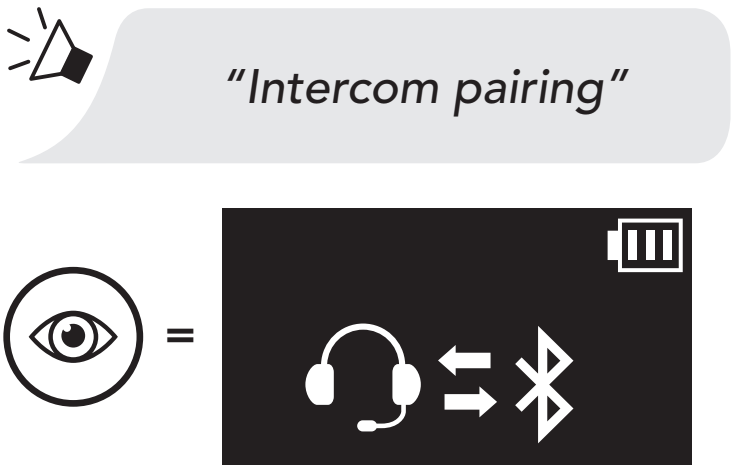
Note: The **Smart Intercom Pairing (SIP)** is not compatible with Sena products that use **Bluetooth 3.0** or **below**.

7.1.2 Using the Button

1. Press and hold the **Jog Dials** of two headsets for **5 seconds** until you hear a voice prompt, "**Intercom pairing.**"

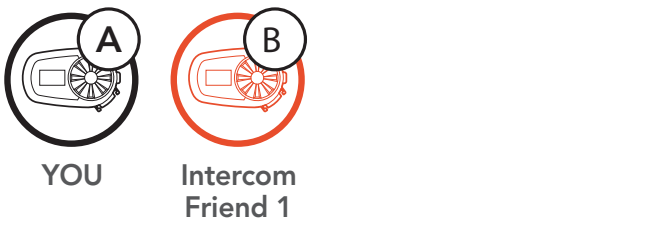
Pairing Headset A with Headset B

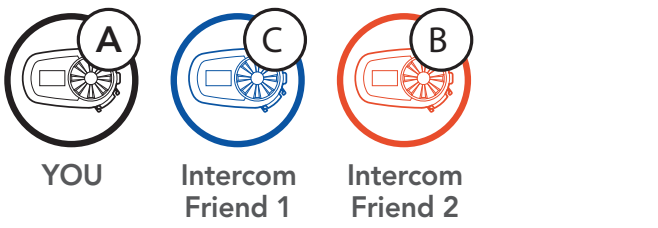


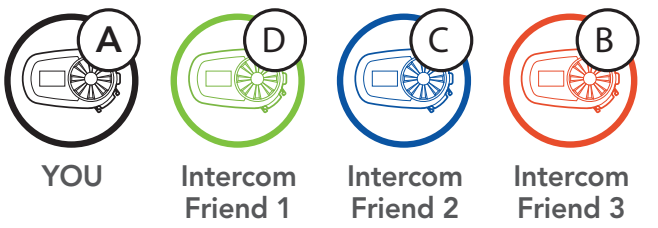


2. Repeat step 1 to pair with **Intercom Friends** C & D.

Last-Come, First-Served







7.2 Two-Way Intercom

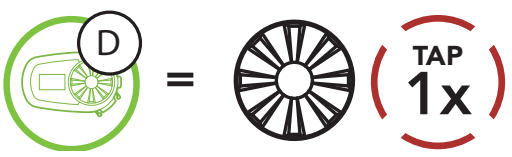
7.2.1 Intercom Conversation with Intercom Friend



You can start or end an intercom conversation with an Intercom Friend by tapping the **Jog Dial**.

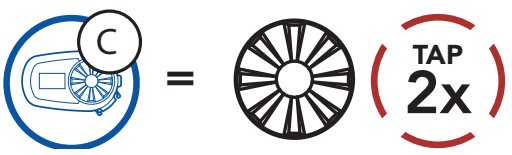
1. Tap once for Intercom **Friend 1**.

Start/End with Intercom Friend 1



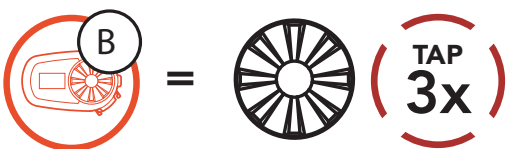
2. Tap twice for Intercom **Friend 2**.

Start/End with Intercom Friend 2



3. Tap three times for Intercom **Friend 3**.

Start/End with Intercom Friend 3

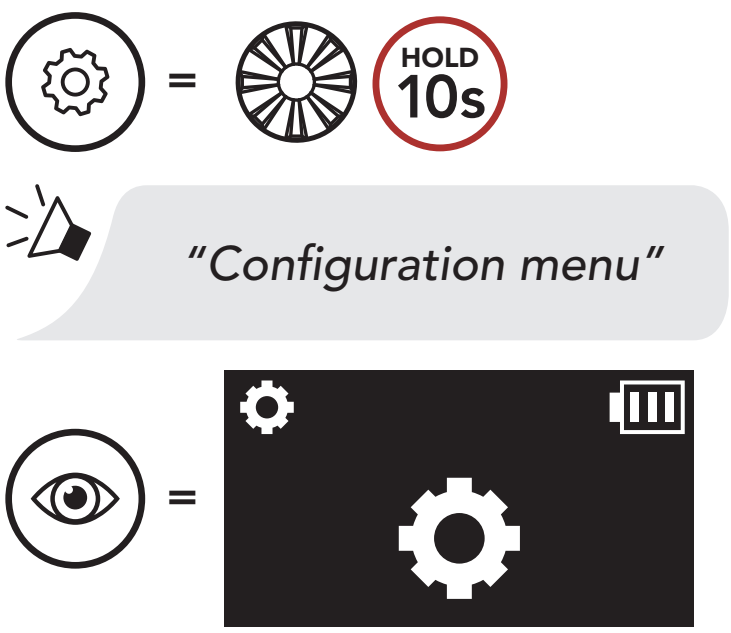


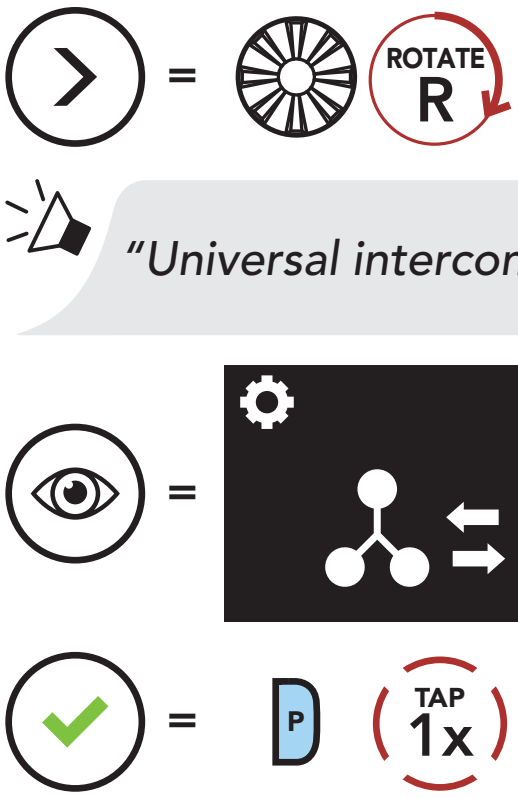
7.3 Universal Intercom

Universal Intercom allows you to have two-way intercom conversations with users of non-Sena Bluetooth headsets. You can pair your headset with only one non-Sena headset at a time. The intercom distance depends on the performance of the Bluetooth headset to which it is connected. When a non-Sena Bluetooth headset is paired with the Sena headset, if another Bluetooth device is paired via **Second Mobile Phone Pairing**, it will be disconnected.

1. Execute **Universal Intercom** in the **Headset Configuration Menu**.

Access Universal Intercom in the Configuration Menu





2. Put the non-Sena Bluetooth headset in Pairing Mode. The headset will automatically pair with a non-Sena Bluetooth headset.

8. VOICE COMMAND

The **Voice Command** of the headset allows you to operate certain operations by simply using your voice. You can control the headset completely hands-free using the voice recognition. Multi-language Voice Command supports **English, French, German, Spanish, Italian, Chinese, Japanese, and Russian**.

Speak a Voice Command List

Mode Status	Function	Voice Command
Standby/ Bluetooth Intercom/ Music	Check battery	"Hey Sena, Check Battery"
	Volume Up	"Hey Sena, Volume Up"
	Volume Down	"Hey Sena, Volume Down"
	Phone Pairing	"Hey Sena, Phone Pairing"
	Bluetooth Intercom Pairing	"Hey Sena, Pairing Intercom"
	Start/End each Bluetooth Intercom	"Hey Sena, Intercom [one, two, three]"
Standby/ Bluetooth Intercom	Play Music	"Hey Sena, Play Music"
Music	Next Track	"Hey Sena, Next"
	Previous Track	"Hey Sena, Previous"
	Pause Music	"Hey Sena, Stop Music"
Answer an Incoming Call		"Answer"
Ignore an Incoming Call		"Ignore"

Note:

- You can set a language to another language by using the **Language** feature on the **Sena Motorcycles App**.
- If you set a language that does not support voice commands, the voice command will works only with English commands.
- You can see the another language's voice command list on the **Sena Motorcycles App**.
- **Voice command** performance may vary based on the environmental conditions including riding speed, helmet type and ambient noise. To improve the performance, minimize wind noise on the microphone by using a large microphone sponge and closing the visor.

9. FUNCTION PRIORITY AND FIRMWARE UPGRADES

9.1 Function Priority

The **5S** operates in the following order of priority:

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

A lower priority function is always interrupted by a higher priority function.

Note: If you select music as the audio source priority, the order of priority will change as below:

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

9.2 Firmware Upgrades

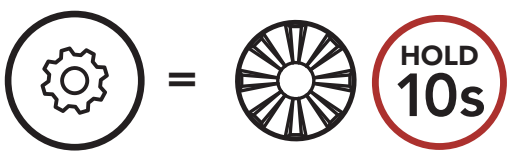
The headset supports firmware upgrades. You can upgrade the firmware using the **Sena Device Manager**.

Click Here to Visit sena.com

10. CONFIGURATION SETTING

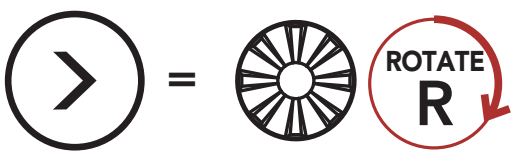
10.1 Headset Configuration Setting

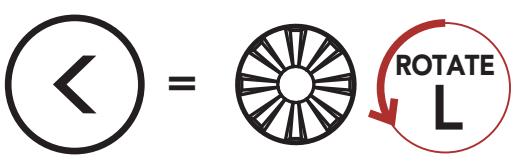
Access the Configuration Menu



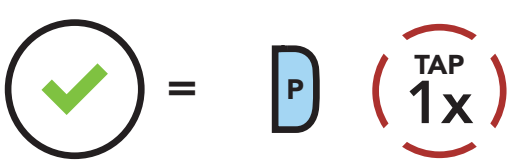


Navigate Between Menu Options





Execute Menu Options

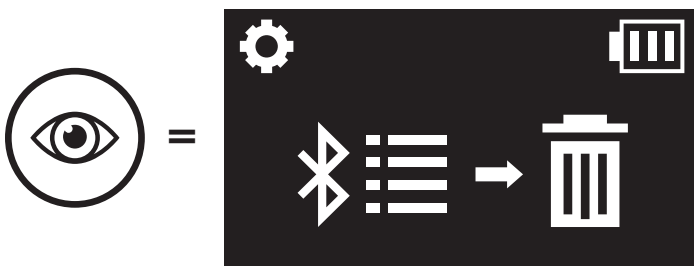


Headset Configuration Menu

Voice Configuration Menu	Tap the Phone Button
Delete All Pairings	Execute
Remote Control Pairing	Execute
Universal Intercom Pairing	Execute
Exit	Execute

10.1.1 Delete All Pairings

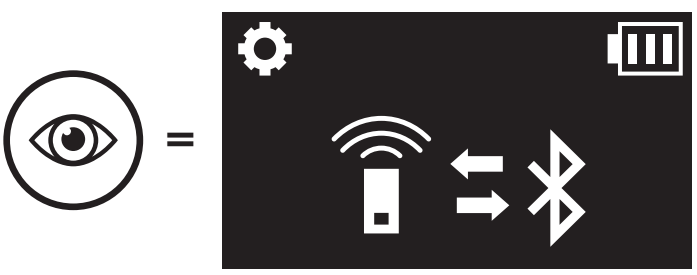
Delete All Bluetooth Pairing Information stored in the headset.



10.1.2 Remote Control Pairing

You can remotely control the headset using **Sena** Remote Control devices (sold separately).

1. Turn on the headset and the Remote Control device.
2. Execute **Remote Control Pairing**.



3. Enter pairing mode in the Remote Control device. The headset will automatically connect with the Remote Control device in pairing mode.

10.2 Software Configuration Setting

You can change the settings of the headset through the **Sena Device Manager** or the **Sena Motorcycles App**.

Sena Motorcycles Sena Device Manager

10.2.1 Speed Dial

Assign phone numbers for speed dialing to make a phone call quickly.

10.2.2 Language

You can select the device language. The selected language is maintained even when the headset is rebooted.

10.2.3 Equalizer (Default: Off)

You can use the **Equalizer** to increase/decrease the decibel level of different frequency ranges of audio.

Balance will adjust all of the frequency ranges to be the same volume level (0 dB). **Bass Boost** will increase the bass range of audio (20 Hz - 250 Hz). **Mid Boost** will increase the mid range of audio (250 Hz - 4 kHz). **Treble Boost** will increase the high range of audio (4 kHz - 20 kHz).

10.2.4 VOX Phone (Default: Enable)

If this feature is enabled, you can answer incoming calls by voice. When you hear a ringtone for an incoming call, you can answer the phone by saying a word such as **"Hello"** loudly or by blowing air into the microphone. **VOX Phone** is temporarily disabled if you are connected to intercom. If this feature is disabled, you have to tap the **Jog Dial** or the **Phone Button** to answer an incoming call.

10.2.5 VOX Intercom (Default: Disable)

If **VOX Intercom** is enabled, you can initiate an intercom conversation with the last connected intercom friend by voice. When you want to start intercom, say a word such as **"Hello"** loudly or blow air into the microphone. If you start an intercom conversation by voice, 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, if you start the intercom by voice and end it manually by tapping the **Jog Dial**, you will not be 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. After rebooting the headset, you can start the intercom by voice again.

10.2.6 Audio Source Priority (Default: Intercom)

Audio Source Priority allows you to select the priority between the intercom and music (which includes GPS app instructions and message notifications) from a smartphone. If the intercom is selected as the audio source priority, your music will be interrupted during an intercom conversation. If music is selected as the audio source priority, intercom conversations will be interrupted while your music is heard.

Note: Audio Source Priority is active only when **Audio Multitasking** is disabled.

10.2.7 Audio Multitasking™ (Default: Disable)

Audio Multitasking allows you to hear the audio from two features simultaneously. When **Audio Multitasking** is enabled, phone calls, GPS instructions, and intercom conversations can be overlaid with audio from the music or GPS app instructions from a smartphone in the background with reduced volume. Increasing or decreasing the volume of the audio in the foreground will also increase or decrease the volume of the overlaid audio in the background. The volume of the foreground audio can be adjusted using the headset. How much background audio that is heard can be adjusted using the **Sena Device Manager** or the **Sena Motorcycles App**. **HD Intercom**, **HD Voice**, and **Audio Source Priority** become disabled temporarily when **Audio Multitasking** is enabled.

Foreground and Background Combination Table

Model	Foreground*			Background**
	Phone	GPS	Intercom	Music or Smart Navi
5S	O[A]	O[A]		
		O	O	
			O[B]	O[B]
		O		O

* Two audio sources in the foreground can be heard simultaneously with the same volume level.

** Only one background source can be heard at a time while listening to an audio source in the foreground.

A. GPS instructions can be heard during phone calls and the volume level of both audio sources can be adjusted using the headset.

B. GPS app directions will be heard in the background during intercom conversations.

Note:

- **Audio Multitasking** will be activated during two-way intercom conversations with a headset that also supports this feature.
- When **Audio Multitasking** is disabled, the background audio source will return to its independent volume level.
- **Audio Multitasking** has limited usage for iOS devices.
- For **Audio Multitasking** to work properly, you need to power the headset off and on. Please restart the headset.
- Some GPS devices may not support this feature.

10.2.8 Background Volume (Default: Level 5)

The **Background Volume** can be adjustable only when the **Audio Multitasking** turns on. Level 9 is the highest volume and 0 is the lowest.

10.2.9 HD Intercom (Default: Enable)

HD Intercom enhances the two-way intercom audio from normal quality to HD quality. If this feature is disabled, the two-way intercom audio will change to normal quality.

Note:
- The intercom distance of **HD Intercom** is relatively shorter than that of normal intercom.
- **HD Intercom** will become disabled temporarily when **Audio Multitasking** is enabled.

10.2.10 HD Voice (Default: Enable)

HD Voice allows you to communicate in high-definition during phone calls. This feature increases the quality so that the audio will be crisp and clear during phone call conversations.

If this feature is enabled, incoming phone calls will interrupt intercom conversations and audio from the SR10 will not be heard during intercom conversations.

Note:
- Refer to the manufacturer of your Bluetooth device that will be connected to the headset to see if it supports **HD Voice**.
- **HD Voice** is active only when **Audio Multitasking** is disabled.

10.2.11 Sidetone (Default: Disable)

Sidetone is audible feedback of your own voice. 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.

10.2.12 Voice Prompt (Default: Enable)

You can disable **Voice Prompts** by software configuration settings, but the following voice prompts are always on.

- Headset configuration settings menu, battery level indicator, speed dial

10.2.13 Advanced Noise Control™ (Default: Enable)

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.

11. TROUBLESHOOTING

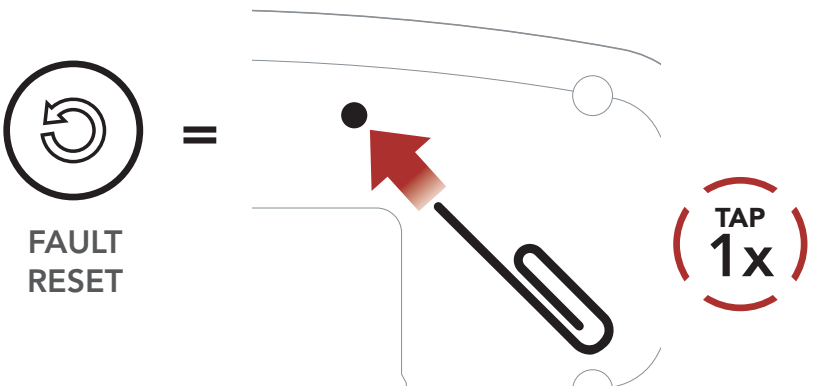
Please visit **sena.com** for answers to frequently asked questions. This detailed online FAQ section deals with troubleshooting, illustrates case studies and contains tips on using the headset.

Click Here to Visit sena.com

11.1 Fault Reset

When the headset is not working properly, you can easily reset the unit:

1. Locate the **pinhole reset button** below on the back of the main unit.
2. Gently insert a paperclip into the hole and tap the **Fault Reset Button** with light pressure.

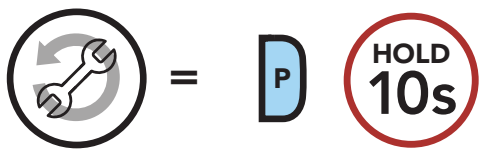


3. The headset will shut down.

Note: Fault Reset will not restore the headset to factory default settings.

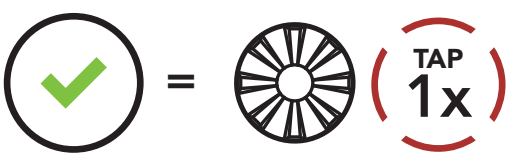
11.2 Factory Reset

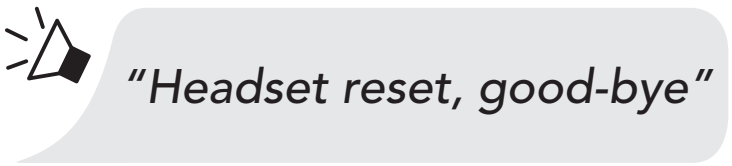
To erase all of your settings and start fresh, the headset can be restored to factory default settings using the **Factory Reset** feature.











Note: If you press the **Phone Button** or do not press the **Jog Dial** within **5 seconds**, the reset attempt is canceled and the headset returns to standby mode. You will hear a voice prompt saying **"Canceled."**

SENA

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