

# SENA PHANTOM Smart Full Face Helmet With Mesh Communication User Guide



## USER GUIDE

Firmware Version: 1.0.x

Last updated on Dec 18, 2024

## PHANTOM

### SMART FULL-FACE HELMET WITH MESH COMMUNICATION

— SOUND BY —  
**harman/kardon®**



The firmware version 1.0.x indicates that this manual is applicable to all firmware updates within the version 1.0 series.



---

## QUICK REFERENCE



: (+) button



: (-) button



: Mesh Intercom button



























: Center button



: Headlight button



: Taillight button

Type	Operation	Button	Duration
Basic operations	Power on	 & 	Press for 1 second
	Power off	 & 	Single tap
	Volume up/down	 or 	Single tap
LED light	Headlight on/off		Single tap
	Taillight on/off		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	Activate 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
Configuration menu			Press for 10 seconds

## BEFORE GETTING STARTED

 Sena Motorcycles App

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



CLICK ANY SECTION TO BEGIN



ABOUT THE PHANTOM



BASIC OPERATION



LED LIGHT



PAIRING WITH BLUETOOTH DEVICES



USING WITH A SMARTPHONE

>



MESH INTERCOM™

>



AUDIO MULTITASKING

>



VOICE COMMAND

>



FIRMWARE UPDATE

>

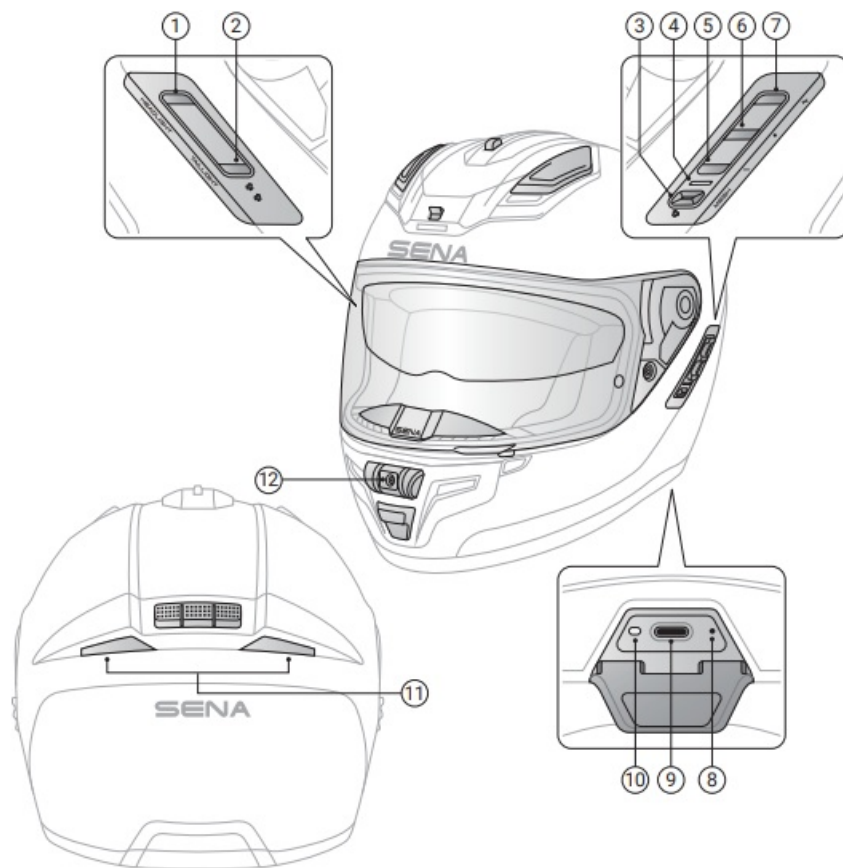


TROUBLESHOOTING

>





01 ABOUT THE PHANTOM

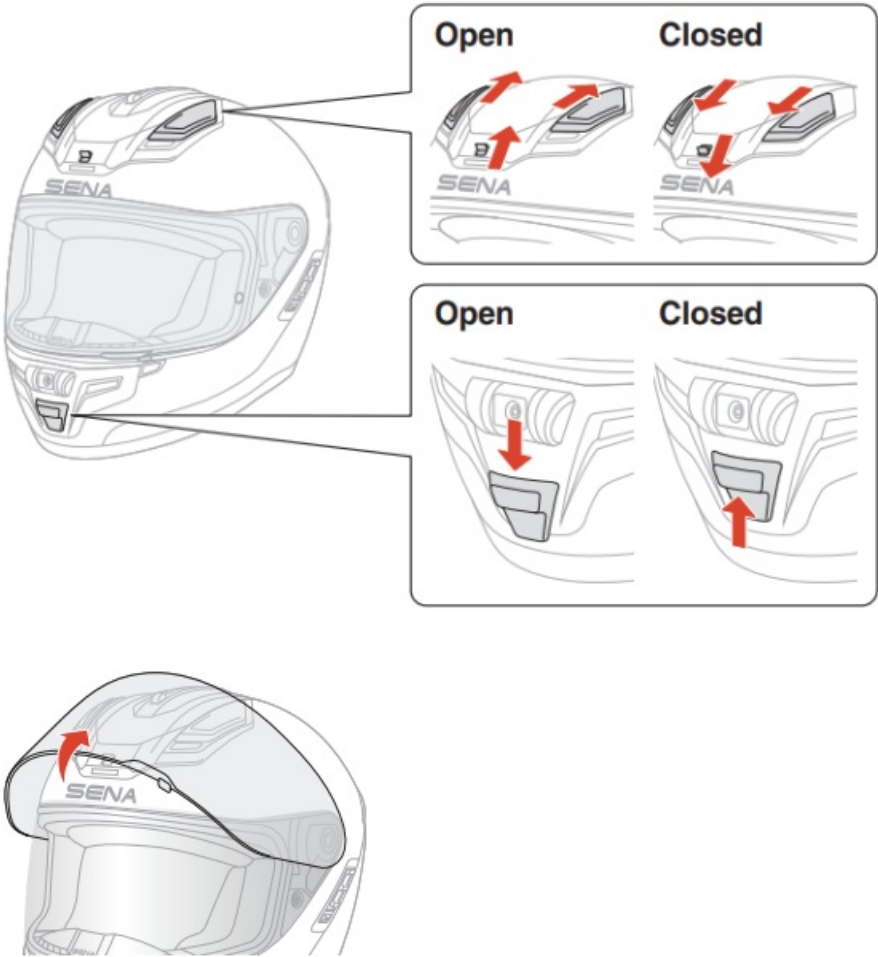
- Mesh Intercom 3.0 – delivers improved sound quality, a more robust connection, and extended talk time
- Dual version Mesh – Mesh 2.0 for backward compatibility
- Professional studio quality sound with integrated speakers
- AI-based noise cancellation
- Enhanced voice command
- Front headlight
- Rear running and brake taillight
- Bluetooth version 5.3
- Over-The-Air (OTA) firmware update



- ① Headlight button
- ② Taillight button
- ③ Mesh Intercom button
- ④ Status LED
- ⑤ (-) button
- ⑥ Center button
- ⑦ (+) button
- ⑧ Reset pinhole
- ⑨ USB-C charging port
- ⑩ Charging LED
- Taillight
- Headlight

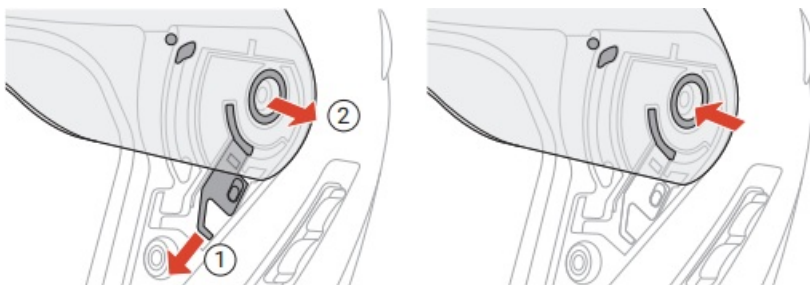
## Package Contents

 <p>PHANTOM</p>	 <p><b>x 2</b></p> <p>Microphone sponges</p>
 <p><b>x 4</b></p> <p>Reflex stickers (Included only in Europe package)</p>	 <p>USB-C charging cable</p>



**Removal**

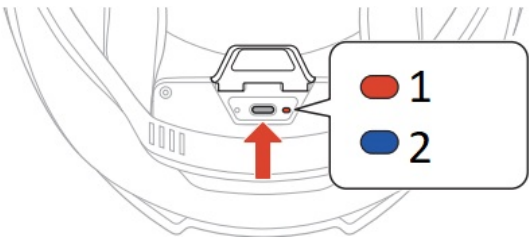
**Installation**



## 02 BASIC OPERATION

	<b>Tap</b> Tap the button the specified number of times
	<b>Press and Hold</b> Press and hold the button for the specified amount of time
	Voice Prompt
	Voice Command
	LED

## Charging



Charging port

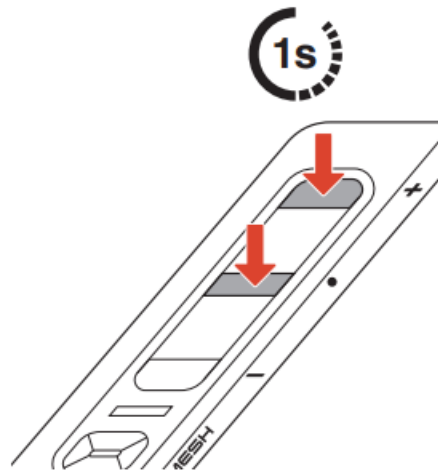
1. Charging
2. Fully charged

It takes 2.5 hours to fully charge.

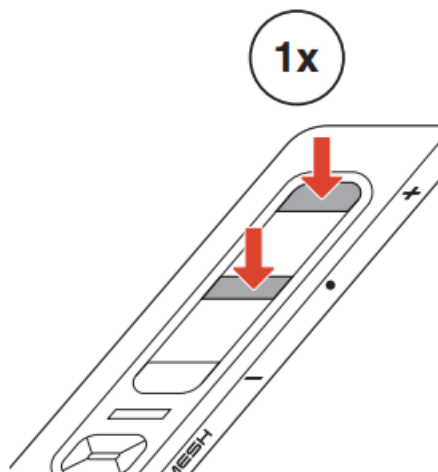
- The PHANTOM features fast charging, delivering 7 hours of Mesh Intercom with just a 20-minute charge.
- Safe power mode provides continuous power without battery charging to ensure safe, uninterrupted use on the road.
- Any third-party USB charger can be used, as long as it is approved by the FCC, 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.

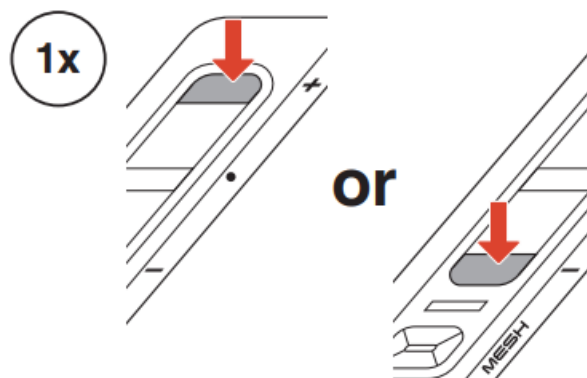
## Power On



## Power Off



## Volume

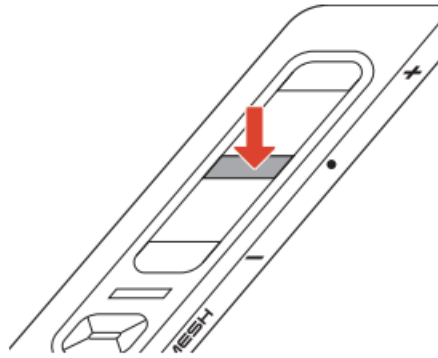


## Configuration

### Enter Configuration



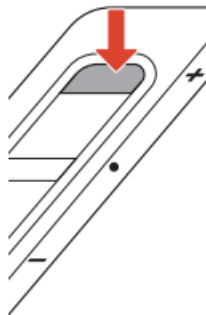
10s



"Configuration menu"

## Navigate

1x

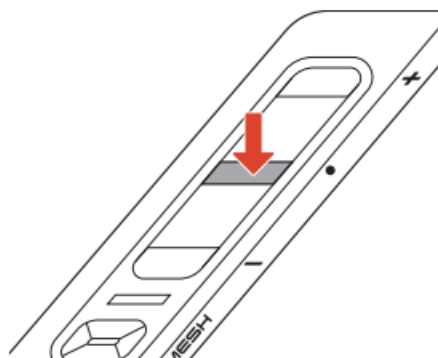


or



## Confirm

1x



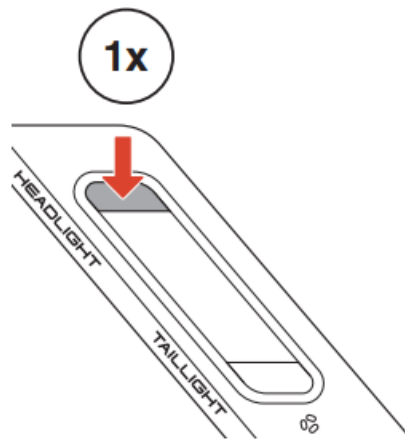
## 03 LED LIGHT



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

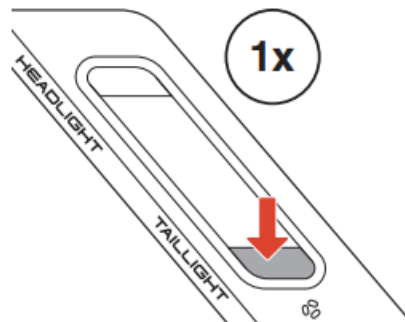


 **On:** "Headlight on"


 **Off:** "Headlight off"

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

## Taillight On/Off



 **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.

## 04 PAIRING WITH BLUETOOTH DEVICES

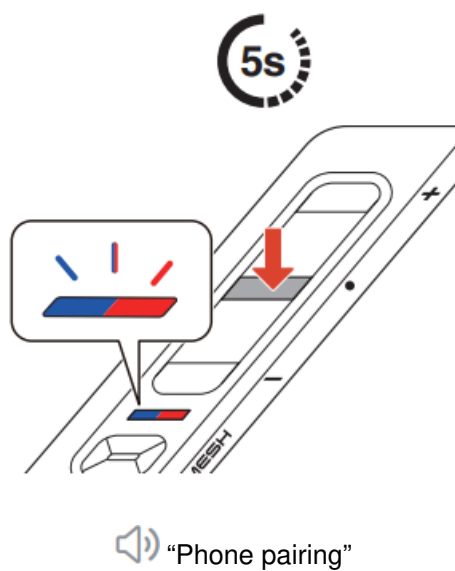
When using the PHANTOM with other Bluetooth devices for the first time, they need to be paired. The PHANTOM can pair with multiple devices, including two mobile phones and one GPS. However, it supports only one additional device, alongside a mobile phone, for simultaneous connection.

---

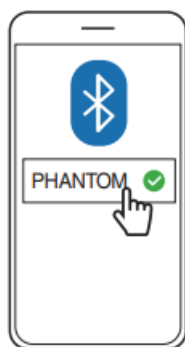
### Phone Pairing

---

1.



2.



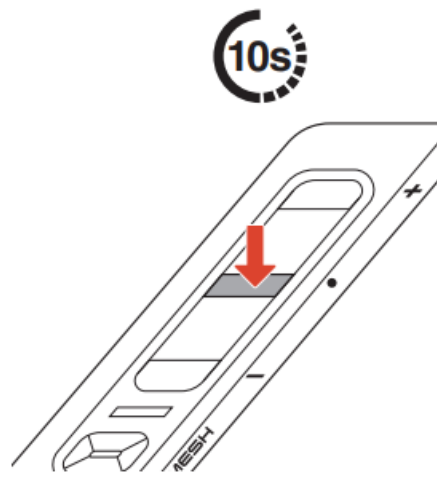
- When you turn on the PHANTOM for the first time or reboot it after a factory reset, the PHANTOM will automatically enter phone pairing mode.
- To cancel phone pairing, press any button.


---

## Second Mobile Phone Pairing

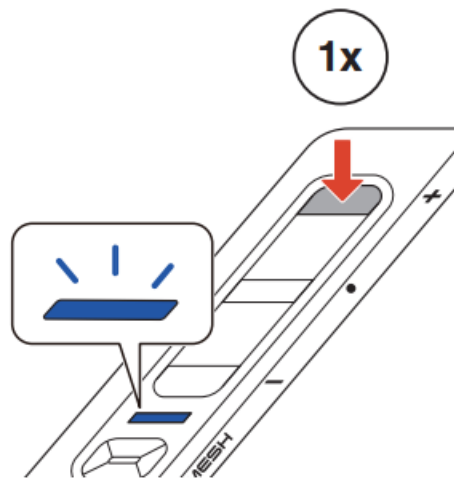
---


1.



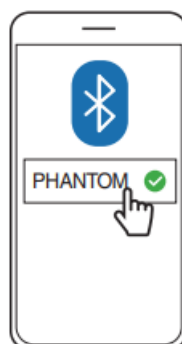
 "Configuration menu"

2.



 "Second mobile phone pairing"

3.

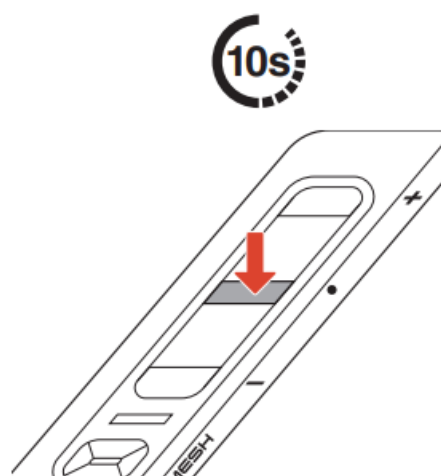



---

GPS Pairing

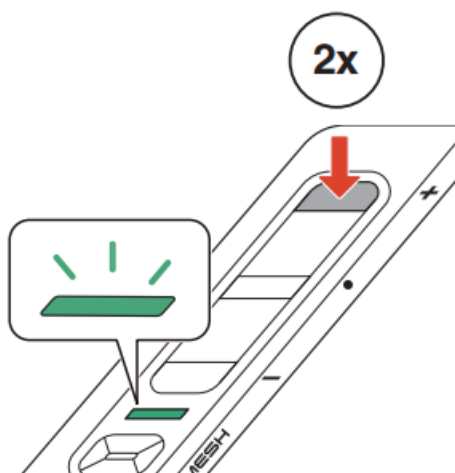
---

1.



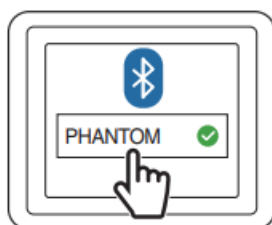
 "Configuration menu"

2.



 "GPS pairing"

3.



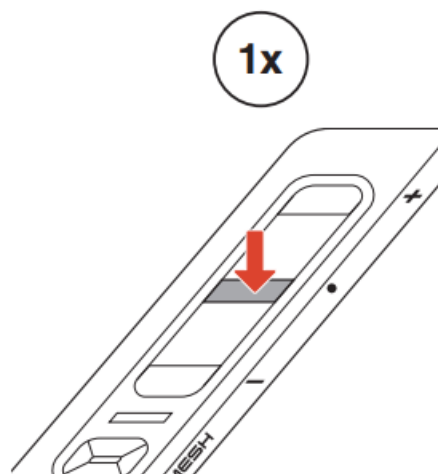
## 05 USING WITH A SMARTPHONE

---

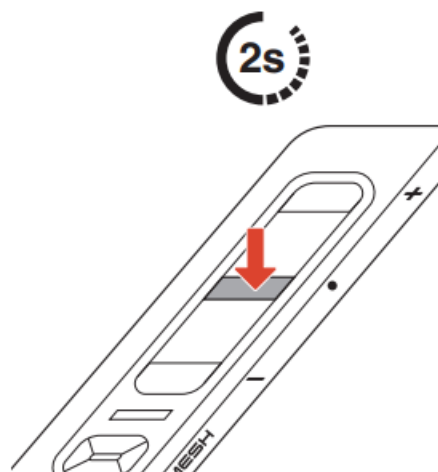
### Making and Answering Calls

---

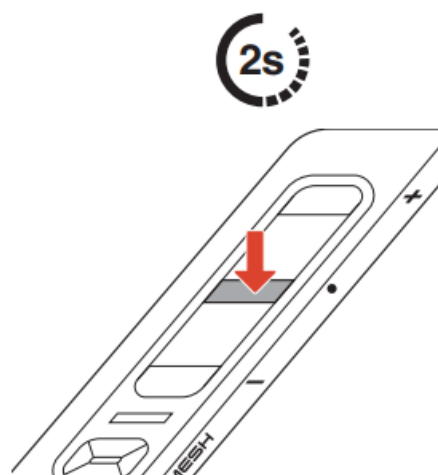
Answer a Call



End a Call



Reject a Call



---

Siri or Google Assistant

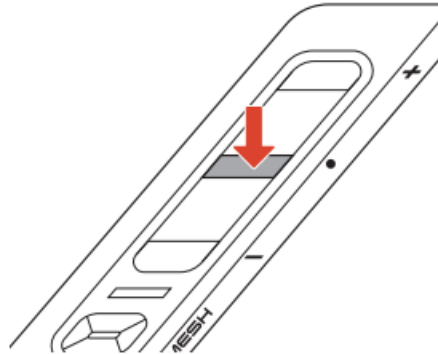
---

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

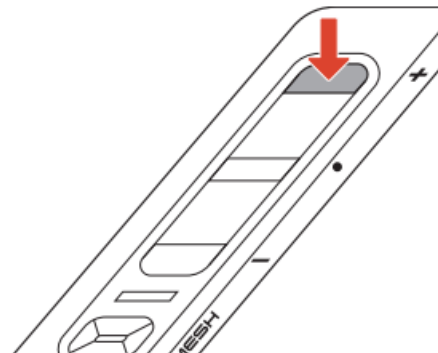
---

### Assign Speed Dial Presets

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

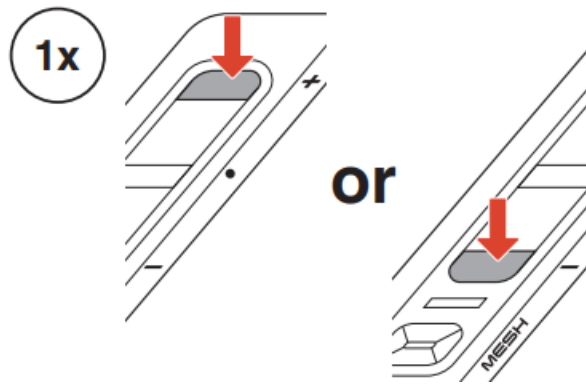
### Use Speed Dial Presets

1. Enter into the speed dial menu.



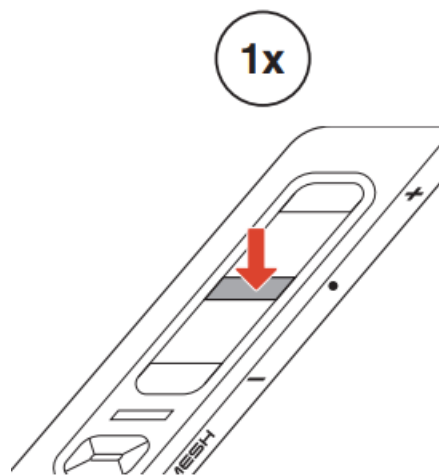
“Speed dial”


2. Navigate forward or backward through speed dial preset.



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

3. Tap the center button to confirm.




 "Speed dial(#)"

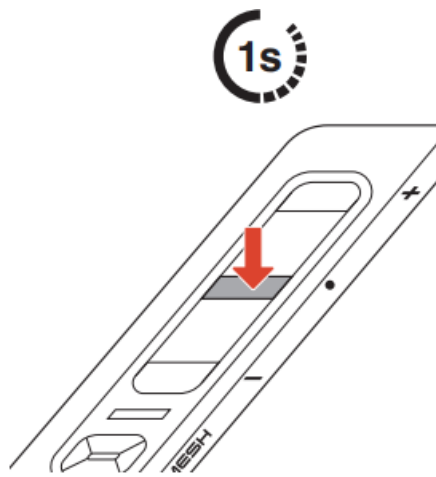
---

Music

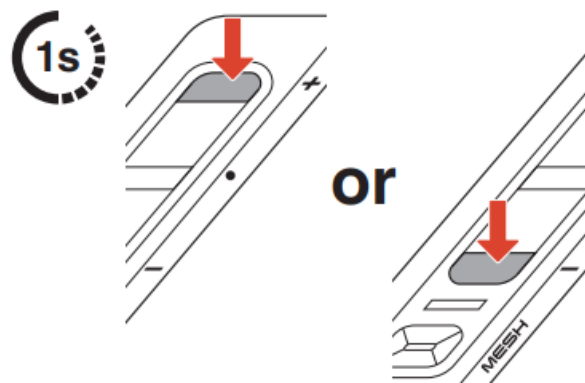
---

 Play/Pause Music





**Track Forward/Backward**

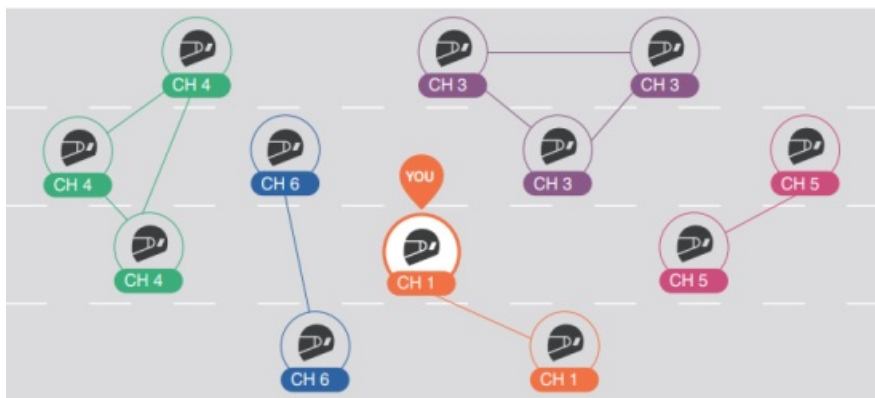


## 06 MESH INTERCOM™

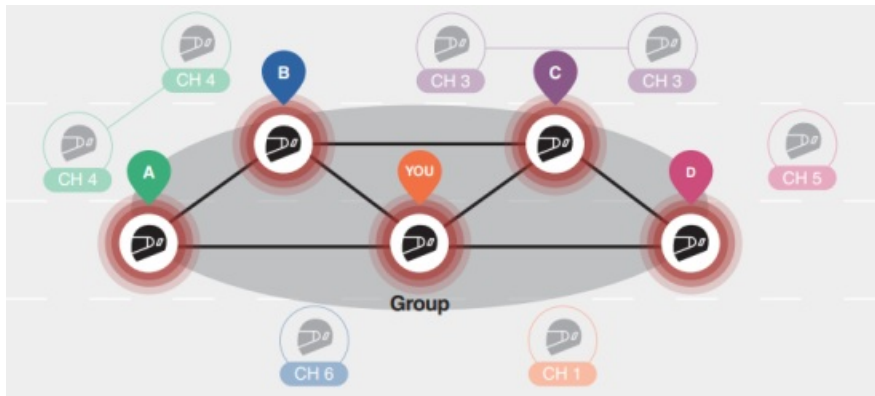
The PHANTOM provides two Mesh Intercom modes:

- 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.

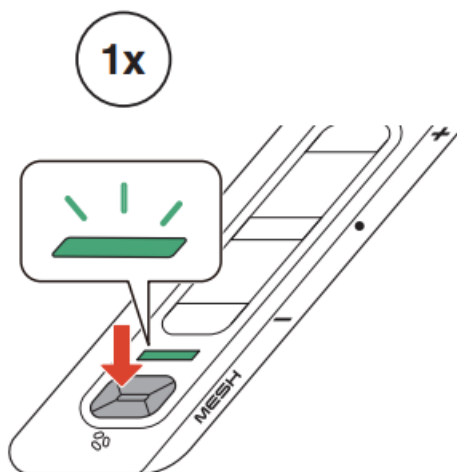
---


## Open Mesh

---

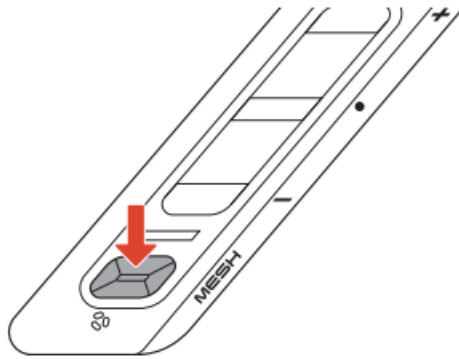
You can freely communicate with virtually unlimited users in each of the 6 available channels. The default Mesh Intercom channel is 1.


### Mesh Intercom On/Off



 **On:** “Mesh intercom on, Open Mesh, channel 1”

1x

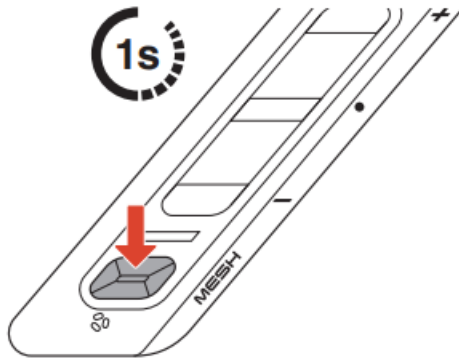


 **Off:** "Mesh intercom off"

## Mute/Unmute Mic

Press the Mesh Intercom button for 1 second to mute/unmute the microphone during Mesh Intercom communication.

1s



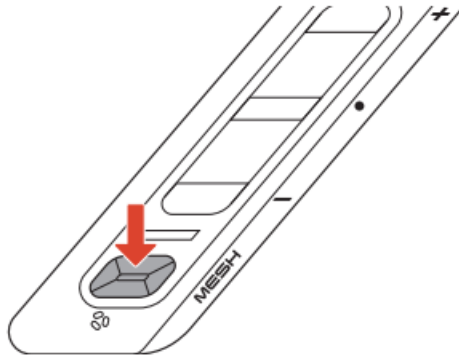
 **Mute:** "Mic off"

 **Unmute:** "Mic on"

## Channel Selection

1. Enter into the channel setting.

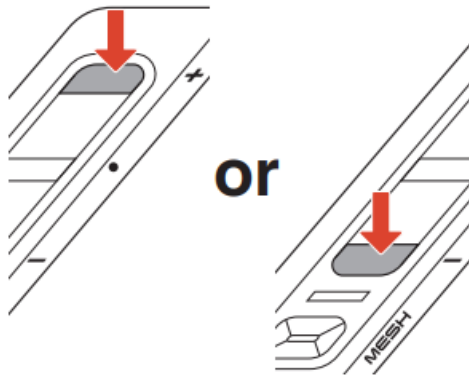
2x



“Channel setting, 1”

2. Navigate between channels.

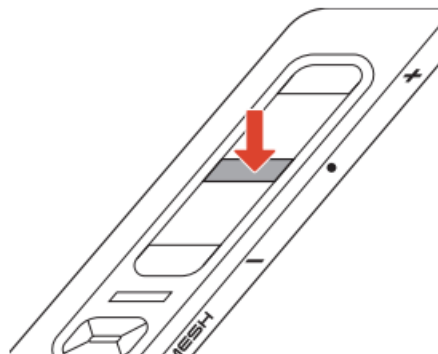
1x



“#”

3. Confirm and save the channel.

1x



“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 PHANTOM is turned off.

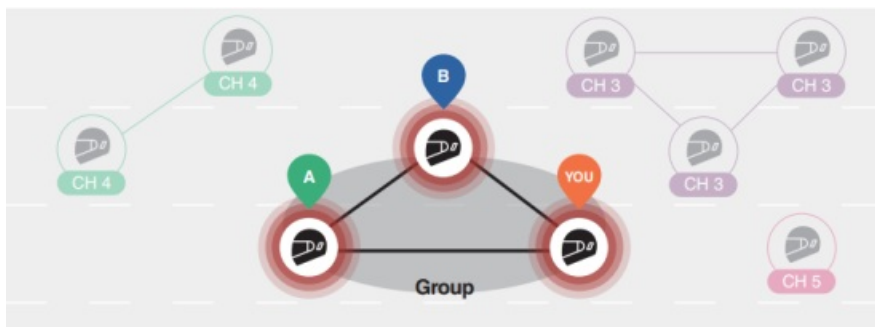
---

## Group Mesh

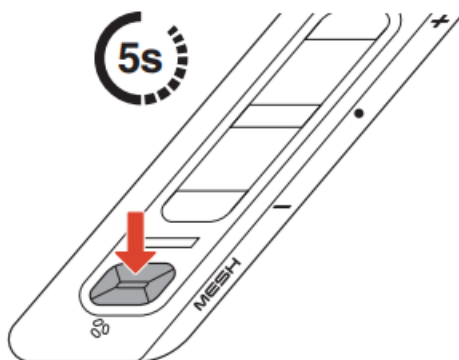
---

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 for 5 seconds while staying in the open mesh. They don't need to be on the same open mesh channel to create a group mesh together.

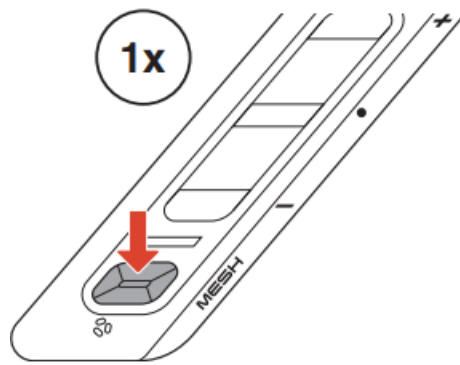


🔊 "Mesh grouping"

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

🔊 "Group Mesh"

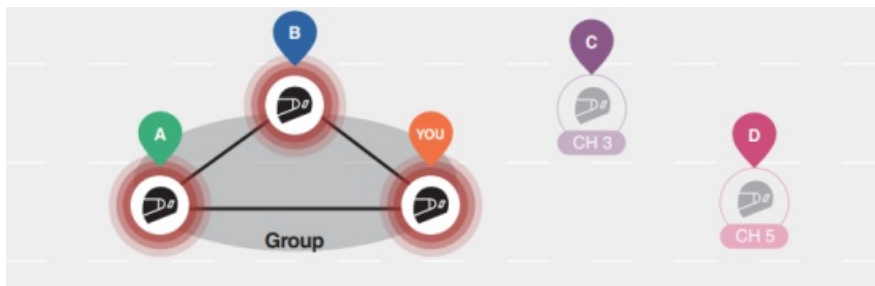
- If you want to cancel mesh grouping, tap the Mesh Intercom button.



- 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 for 5 seconds.



 “Mesh grouping”

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

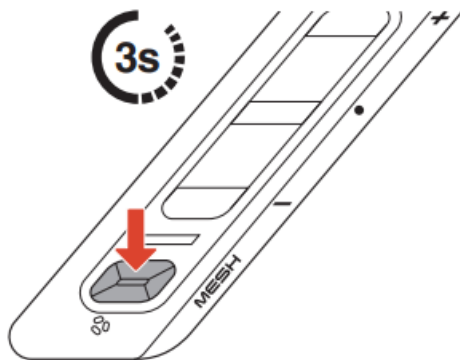
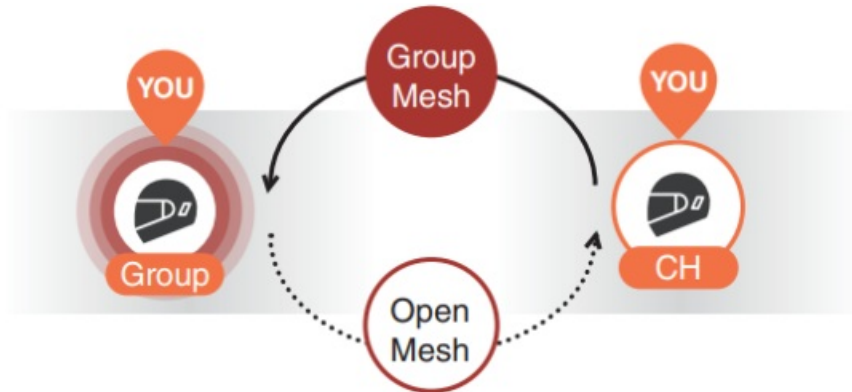
 “Group Mesh”

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”

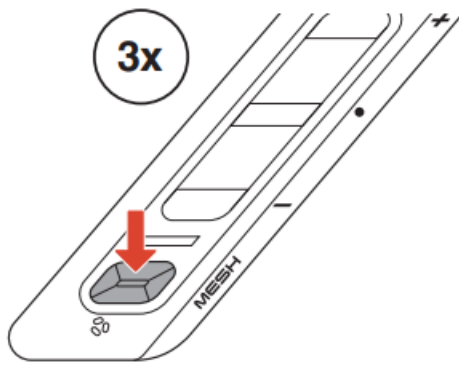
- If you have never participated in group mesh, you cannot toggle between open mesh and group mesh. You will hear a voice prompt saying, “No group available.”


## 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”

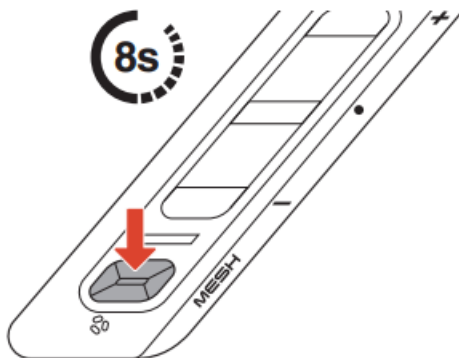
 **Nearby Friends:** “Mesh intercom requested”

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 PHANTOM resets the mesh while in open mesh or group mesh, it will automatically return to open mesh, channel 1.



 “Reset Mesh”

## 07 AUDIO MULTITASKING

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

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’.

## 08 VOICE COMMAND



The PHANTOM 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 On”

“Hey Sena, Mesh Off”

## 09 FIRMWARE UPDATE

### Over-The-Air (OTA) Update

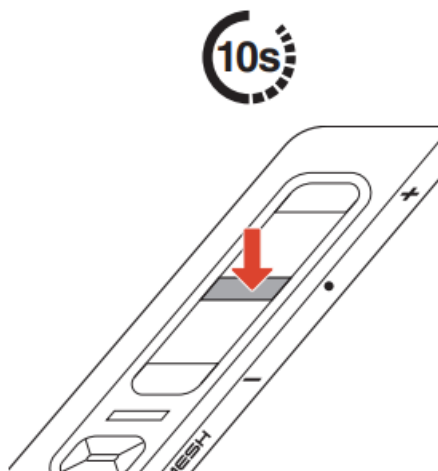
You can update the firmware via Over-The-Air (OTA) directly from the settings in the Sena Motorcycles app.


## 10 TROUBLESHOOTING

### Factory Reset

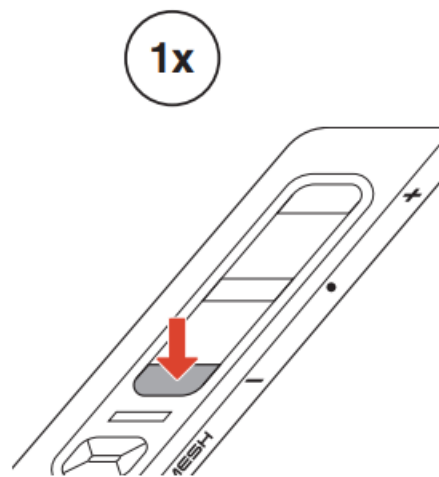
To restore the PHANTOM to its factory default settings, simply use the factory reset feature.


1.



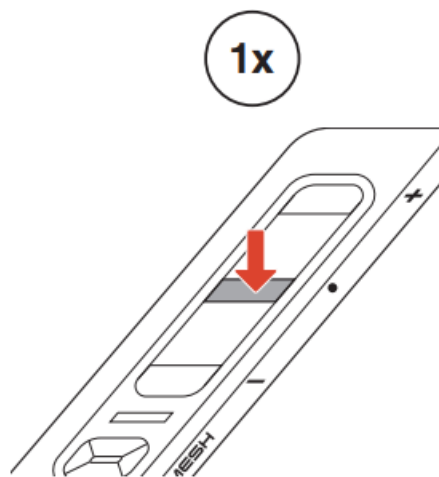
 "Configuration menu"


2.



 "Factory reset"

3.



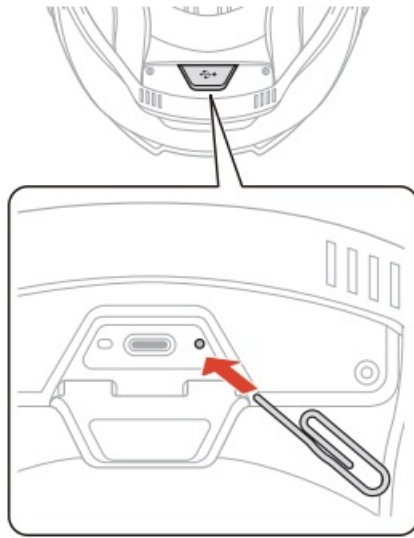
 "Headset reset, good-bye"

## Fault Reset

If the PHANTOM 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.



Copyright 2024 Sena Technologies, Inc.  
All rights reserved.

© 1998-2024 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.

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Sena is under license.

Sena Technologies, Inc.  
152 Technology Drive, Irvine, CA 92618

**Contents**

[1 Documents / Resources](#)

[1.1 References](#)

**Documents / Resources**

	<p><a href="#">SENA PHANTOM Smart Full Face Helmet With Mesh Communication</a> [pdf] User Guide PHANTOM Smart Full Face Helmet With Mesh Communication, PHANTOM, Smart Full Face He Imet With Mesh Communication, Face Helmet With Mesh Communication, Mesh Communicatio n</p>
--	--

## References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.