SENA

USER GUIDE

Firmware Version: 1.2.x
Last updated on Oct 1, 2025

PHANTOM
PHANTOM ANC
PHANTOM
EXTREME BASS

SMART FULL-FACE HELMET WITH MESH COMMUNICATION

The firmware version 1.2.x indicates that this manual is applicable to all firmware updates within the version 1.2 series.

QUICK REFERENCE

● : (+) button   ⊖ : (−) button   Ⓜ : Mesh Intercom button
Ⓒ : Center button   (HL) : Headlight button   (TL) : Taillight button
(ANC) : ANC button *Only available on PHANTOM ANC

Type	Operation	Button	Duration
Basic operations	Power on	Ⓒ & ●	Press for 1 second
	Power off	Ⓒ & ●	Single tap
	Volume up/down	● or ⊖	Single tap
ANC & Ambient mode	ANC on/off	(ANC)	Single tap
	Ambient mode on/off	(ANC)	Press for 1 second
LED light	Headlight on/off	(HL)	Single tap
	Taillight on/off	(TL)	Single tap
Phone	Phone pairing	Ⓒ	Press for 5 seconds
	Answer phone call	Ⓒ	Single tap
	End phone call	Ⓒ	Press for 2 seconds
	Reject phone call	Ⓒ	Press for 2 seconds
	Speed dial	●	Press for 3 seconds
	Play/Pause music	Ⓒ	Press for 1 second
	Track forward/back	● or ⊖	Press for 1 second
Siri or Google Assistant		Ⓒ	Press for 3 seconds
Mesh Intercom™	Mesh Intercom on/off	Ⓜ	Single tap
	Mute/unmute mic	Ⓜ	Press for 1 second
	Channel selection	Ⓜ	Double tap
	Mesh grouping	Ⓜ	Press for 5 seconds
	Mesh Reach-Out request	Ⓜ	Triple tap
	Reset mesh	Ⓜ	Press for 8 seconds
Wave Intercom™	Wave Intercom on	Ⓜ	Double tap
	Wave Intercom off	Ⓜ	Single tap
	Switch to Mesh Intercom	Ⓒ	Single tap
Configuration menu		Ⓒ	Press for 10 seconds

2

BEFORE GETTING STARTED

▌ Sena Motorcycles App

Download the Sena Motorcycles app from the Google Play Store or the App Store.

▌ WAVE Intercom App

Download the WAVE Intercom app from the Google Play Store or the App Store.

For detailed information on the Wave Intercom, please refer to the Wave Intercom User Guide at sena.com.

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CLICK
ANY SECTION TO BEGIN

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01 ABOUT THE PHANTOM SERIES

Key Features

- Mesh Intercom 3.0 - delivers improved sound quality, a more robust connection, and extended talk time
- Dual version Mesh - Mesh 2.0 for backward compatibility
- Professional studio quality sound with integrated speakers
- AI-based noise cancellation
- Enhanced voice command
- Front headlight
- Rear running and brake taillight
- Bluetooth version 5.3
- Over-the-Air (OTA) firmware update
- Active Noise Control & Ambient mode (Only on PHANTOM ANC)
- Enhanced bass sound with upgraded cheek pads (Only on PHANTOM EXTREME BASS)
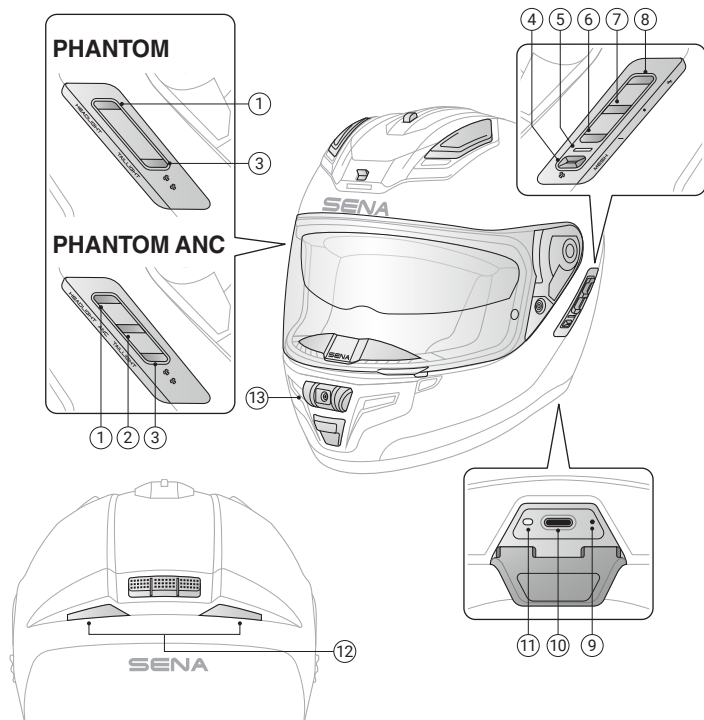
① Headlight button	② ANC button*
③ Taillight button	④ Mesh Intercom button
⑤ Status LED	⑥ (–) button
⑦ Center button	⑧ (+) button
⑨ Reset pinhole	⑩ USB-C charging port
⑪ Charging LED	⑫ Taillight
⑬ Headlight	

*Only available on PHANTOM ANC

▌ Package Contents

Helmet

× 2

Microphone sponges
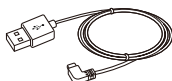
USB-C charging cable
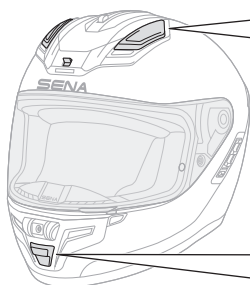
Open　　　**Closed**

Open　　　**Closed**
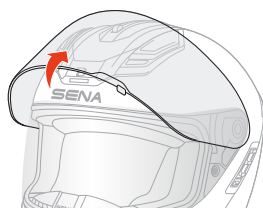
Removal　　　　　　　　**Installation**

①
②
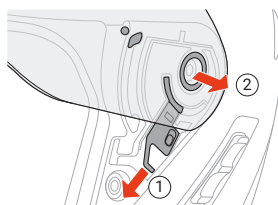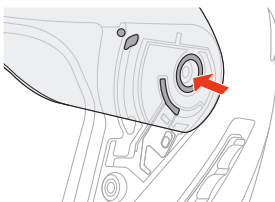
02 BASIC OPERATION

1x	**Tap** Tap the button the specified number of times
1s	**Press and Hold** Press and hold the button for the specified amount of time
⊲り " "	Voice Prompt
⊜ " "	Voice Command
	LED

▌ Charging

🔴	Charging
🔵	Fully charged

Charging port
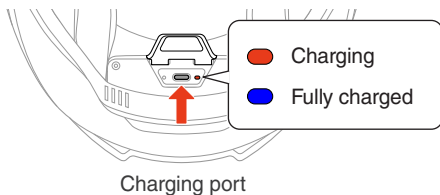
It takes 2.5 hours to fully charge.

- The PHANTOM helmets feature fast charging, delivering 7 hours of Mesh Intercom with just a 20-minute charge.
- Safe power mode provides continuous power without battery charging to ensure safe, uninterrupted use on the road.
- Any third-party USB charger can be used, as long as it is approved by the FCC, CE, IC, or other locally recognized regulatory agencies.
- Using a non-approved charger may cause fire, explosion, leakage, and other hazards, potentially reducing the battery's lifespan or performance.
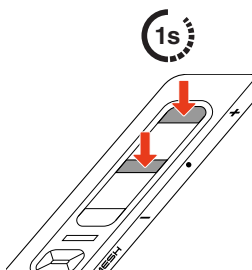
❚ Power On   **❚ Power Off**
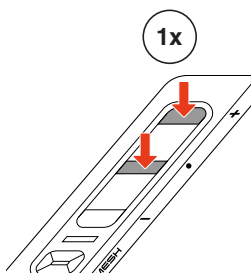
- The PHANTOM helmets enter sleep mode if they remain motionless for 2 minutes.
- If any motion is detected within 3 hours, they wake up. Otherwise, they power off completely after 3 hours.
- To enable or disable this function, go to Device Settings and toggle Auto On/Off in the Sena Motorcycles app.

❚ Volume

or
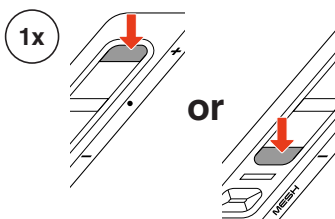
▌ Configuration

Enter Configuration
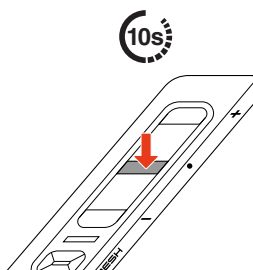
◁)) "Configuration menu"

Navigate   Confirm

or
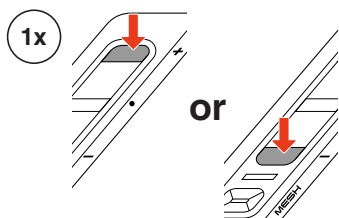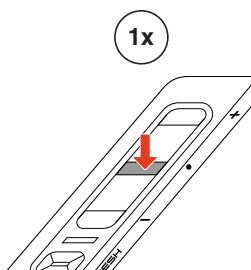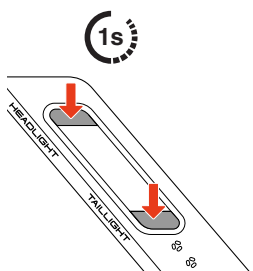
▌ Sound Demo

◁)) "{Sound demo}"

*Only available on
 PHANTOM EXTREME BASS

• Press the center button to cancel.

03 ANC & AMBIENT MODE

ANC (Active Noise Control)

When ANC is activated, the helmet detects external sounds and generates sound waves that cancel them out, reducing surrounding noise.

❚ ANC On/Off

1x

◁⟫ **On**: "ANC on"

◁⟫ **Off**: "ANC off"
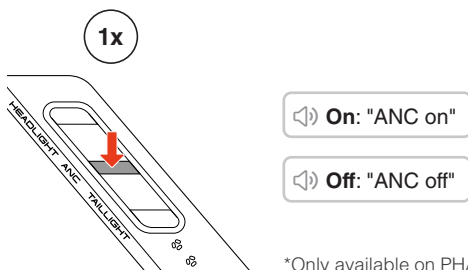
*Only available on PHANTOM ANC

Ambient Mode

When the ambient mode is activated, it allows you to hear external sounds clearly while wearing the helmet.

❚ Ambient Mode On/Off

1s

◁⟫ **On**: "Ambient on"

◁⟫ **Off**: "Ambient off"

*Only available on PHANTOM ANC

- Turning on ANC while the ambient mode is active will disable the ambient mode after ANC is turned off.

04 LED LIGHT

⚠️

In some regions, local laws and regulations restrict the use of LEDs on helmets. Therefore, ensure you are familiar with and comply with the relevant laws and regulations in the area where you use the helmet.

❚ Headlight On/Off

1x
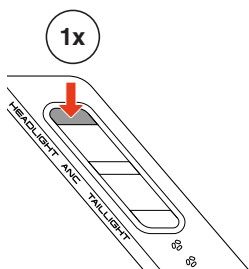
◁)) **On**: "Headlight on"

◁)) **Off**: "Headlight off"

• The headlight automatically turns off approximately 5 minutes after being turned on.

❚ Taillight On/Off

1x
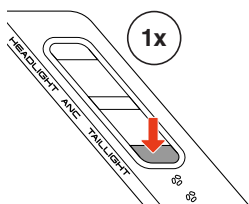
◁)) **On**: "Taillight on"

◁)) **Off**: "Taillight off"

The taillight can be customized through the Sena Motorcycles app. The brake light activates automatically when braking is detected.

05 PAIRING WITH BLUETOOTH DEVICES

When using the helmet with other Bluetooth devices for the first time, they need to be paired. The PHANTOM series can pair with multiple devices, including two mobile phones and one GPS. However, it supports only one additional device, alongside a mobile phone, for simultaneous connection.

Phone Pairing

1.
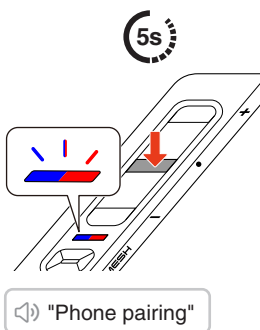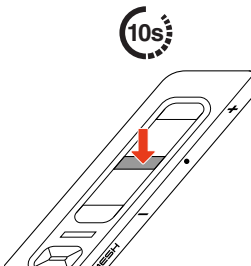
◁)) "Phone pairing"

2.
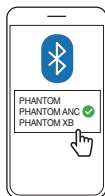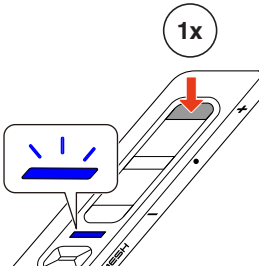
- When you turn on the helmet for the first time or reboot it after a factory reset, it will automatically enter phone pairing mode.
- Press any button to cancel phone pairing on the PHANTOM and the PHANTOM ANC.
- Press the center button to cancel phone pairing on the PHANTOM EXTREME BASS.

Second Mobile Phone Pairing

1.

🔊 "Configuration menu"

2.
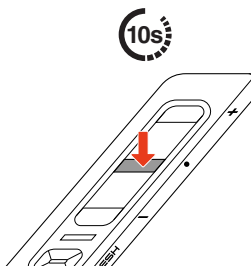
🔊 "Second mobile phone pairing"

3.
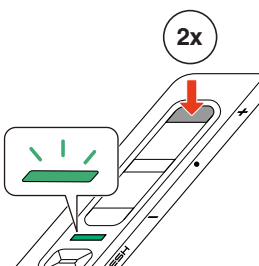
GPS Pairing

1.
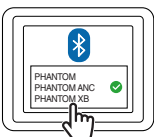
🔊 "Configuration menu"

2.

🔊 "GPS pairing"

3.

Action Camera Pairing

Pairing the PHANTOM helmets with an action camera allows you to record audio from the Mesh Intercom conversations. You can also use the action camera's voice commands via the headset's microphone.

- For detailed instructions on voice commands, refer to the user guide for your action camera.

▌ Device Pairing

1. Put your action camera in Bluetooth pairing mode.

2.

◁)) "Configuration menu"

3.

◁)) "Action cam pairing"
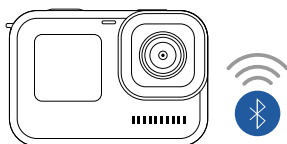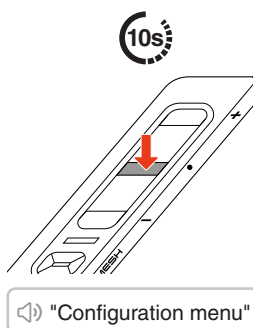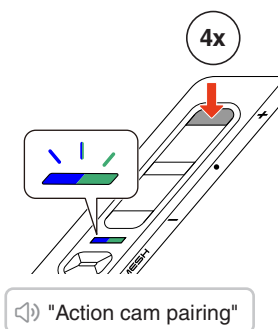
4. Wait until you hear a voice prompt.

◁)) "Device connected"
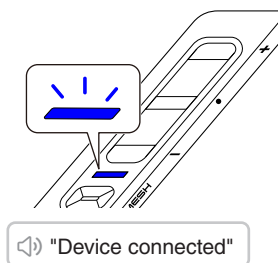
- When paired with an action camera, music is disabled.

06 USING WITH A SMARTPHONE

Making and Answering Calls

▌ Answer a Call
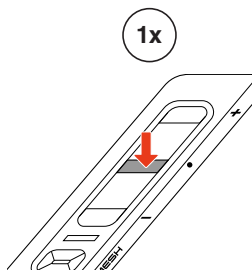
▌ End a Call
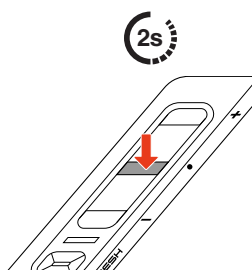
▌ Reject a Call
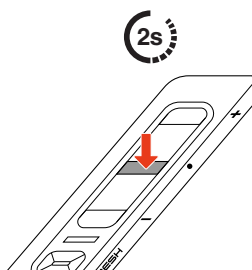
Siri or Google Assistant

Say "Hey Siri", "Hey Google," or press the center button for 3 seconds to activate Siri or Google Assistant.

| ⬡ "Hey Google" or "Hey Siri" | or |
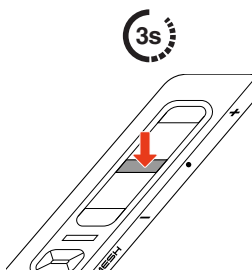
Speed Dial

▌ Assign Speed Dial Presets

Speed dial presets can be assigned using the Sena Motorcycles app.

▌ Use Speed Dial Presets

1. Enter the speed dial menu.

3s
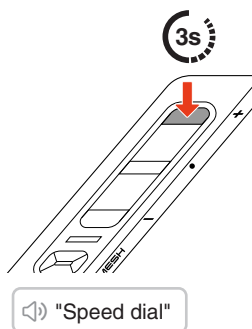
◁) "Speed dial"

2. Navigate forward or backward through speed dial preset.

1x

or
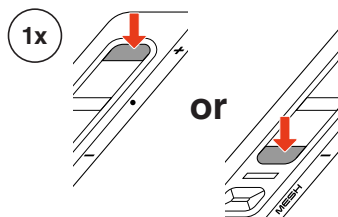
① Last number redial
② Speed dial (1→2→3)
③ Cancel

3. Tap the center button to confirm.

1x

◁) "Speed dial(#)"
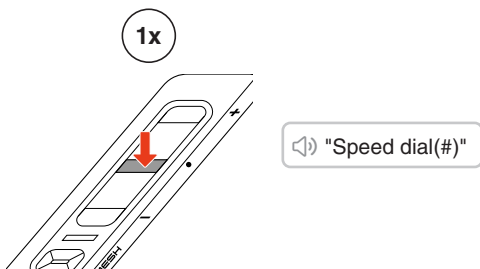
Music

▌ Play/Pause Music

1s
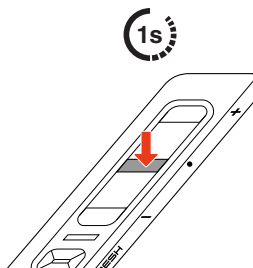
▌ Track Forward/Backward

1s

or
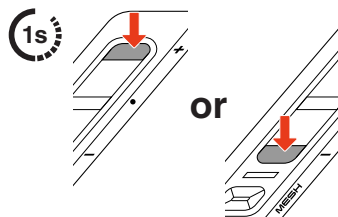
07 MESH INTERCOM

The PHANTOM series provides two Mesh Intercom modes:
- Open Mesh™ for open group intercom conversations.
- Group Mesh™ for private group intercom conversations.

Open Mesh
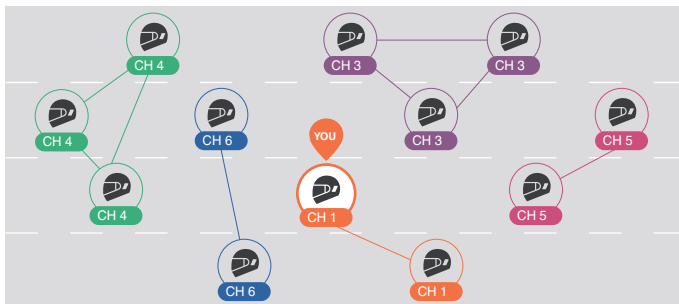
Group Mesh
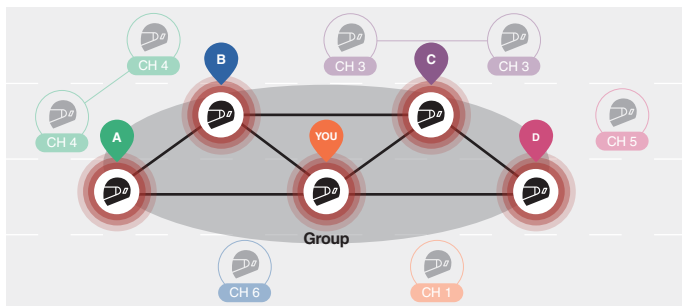
Mesh Version Switch

▌ Switch to Mesh 2.0 for Backward Compatibility

Mesh 3.0 is the latest Mesh Intercom technology, but to communicate with legacy products using Mesh 2.0, please switch to Mesh 2.0 using the Sena Motorcycles app.

Open Mesh

You can freely communicate with virtually unlimited users in each of the 6 available channels. The default Mesh Intercom channel is 1.

▌ Mesh Intercom On/Off

◁⟩ **On**: "Mesh intercom on, Open Mesh, channel 1"

◁⟩ **Off**: "Mesh intercom off"
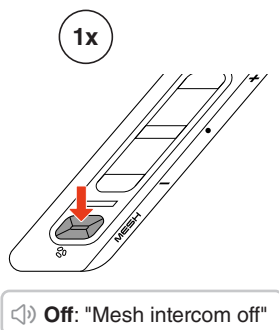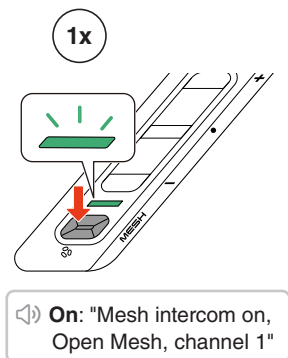
▌ Mute/Unmute Mic

Press the Mesh Intercom button until the voice prompt is heard to mute/unmute the microphone during Mesh Intercom communication.
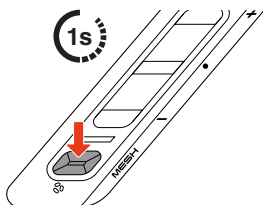
◁)) **Mute**: "Mic off"

◁)) **Unmute**: "Mic on"

▌ Channel Selection

1. Enter the channel setting.

◁)) "Channel setting, 1"

2. Navigate between channels.

or

◁)) "#"
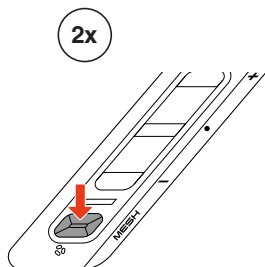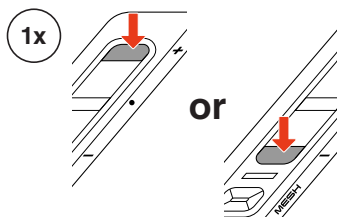
3. Confirm and save the channel.
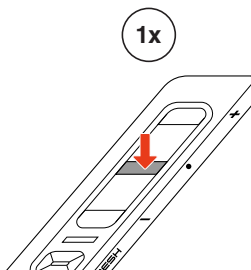
◁)) "Channel is set, channel #"

- The channel will be automatically saved if no buttons are pressed for 10 seconds on a specific channel.
- The channel will be saved even if the helmet is turned off.

Group Mesh

By using group mesh, a private conversation group can be created for up to 24 participants.

▌ Create a Group Mesh
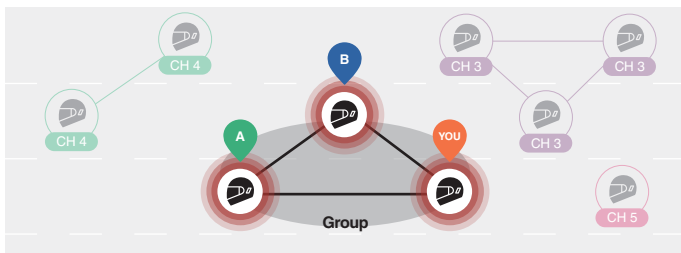
1. Users (You, A, and B) enter the mesh grouping by pressing the Mesh Intercom button until the voice prompt is heard while staying in the open mesh. They don't need to be on the same open mesh channel to create a group mesh together.
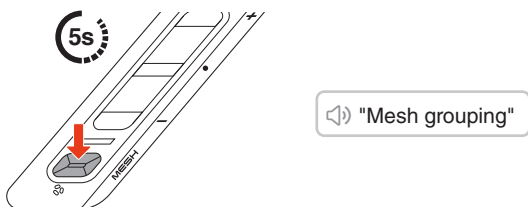
◁» "Mesh grouping"

2. When mesh grouping is completed, it automatically switches from open mesh to group mesh.

◁» "Group Mesh"

• If you want to cancel mesh grouping, tap the Mesh Intercom button.
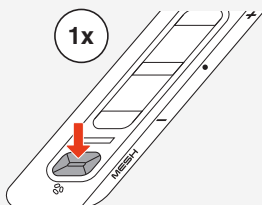
• If the mesh grouping is not successfully completed within 30 seconds, users will hear a voice prompt saying, "Grouping failed."

▌ Join an Existing Group Mesh

When you are in a group mesh, you can invite other users in open mesh to join the group.
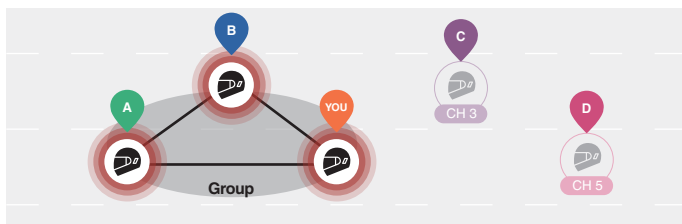
You are already in group mesh with A and B, and the other users, C and D, are in open mesh.

1. You and the other users, C and D, enter mesh grouping by pressing the Mesh Intercom button until the voice prompt.
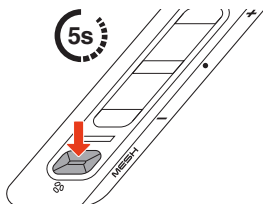
🔊 "Mesh grouping"

2. When mesh grouping is completed, the other users, C and D, automatically join the group mesh while leaving the open mesh.

◁⟩ "Group Mesh"

New participants (C and D)

• If the mesh grouping is not successfully completed within 30 seconds, the current user (You) will hear a low tone double beep and the new users (C and D) will hear a voice prompt saying, "Grouping failed."

▌ Toggle Open/Group Mesh

You can toggle between open mesh and group mesh without resetting the mesh.

Open mesh

◁⟩ "Open Mesh"

Group mesh
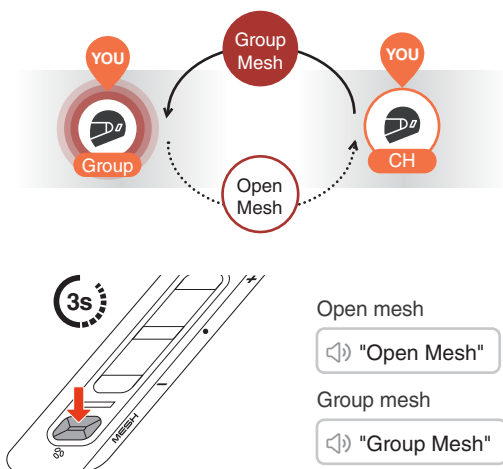
◁⟩ "Group Mesh"

• If you have never participated in group mesh, you cannot toggle between open mesh and group mesh. You will hear a voice prompt saying, "No group available."

▌ Mesh Reach-Out Request

You (caller) can send a Mesh Reach-Out request to turn on Mesh Intercom to nearby* friends who have it turned off.

1. If you want to send or receive a Mesh Reach-Out request, you need to enable it in the Sena Motorcycles app.

2. You can send a Mesh Reach-Out request using the Mesh Intercom button or the Sena Motorcycles app.

Caller
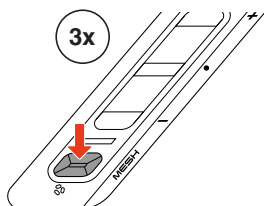
◁») **Caller**: "Mesh reach-out request"

◁») **Nearby Friends**: "Mesh intercom requested"

3. Friends who receive the Mesh Reach-Out request need to manually turn on their Mesh Intercom.

* Up to 330 ft in open terrain

▌ Reset Mesh

If the helmet resets the mesh while in open mesh or group mesh, it will automatically return to open mesh, channel 1.
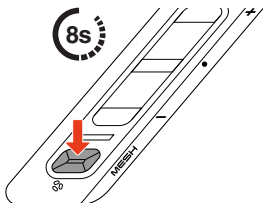
◁») "Reset Mesh"

08 WAVE INTERCOM

Wave Intercom enables open communication using cellular data. For detailed information, please refer to the Wave Intercom User Guide on sena.com.

▌ Wave Intercom On/Off

Open the WAVE Intercom app, then double-tap the Mesh Intercom button to join Wave Intercom.

• You must open the app before starting Wave Intercom.

◁ᴵᴵ **On**: "Wave Intercom on"   ◁ᴵᴵ **Off**: "Wave Intercom off"
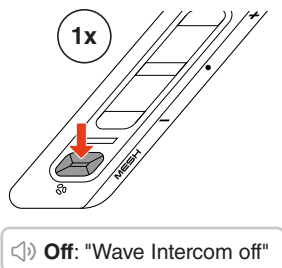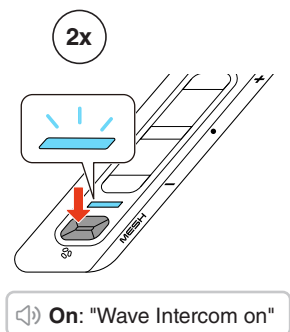
When you start Wave Intercom, you will automatically connect with users in the Wave Zone. The Wave Zone covers a 1-mile radius in North America and a 1.6-km radius in Europe.

To end Wave Intercom, single-tap the Mesh Intercom button.

▌ Switch between Wave Intercom and Mesh Intercom

You can easily switch between Mesh Intercom and Wave Intercom with a single tap on the center button.

1x

◁)) **Wave to Mesh**: "Wave Intercom off. Mesh Intercom on."

◁)) **Mesh to Wave**: "Mesh Intercom off. Wave Intercom on."

09 AUDIO MULTITASKING
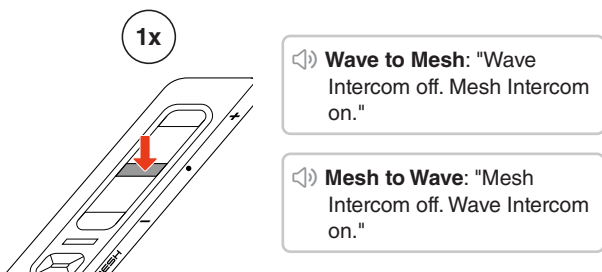
Audio multitasking on the PHANTOM series allows you to listen to music and GPS turn-by-turn instructions while having a Mesh Intercom conversation.

For more details, go to Device Settings on the Sena Motorcycles app to configure the settings.

Background Volume

Background audio, such as music playback, will automatically lower in volume during an active intercom conversation. You can adjust the volume reduction percentage in the app under 'Background Volume'.

10 VOICE COMMAND

The PHANTOM series offers multi-language voice commands in eight different languages, which can be easily set through the Sena Motorcycles app. A complete list of available voice commands is also provided in the Sena Motorcycles app.

To activate voice commands, simply say, "Hey Sena."

😄 "Hey Sena"

▌ Voice Command List

"Answer"

"Ignore"

"Hey Sena, Check Battery"

"Hey Sena, Volume Up"

"Hey Sena, Volume Down"

"Hey Sena, Phone Pairing"

"Hey Sena, Redial Number"

"Hey Sena, End Call"

"Hey Sena, Play Music"

"Hey Sena, Stop Music"

"Hey Sena, Previous Track"

"Hey Sena, Next Track"

"Hey Sena, Mesh Intercom On"

"Hey Sena, Mesh Intercom Off"

"Hey Sena, Wave Intercom On"

"Hey Sena, Wave Intercom Off"

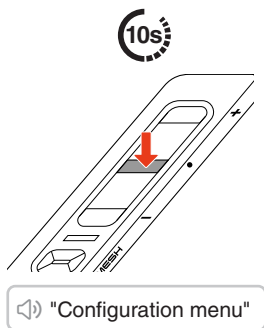# 11 FIRMWARE UPDATE

▎ Over-the-Air (OTA) Update

You can update the firmware via Over-the-Air (OTA) directly from the settings in the Sena Motorcycles app.
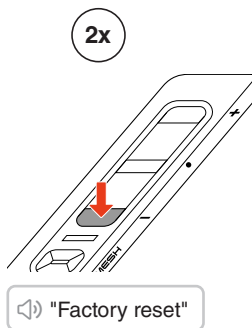
12 TROUBLESHOOTING

▎ Factory Reset

To restore the helmet to its factory default settings, simply use the factory reset feature.

1.

🔊 "Configuration menu"

2.

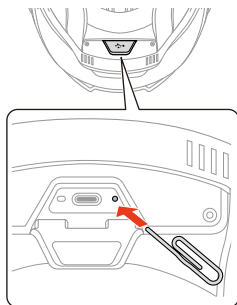
🔊 "Factory reset"

3.

🔊 "Headset reset, good-bye"

▌ **Fault Reset**

If the helmet is on but not responding, you can perform a fault reset to restore normal functionality.

Use a clip to press the reset pinhole next to the USB-C charging port.

All settings will remain unchanged.

SENA