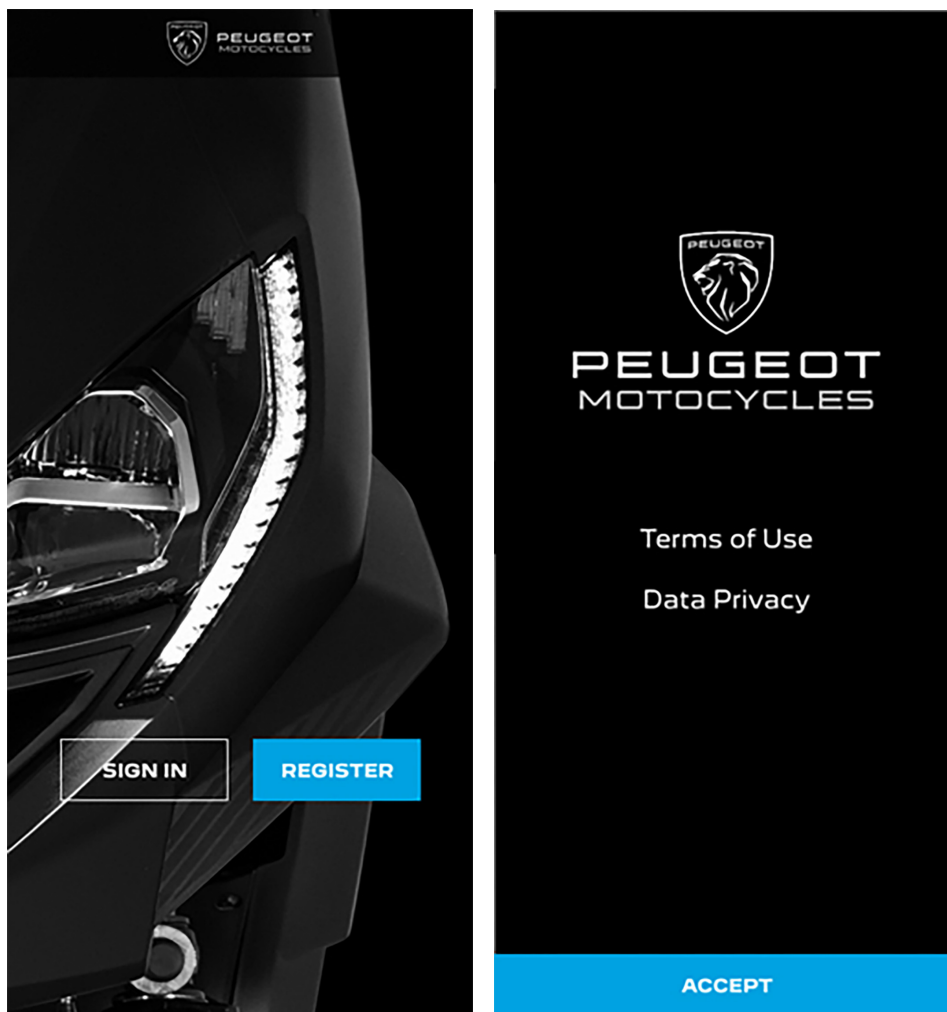




MANUALS AND **METHODS**

Quality Management
After-Sales



" PEUGEOT MOTOCYCLES " APPLICATION

CONFIGURATION & FAQ

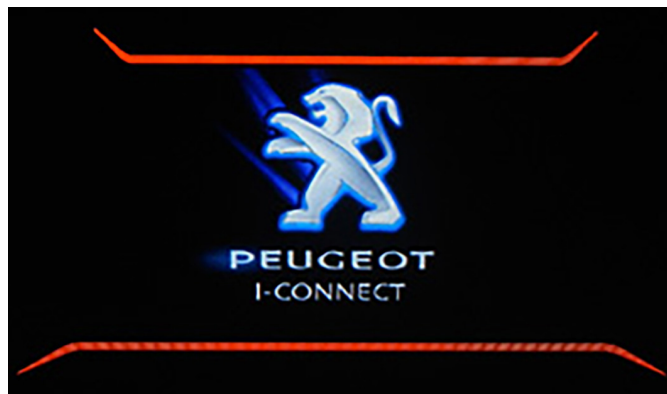
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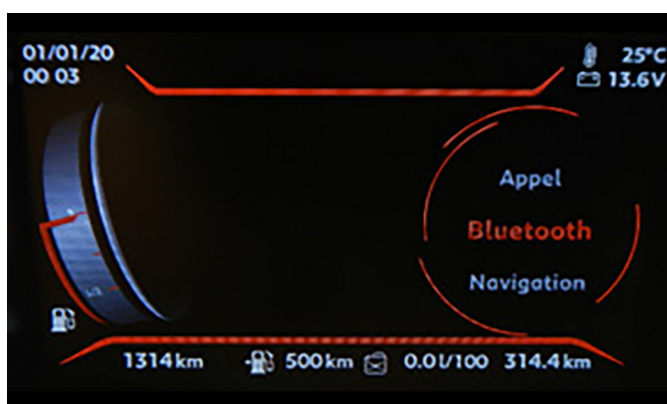
1 - FIRST USE

■ Checking the presence of the connectivity option.

- "I-CONNECT" must appear under the link when starting up.



- The connectivity menu is opened by pressing and holding the control to the right of the handlebar.



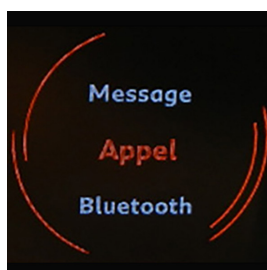
If these items are not available, there is no connectivity box on the vehicle or the box is faulty.

■ Checking that the various connectivity options are activated.

- Enable the vehicle's Bluetooth.



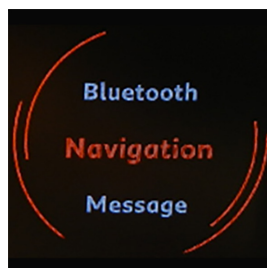
- Enable calls.



- Enable text messages.

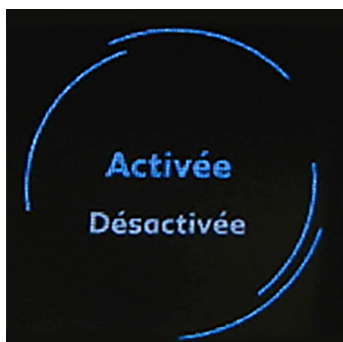


- Enable guidance.



Depending on the colour selected for the instrument panel, it may be misleading.
In the images below, the word "Activated" is highlighted and therefore selected.

Blue



Red



Gold



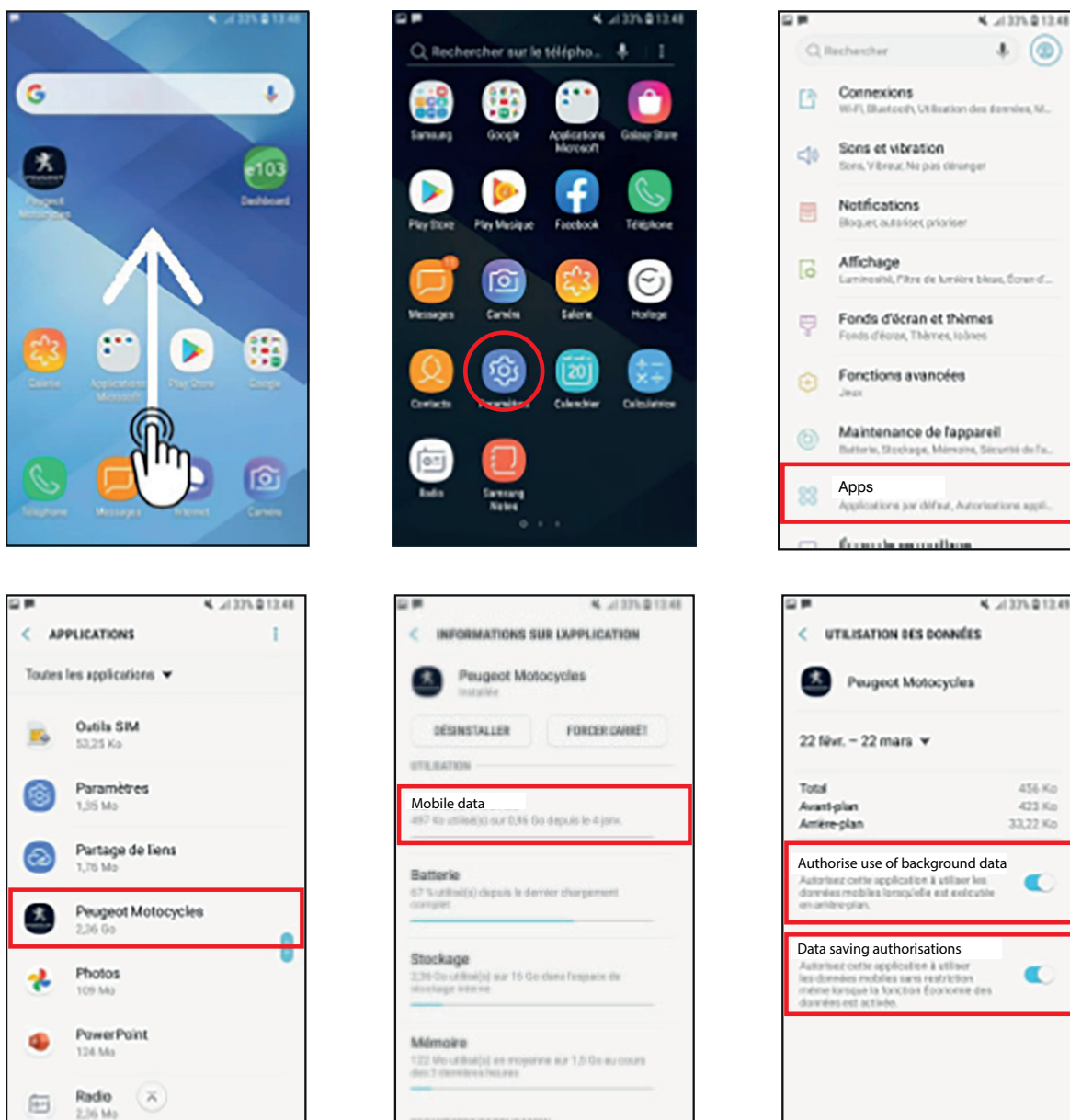
■ Checking that the various options are enabled on the phone.

- Checking that the phone's Bluetooth is enabled.
- Download the latest application from the store.
- Check the following settings of your phone:
 - Mobile data in the background and data saving authorisation: Enabled.
 - Optimise battery life: Deactivated.
 - Positioning method: High precision.
 - Power saving mode: Deactivated.
 - Location access authorisation: Always.

■ For Android:

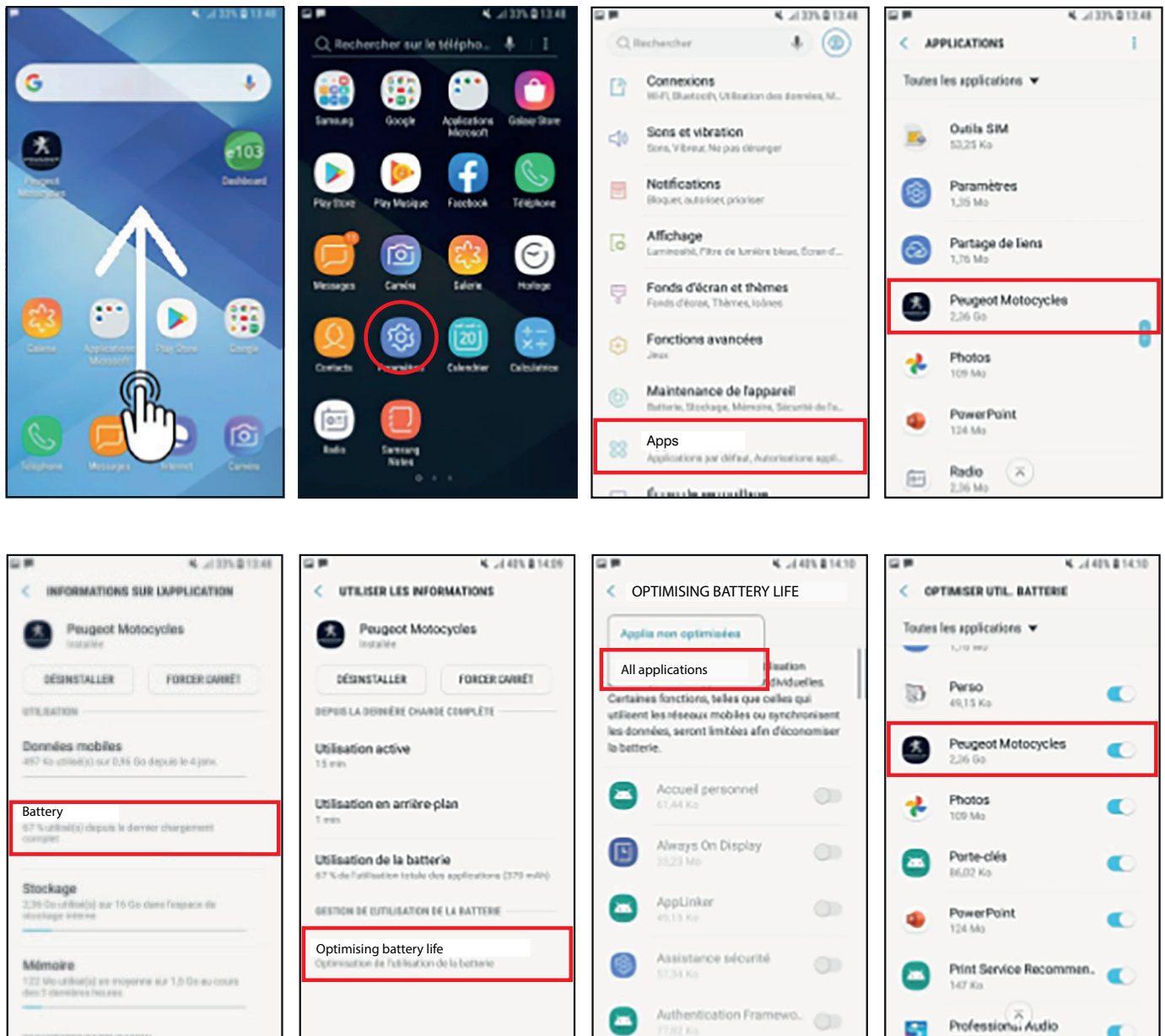
■ Mobile data in the background and data saving authorisation.

- Parameters > Applications > Search «PEUGEOT MOTOCYCLES» > Mobile data > Authorise use of background data or Data saving authorisations.



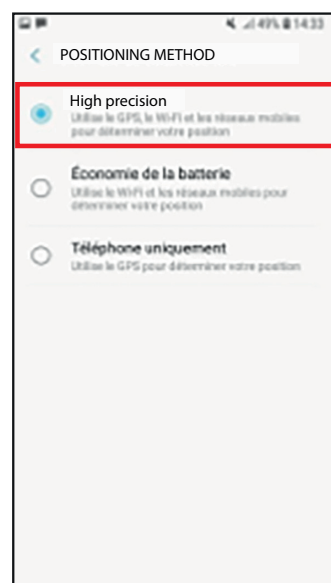
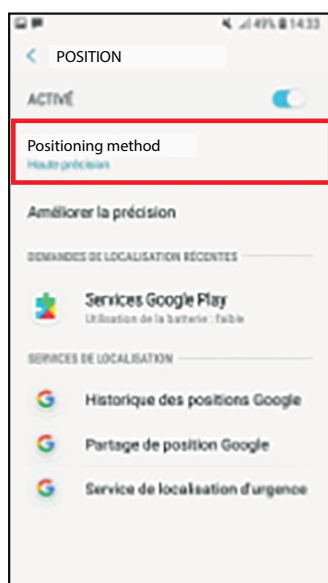
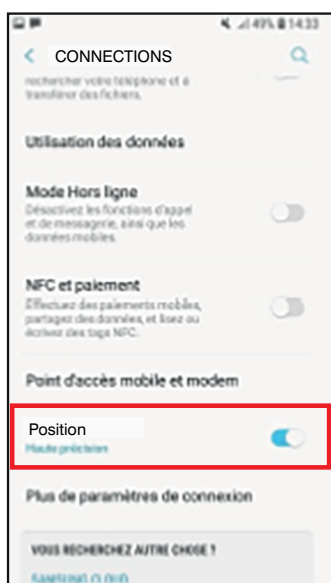
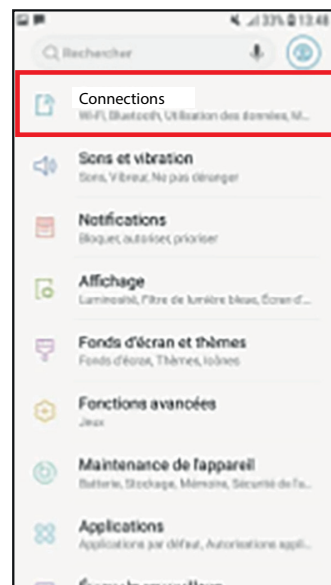
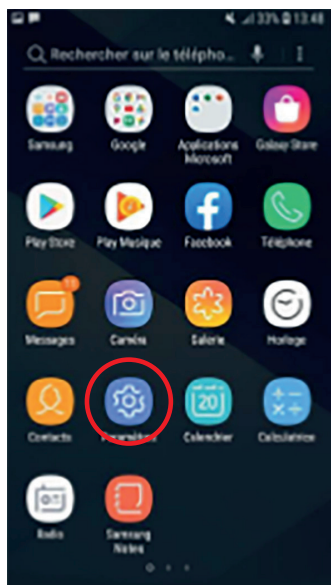
■ Optimise battery life.

- Parameters > Applications > Search «PEUGEOT MOTOCYCLES» > Battery > Optimising battery life > Change from "Apps not optimised" to "All applications" > Search for "PEUGEOT MOTOCYCLES" application.



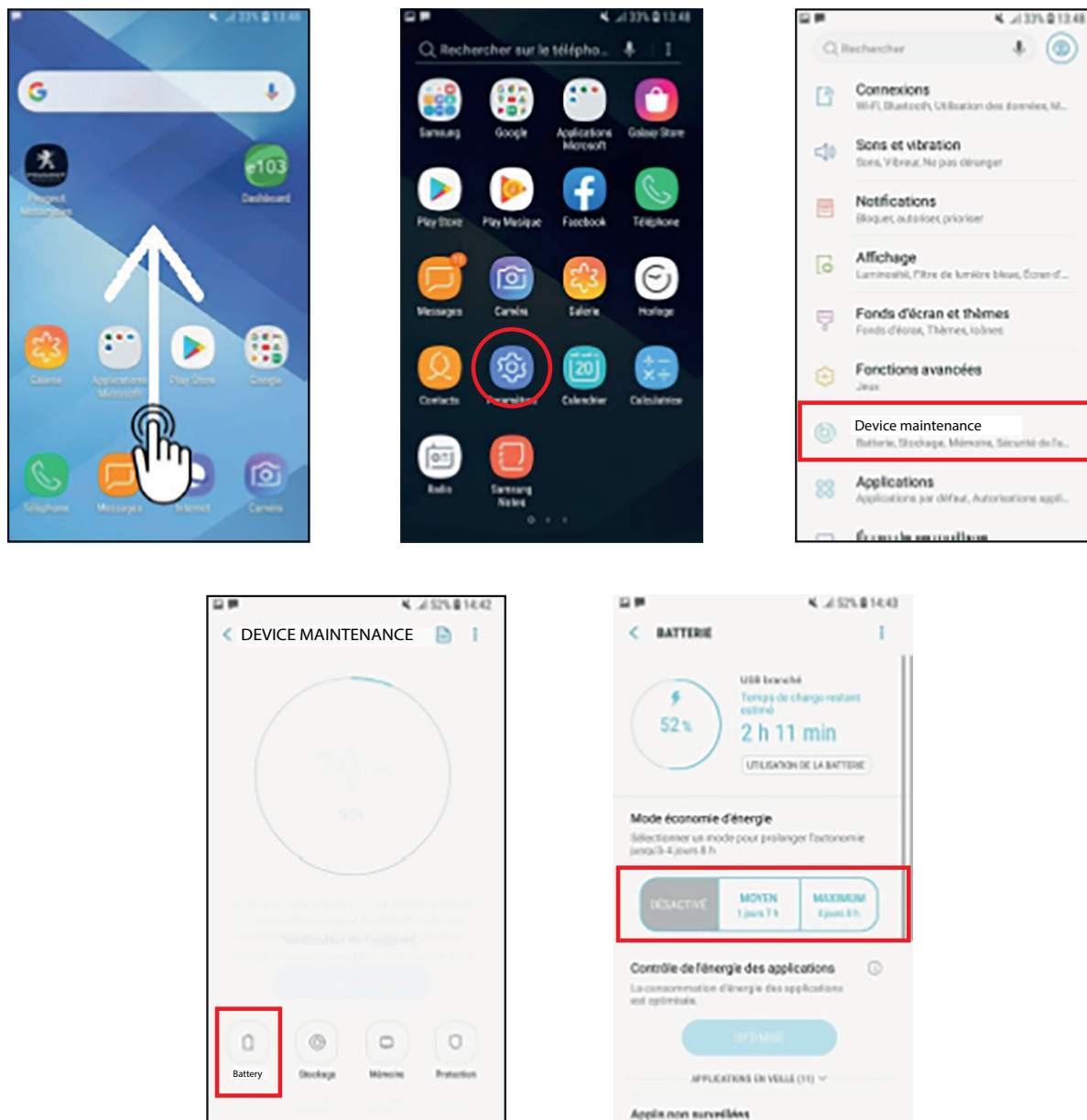
■ Positioning method.

- Parameters > Connections > Position > Positioning method > Select the "High precision" method.



■ Power saving mode.

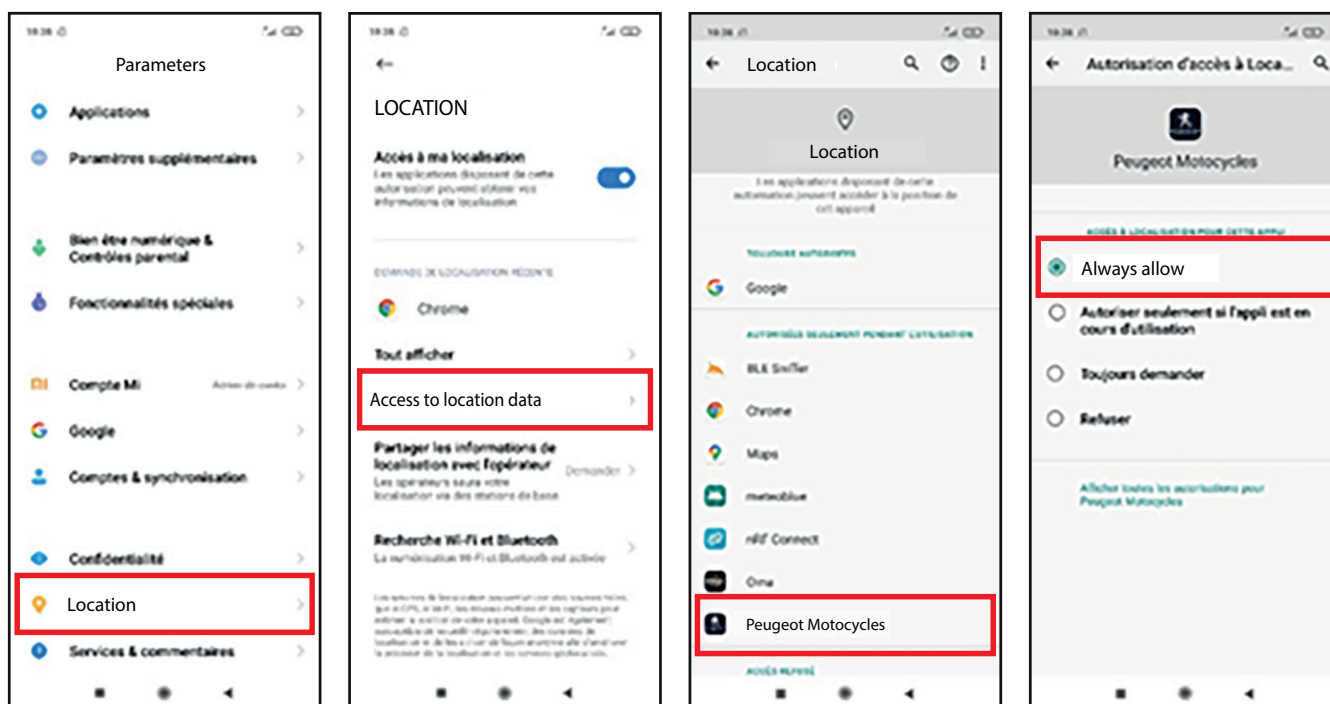
- Parameters > Device maintenance > Battery > Disable mode.



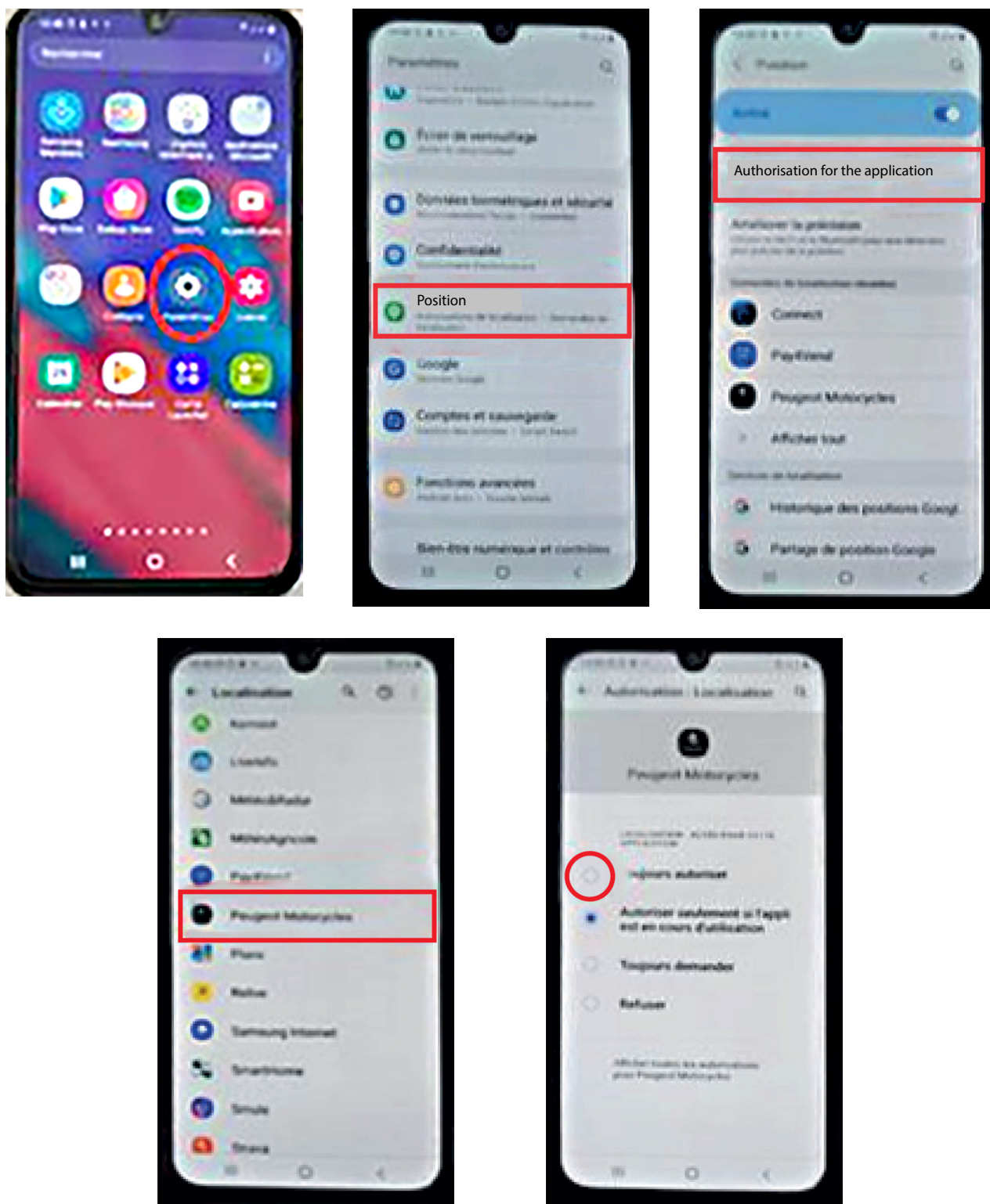
■ Location access authorisation.

- Parameters > Location / Position > Access to location data / Authorisation for the application > Search for the "PEUGEOT MOTOCYCLES" application, select "Always allow" for the application to work properly.

Example Android 11:



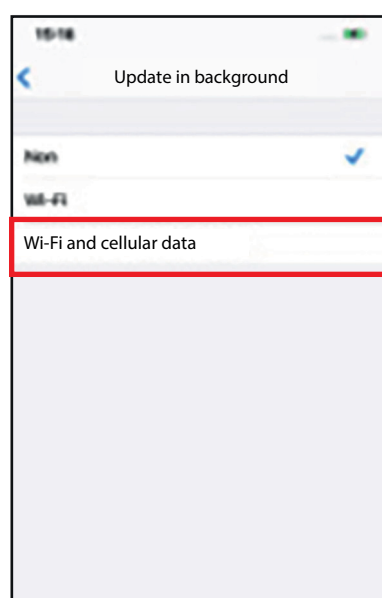
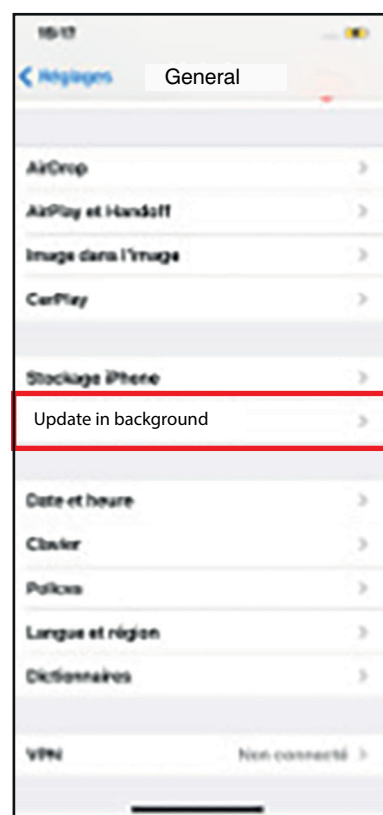
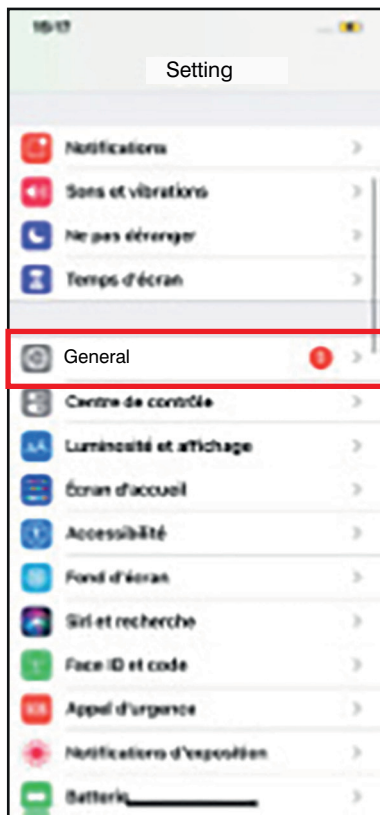
Example Android 9:



■ For Iphone:

■ Mobile data in the background.

- Settings > General > Update in background > Choose Wi-Fi and cellular data mode.



■ Power saving mode.

- Settings > Battery > Power saving mode > Deactivated.



■ Pairing the scooter.

- Create your account or log into the application using your identifiers.

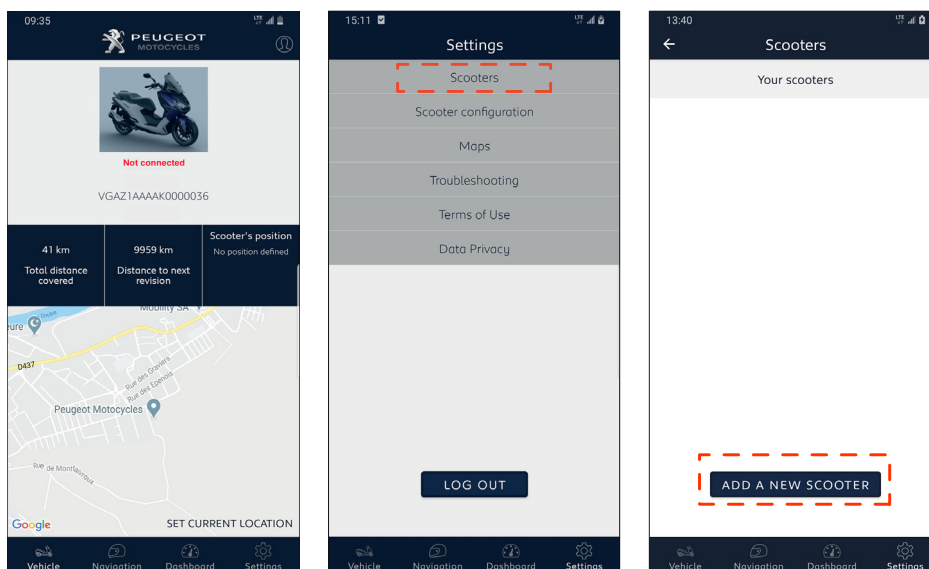


Connect the phone to the PEUGEOT MOTOCYCLES application, under no circumstances via the Bluetooth menu of your phone.

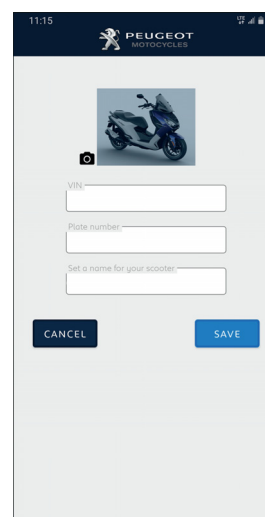
On Android system, the GPS must be enabled to complete pairing.

Make sure no phone that has already been paired with the vehicle has enabled its BlueTooth within 20 metres of the vehicle (Particular Apple phones).

- Go to the settings menu > Scooter > ADD A NEW SCOOTER.



- Continue pairing by entering the PIN code shown on the vehicle's instrument panel (top of display), complete the various fields of the vehicle (VIN, License plate, Name of the vehicle).



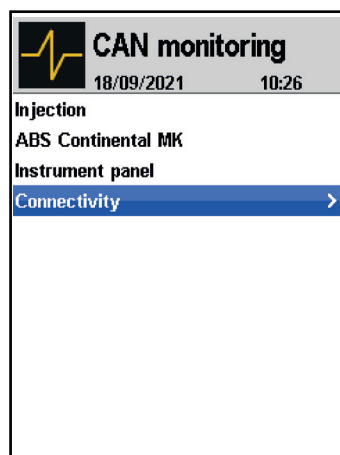
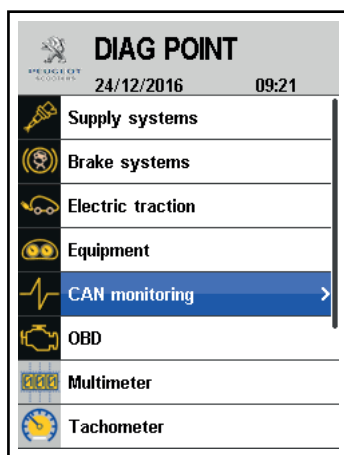
- If connection fails, try to complete pairing several times by turning off the vehicle and closing the application altogether (No background operation).
- Reattempt to connect to the vehicle.



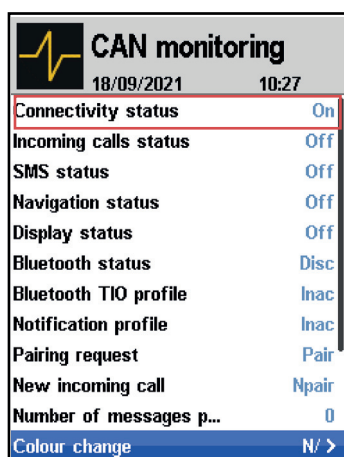
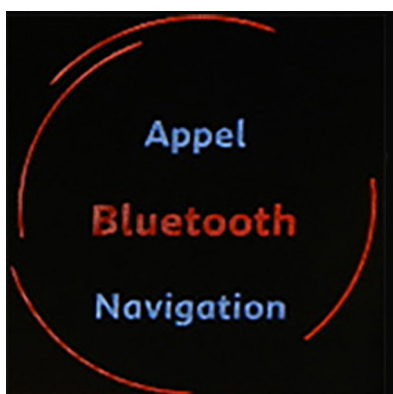
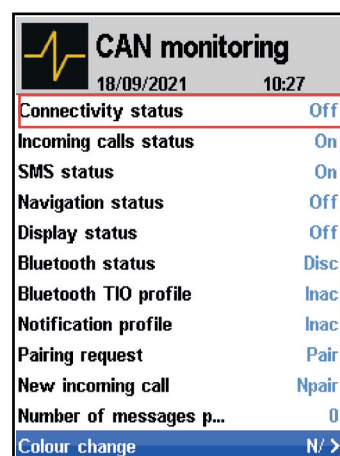
In the event of repeated failure and numerous failed attempts, contact your dealer.

2 - DEALER CONNECTIVITY**■ Vehicle checks.**

- Make sure your TEP tool is up to date.
- Connect the TEP to the vehicle.
- Press 5 times on the rotating knob to cancel automatic ignition cut-off.
- Update all vehicle ECUs.
- Then in «Monitoring CAN», «Connectivity»: Search the line: «Connectivity Status».



- If it is "OFF", enable the box from the instrument panel (Press and hold the control to the right of the handlebar and go to "Bluetooth" and "Enabled").

ON status**OFF status**

Search the line: «Bluetooth status»

- If it is "Con", the CAN network is operating properly and the phone is connected.
- If it is "Dec", the CAN network is operating properly but there is a connection problem with the phone.

CAN monitoring	
18/09/2021 10:28	
Connectivity status	On
Incoming calls status	Off
SMS status	Off
Navigation status	Off
Display status	Off
Bluetooth status	Dis >
Bluetooth TIO profile	Inac
Notification profile	Inac
Pairing request	Pair
New incoming call	Npair
Number of messages p...	0
Colour change	N/A

- If the connectivity box is no longer responding (###). In this case, disconnect the battery, wait 10 seconds and reconnect it.

CAN monitoring	
18/09/2021 10:29	
Connectivity status	###
Incoming calls status	###
SMS status	###
Navigation status	###
Display status	###
Bluetooth status	#>
Bluetooth TIO profile	###
Notification profile	###
Pairing request	###
New incoming call	###
Number of messages p...	###
Colour change	####

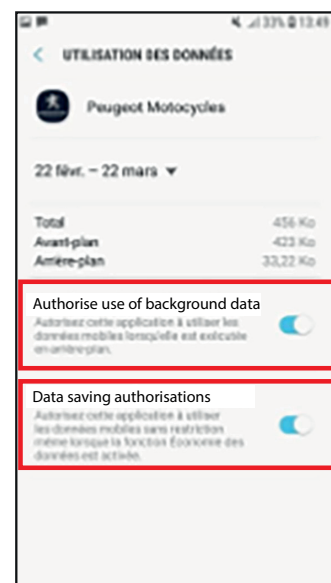
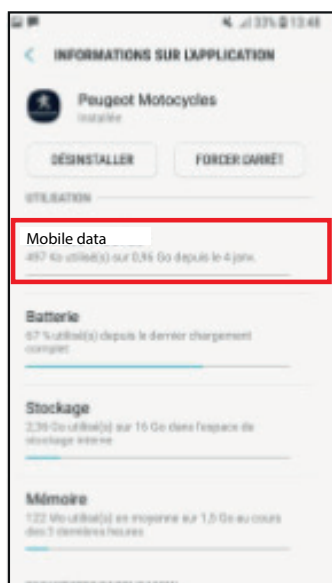
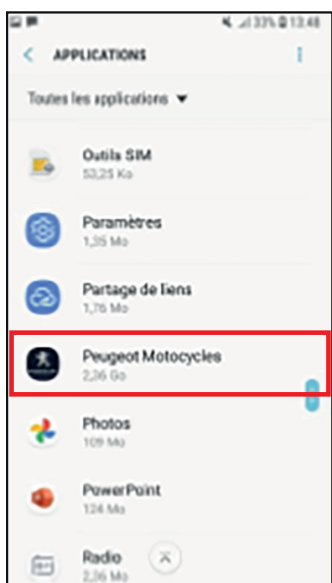
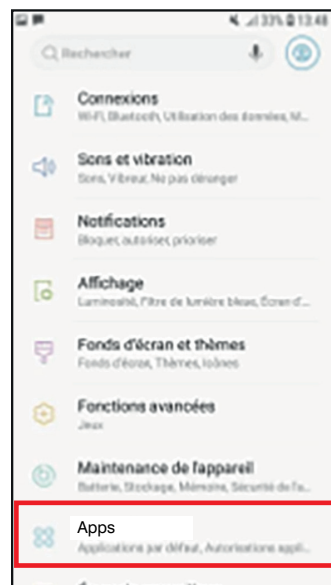
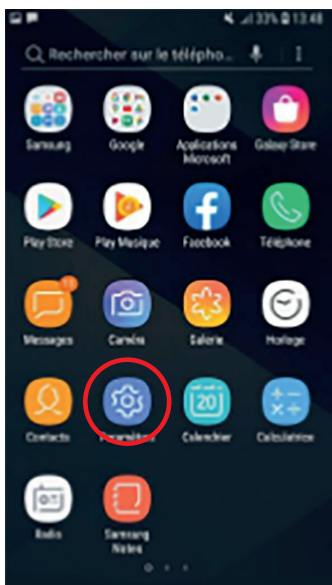
■ Checking that the various options are enabled on the phone.

- Checking that the phone's Bluetooth is enabled.
- Download the latest application from the store.
- Check the following settings of your phone:
 - Mobile data in the background and data saving authorisation: Enabled.
 - Optimise battery life: Deactivated.
 - Positioning method: High precision.
 - Power saving mode: Deactivated.
 - Location access authorisation: Always.

■ For Android:

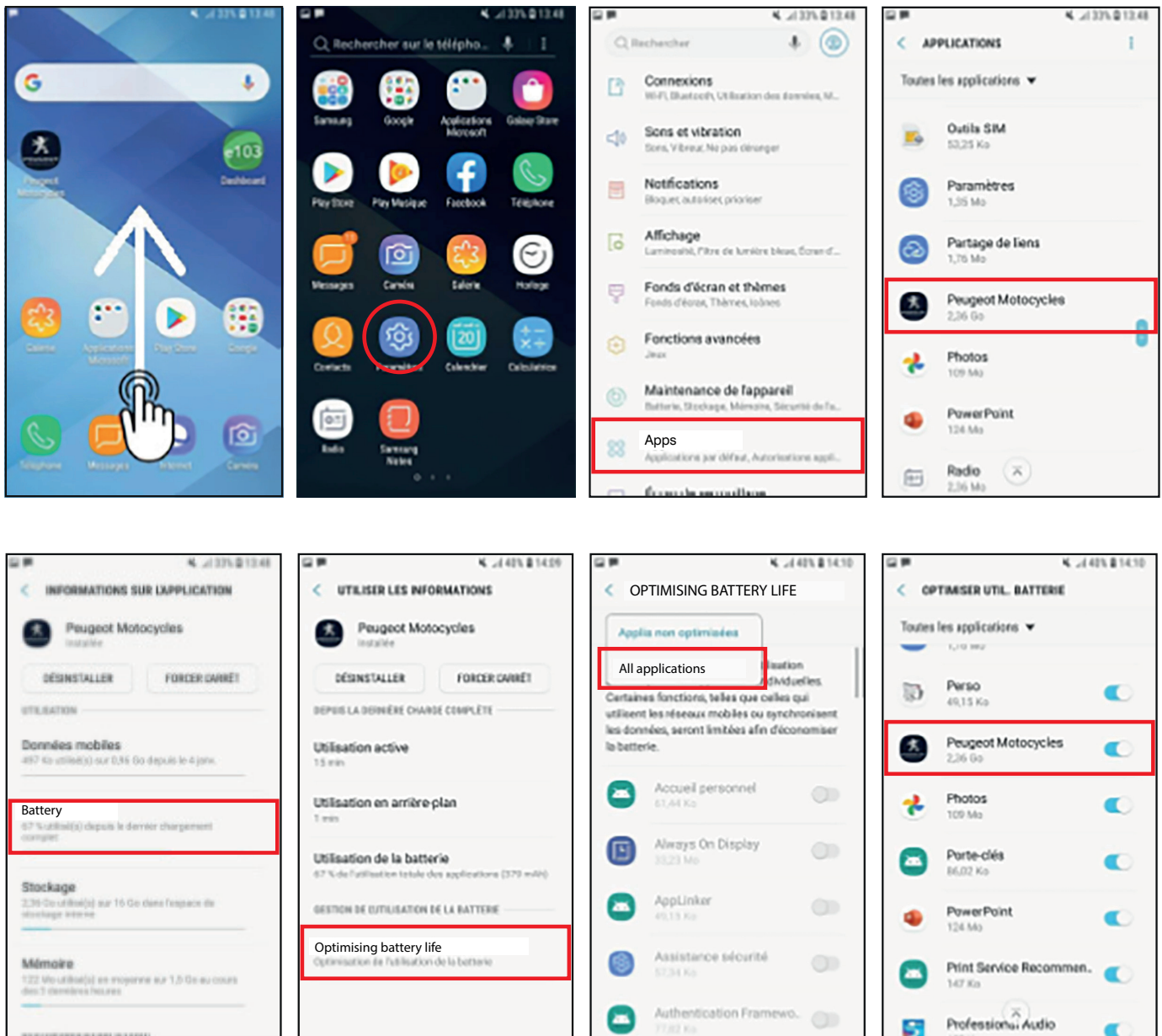
■ Mobile data in the background and data saving authorisation.

- Parameters > Applications > Search «PEUGEOT MOTOCYCLES» > Mobile data > Authorise use of background data or Data saving authorisations.



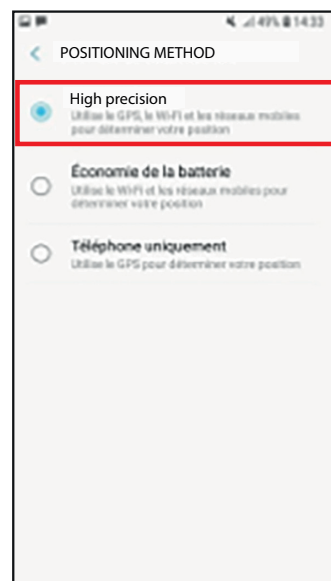
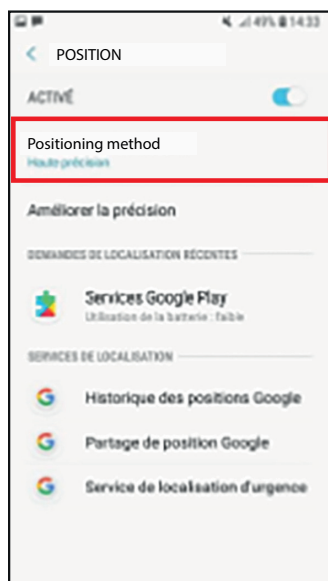
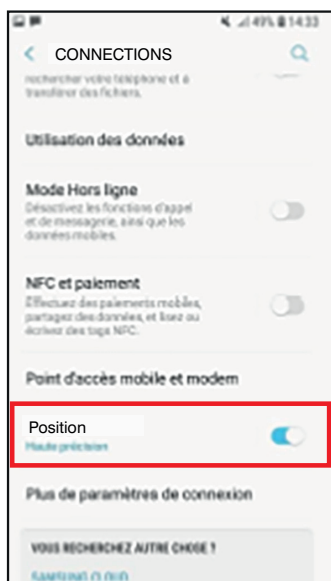
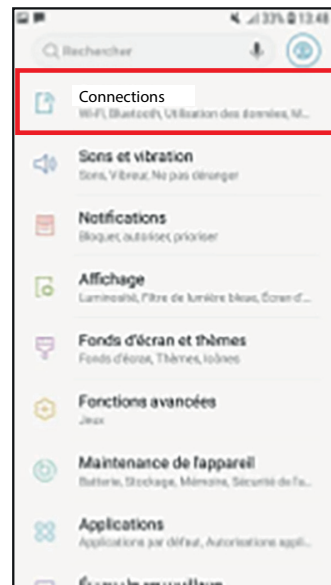
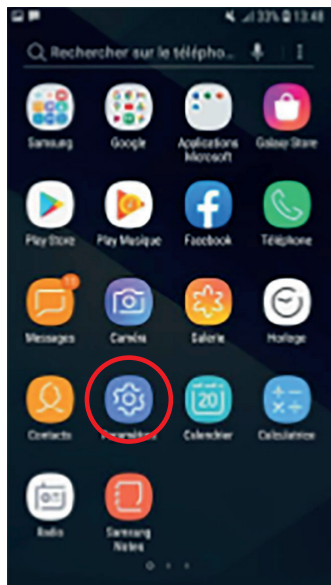
■ Optimise battery life.

- Parameters > Applications > Search «PEUGEOT MOTOCYCLES» > Battery > Optimising battery life > Change from "Apps not optimised" to "All applications" > Search for "PEUGEOT MOTOCYCLES" application.



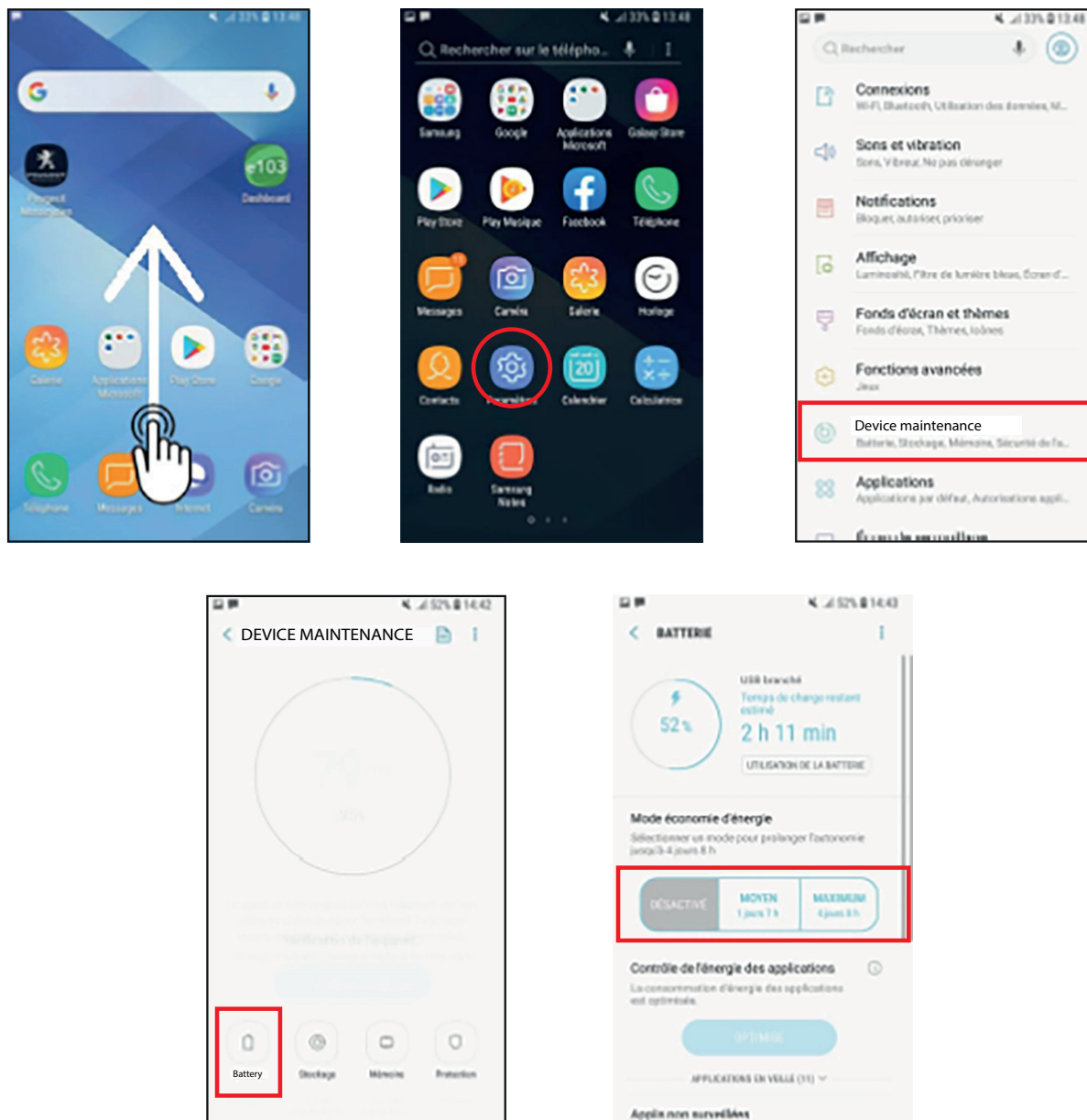
■ Positioning method.

- Parameters > Connections > Position > Positioning method > Select the "High precision" method.



■ Power saving mode.

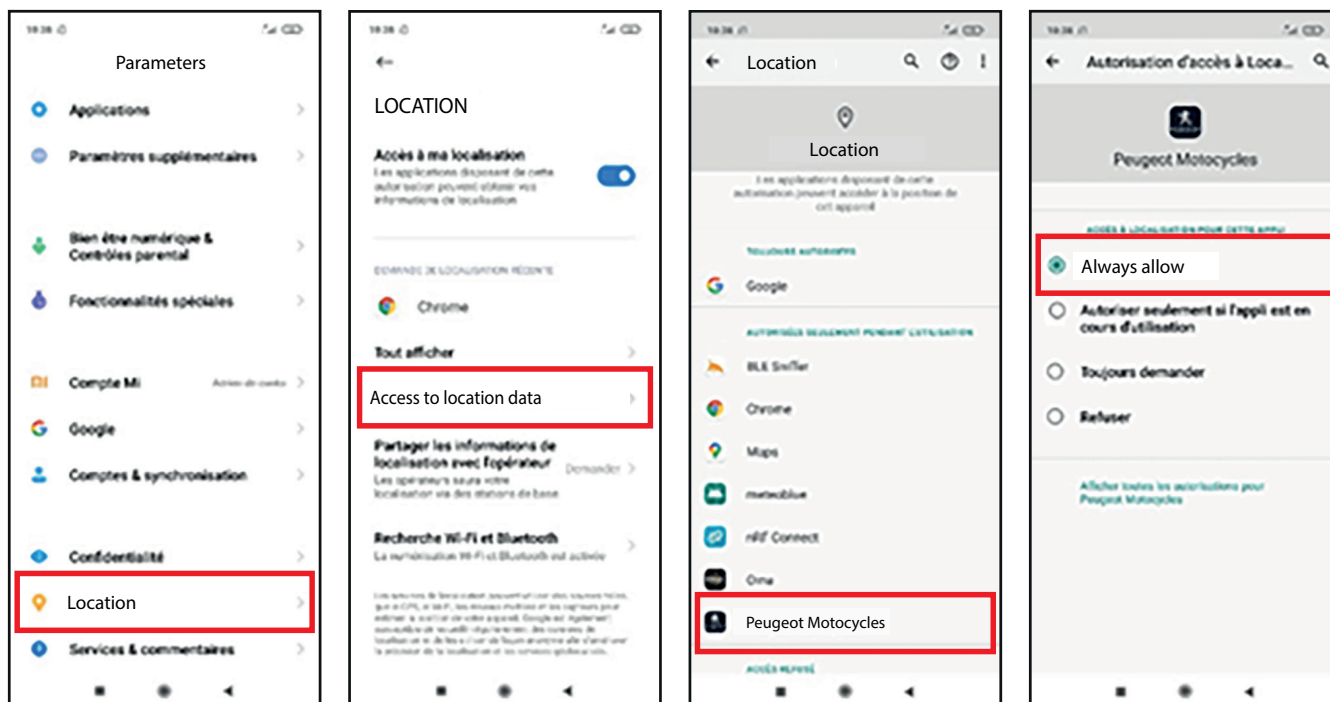
- Parameters > Device maintenance > Battery > Disable mode.

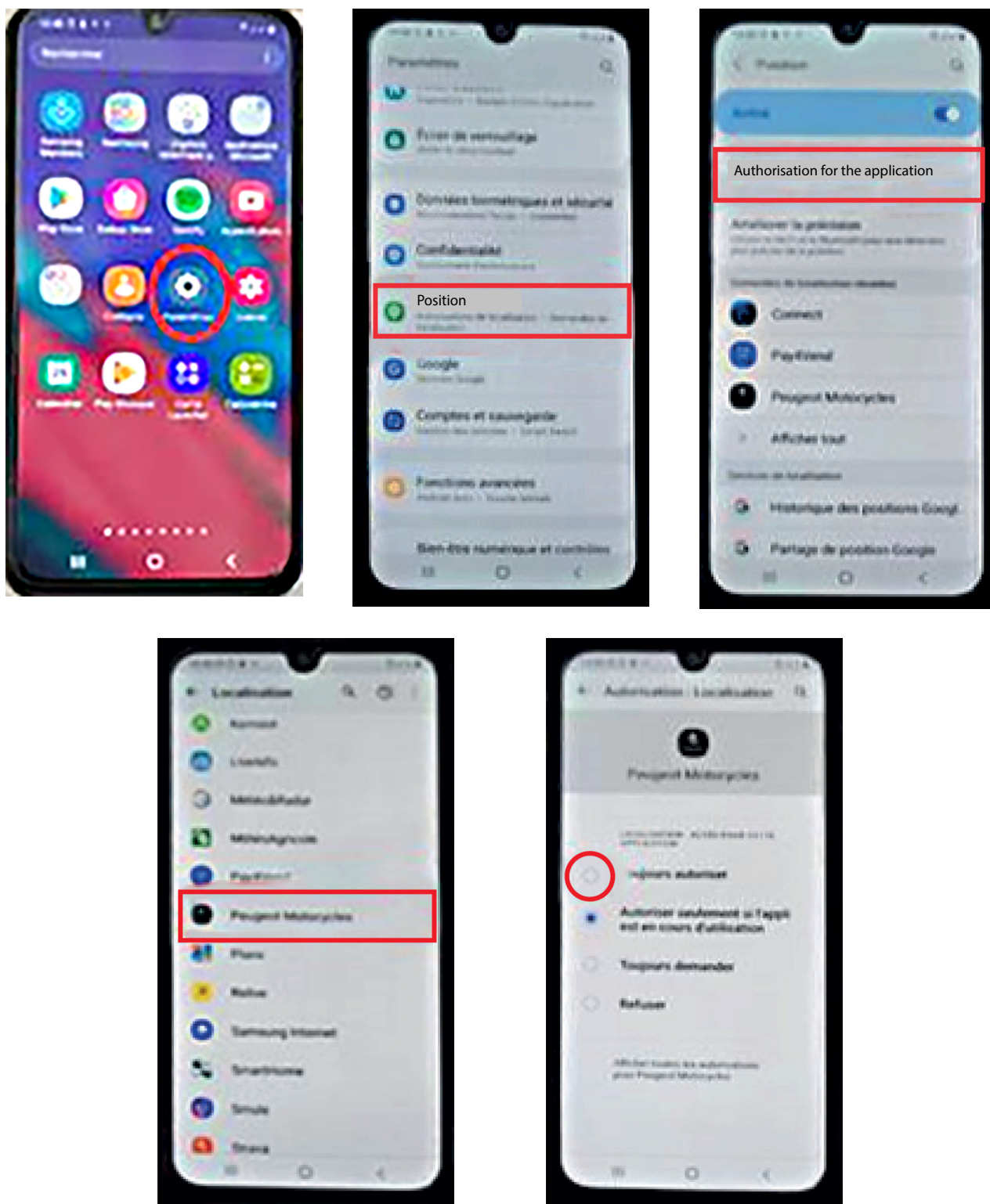


■ Location access authorisation.

- Parameters > Location / Position > Access to location data / Authorisation for the application > Search for the "PEUGEOT MOTOCYCLES" application, select "Always allow" for the application to work properly.

Example Android 11:

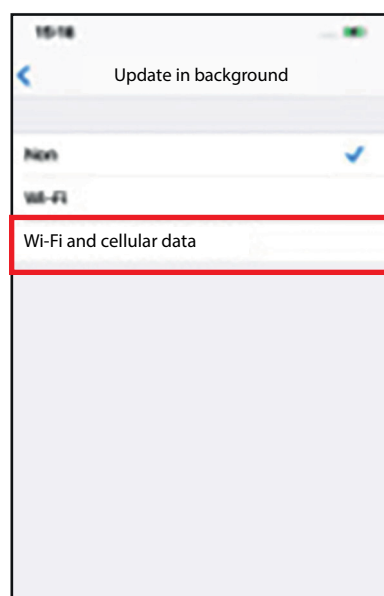
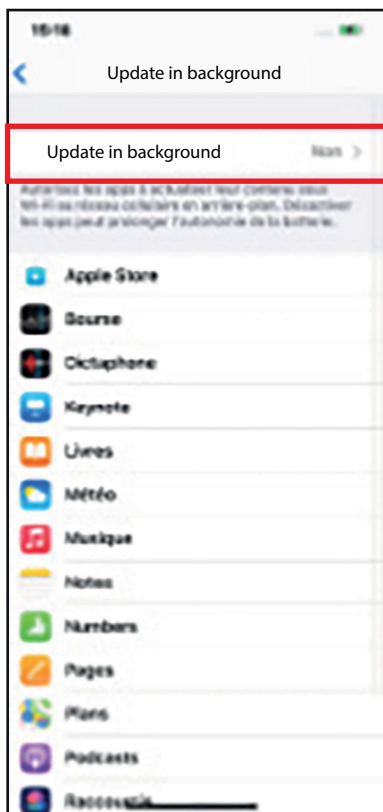
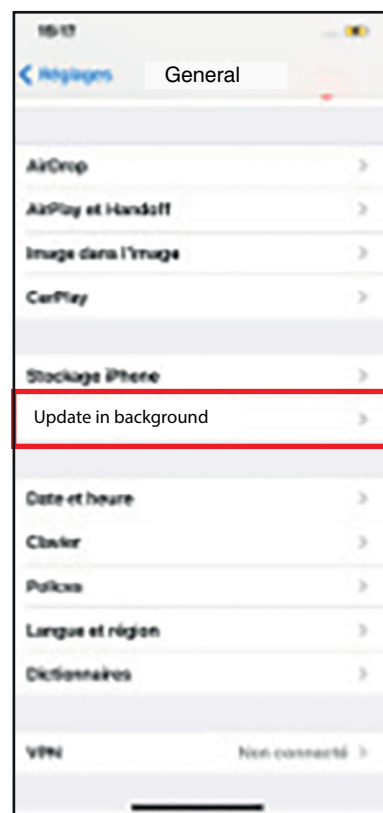
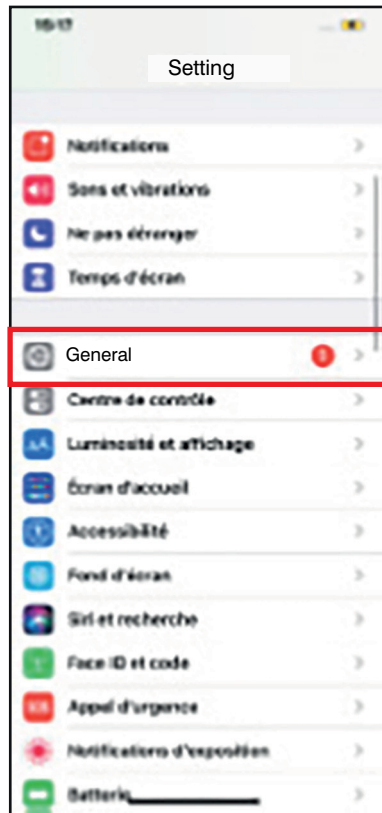


Example Android 9:

■ For Iphone:

■ Mobile data in the background.

- Settings > General > Update in background > Choose Wi-Fi and cellular data mode.



■ Power saving mode.

- Settings > Battery > Power saving mode > Deactivated.



Connect the phone to the PEUGEOT MOTOCYCLES application, under no circumstances via the Bluetooth menu of your phone.

On Android system, the GPS must be enabled to complete pairing.

Make sure no phone that has already been paired with the vehicle has enabled its BlueTooth within 20 metres of the vehicle (Particularly Apple phones).

- If connection fails, try to complete pairing several times by turning off the vehicle and closing the application altogether (No background operation).
- Reattempt to connect to the vehicle.



In the event of repeated failure and numerous failed attempts, contact the PEUGEOT MOTOCYCLES technical assistance department, with a TEP reading of the connectivity box and CAN connectivity monitoring.

3 - UPDATE NOTES

Android

Version 1.7.0

Application non-functional from 24 January 2022 following a modification of the HERE service.

Version 1.8.3

Fault observed when the application is moved into the background or the screen goes into standby. No known palliative solution. Correction in the next version.

Version 1.8.6

Correction of the fault in version 1.8.3 when moving into the background. If the application is updated, the fault persists. For this purpose, force the authorisations of the application, see section "Checking that the various phone options are enabled".

iOS

Version 1.6.3

Application non-functional from 24 January 2022 following a modification of the HERE service.

Version 1.6.4

Fault observed when the application is moved into the background. For this purpose, force the authorisations of the application, see section "Checking that the various phone options are enabled".

4 - FREQUENTLY ASKED QUESTIONS

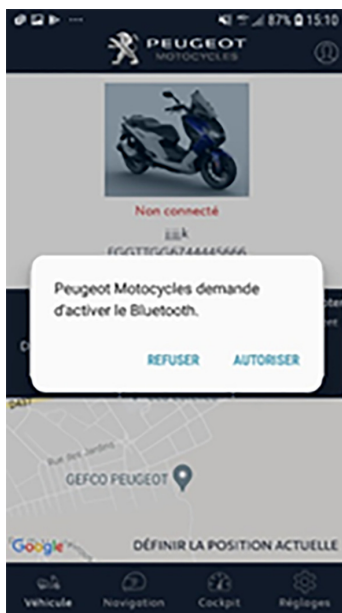
■ I can't pair my vehicle.

Android: Make sure your Bluetooth, your GPS and your mobile data are enabled.



On Android system, the GPS must be enabled to complete pairing.

Bluetooth activation request when the application is launched.



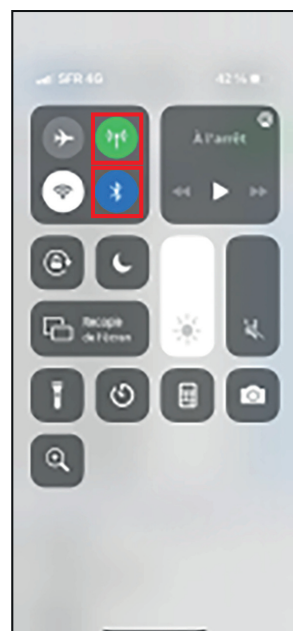
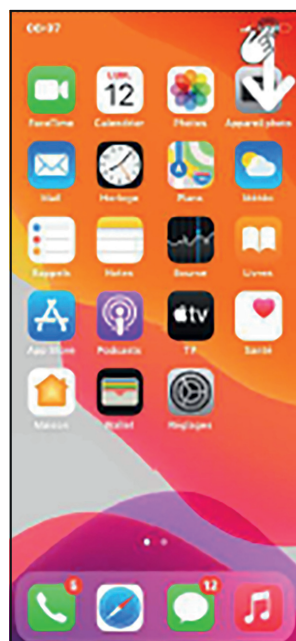
GPS activation request when the application is launched.



Check the status of the following logos (GPS, Bluetooth and mobile data)



Iphone: Check that your Bluetooth and your mobile data are enabled.





Connect the phone to the PEUGEOT MOTOCYCLES application, under no circumstances via the Bluetooth menu of your phone.

On Android system, the GPS must be enabled to complete pairing.

Make sure no phone that has already been paired with the vehicle has enabled its BlueTooth within 20 metres of the vehicle (Particularity Apple phones).

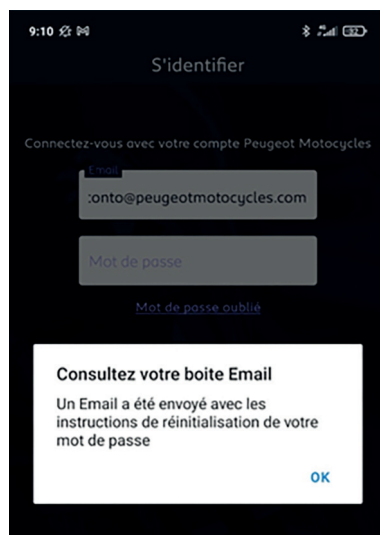
- If connection fails, try to complete pairing several times by turning off the vehicle and closing the application altogether (No background operation).

■ I can't recover my password.

If you have forgotten your password, use the "Forgotten password" service. On the login page, enter the email and click on the "Forgotten password" button.

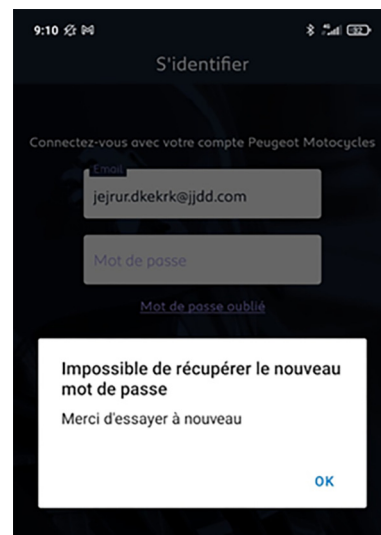
On the login page, enter the email and click on the "Forgotten password" button. There can be 2 different messages.

Normal operation



- Check your mailbox.
- Check your spam folder.

Malfunction



- Enable mobile data or log into an Internet network.
- The email address used is not registered in the database of users: Solution create a new user account if within the "free" licence period.
- Otherwise contact PEUGEOT MOTOCYCLES's technical assistance department for database correction.

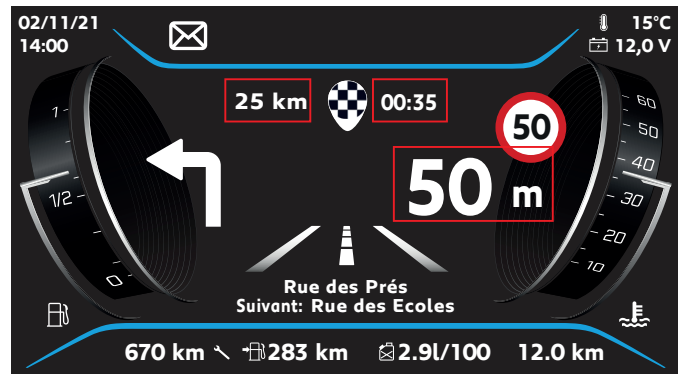
■ My GPS freezes, turn-by-turn navigation is frozen on the instrument panel.

1. The problem comes from the phone configuration, check the information in chapter "Checking that the various phone options are enabled".

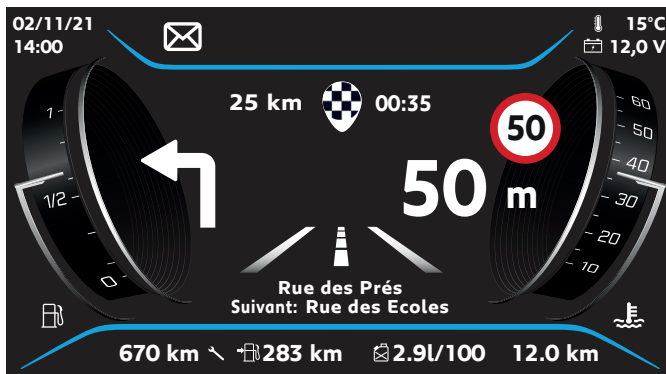
If you have version 1.8.3, uninstall this version then download and install the application 1.8.6 (or higher).
If necessary, configure the position authorisation setting for the PEUGEOT MOTOCYCLES application on:

- Android version higher than 9: Check Always allow.
- Android version lower than or equal to 8: « Authorise ».

2. Connection problem: If information on distance to next turn, remaining time and remaining distance is frozen (different from 0 but does not change), the box is disconnected (1 status). Otherwise, if values are 0, Bluetooth communication with the phone has been lost (2 status).



1 status: Navigation value frozen but non-zero, box not connected.



2 status: Navigation value frozen as 0, vehicle not connected.



It is possible to get status 1 for a while, followed by status 2 in the event of a connectivity box or harness fault.

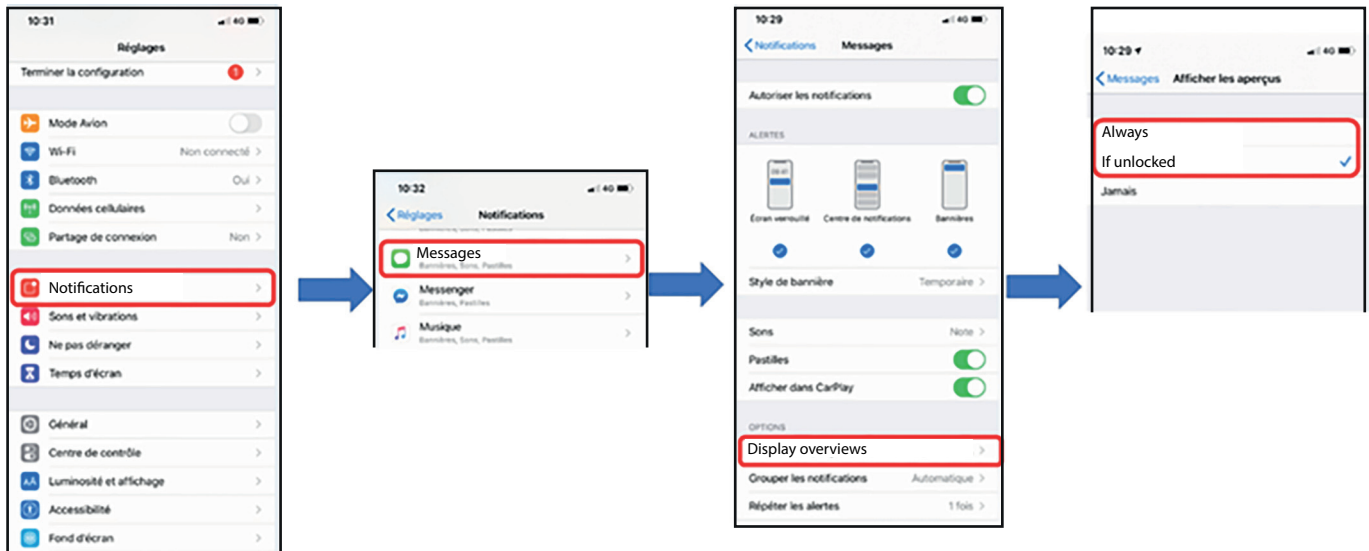
■ My PEUGEOT MOTOCYCLES application closes automatically?

- Empty the cache memory.

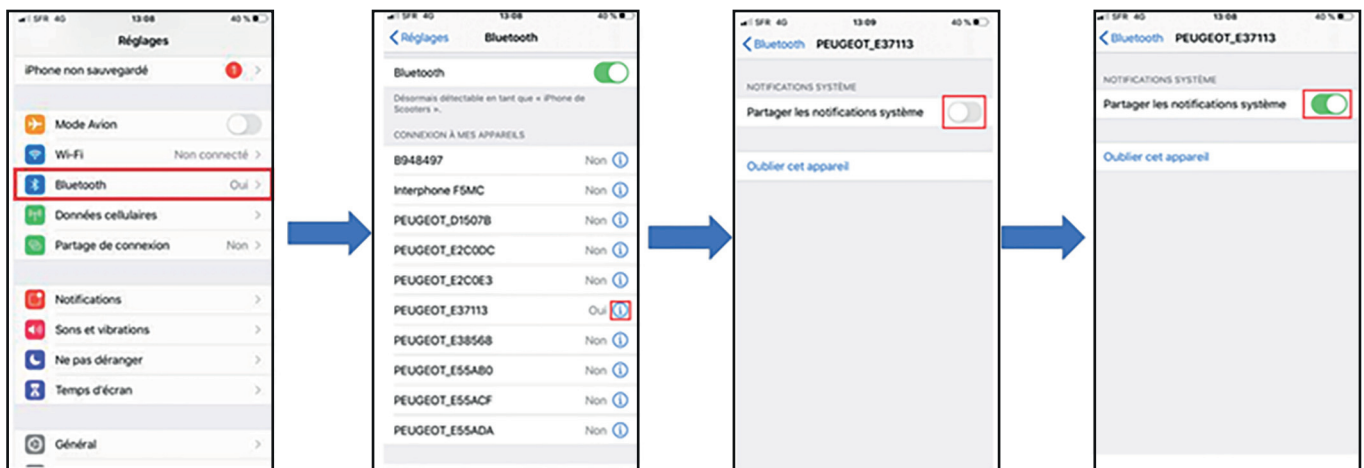
■ Text messages are not displayed on the instrument panel from my Iphone.

Calls and navigation are displayed on the vehicle, but not text messages. This is due to the incorrect configuration of notifications on the Iphone. Here is the procedure for correcting this:

1. Settings
2. Notifications
3. Message
4. Display overviews
5. Select "Always" or "If unlocked"



■ There is a connectivity issue with my Iphone.



- Enabling Bluetooth system notifications.

- **An error comes up during the pairing process "Impossible to add the scooter".**
 - Make sure mobile data is active.
- **Where can I create my account? I can't log in with my peugeot-motocycles.com account**
 - The account must be created from the application.

The identifiers of an account created on a PEUGEOT MOTOCYCLES website are not compatible.
- **What purpose do the various navigation screen logos serve?**



Enables/disables traffic information.

Function enabled	Function disabled



Rotates the map to replace it to the geographical north.

Before rotating the map	After rotating the map



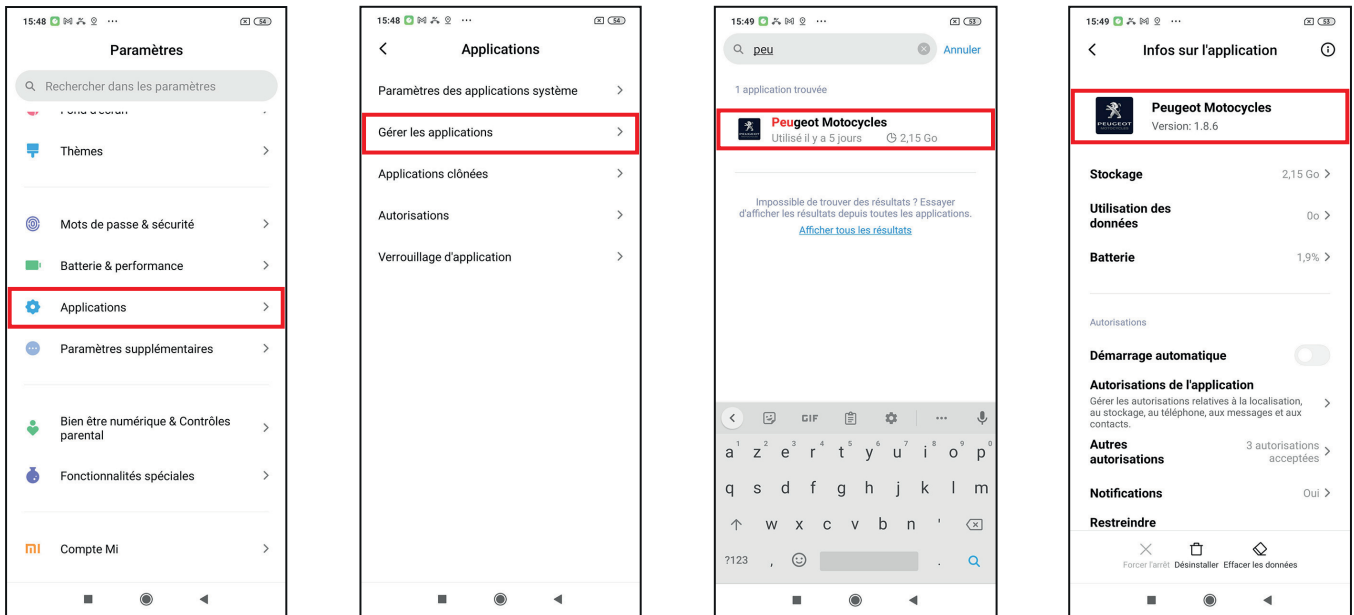
Refocuses the map on the user.

Before refocusing the map on the user.	After refocusing the map on the user.

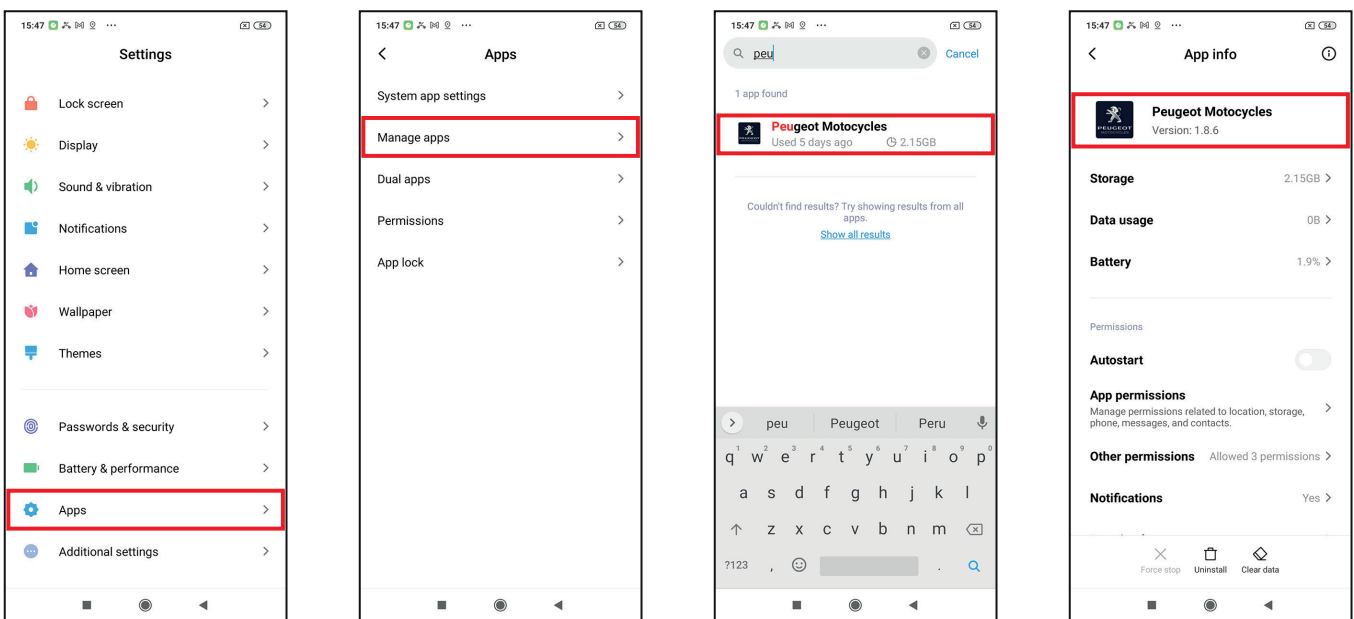
■ How do I identify the application version of my telephone?

Android – Redmi note 9

Example: French:

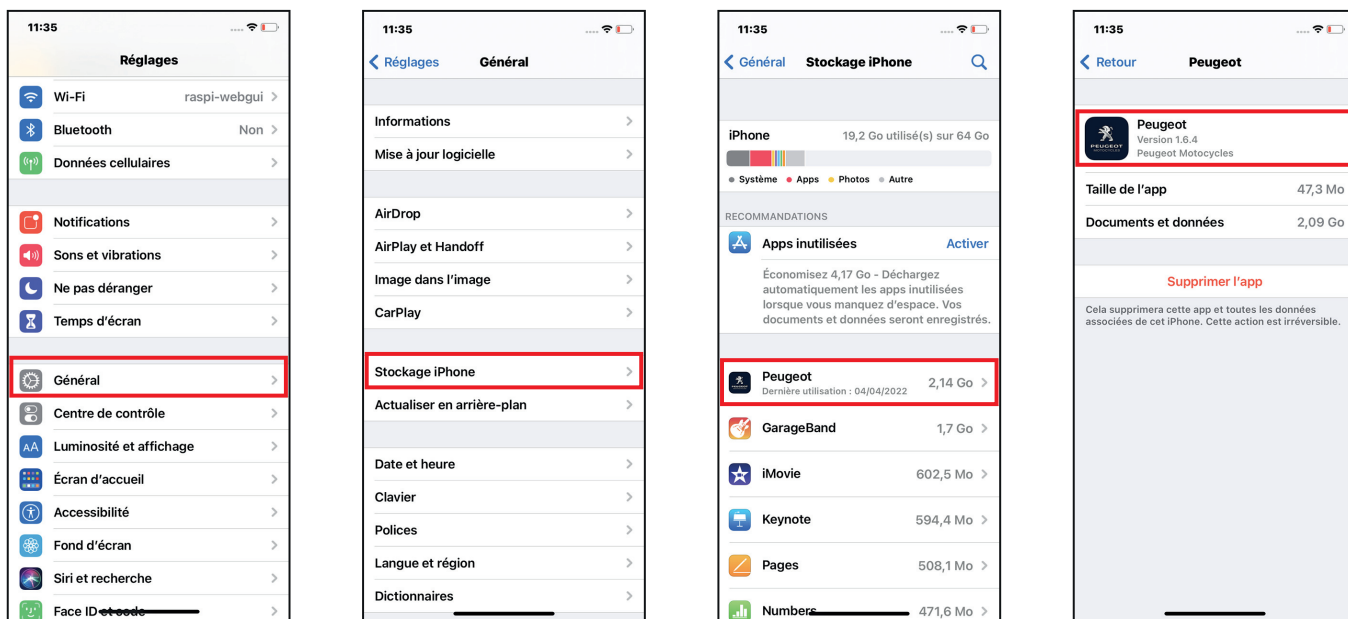


Example: English:

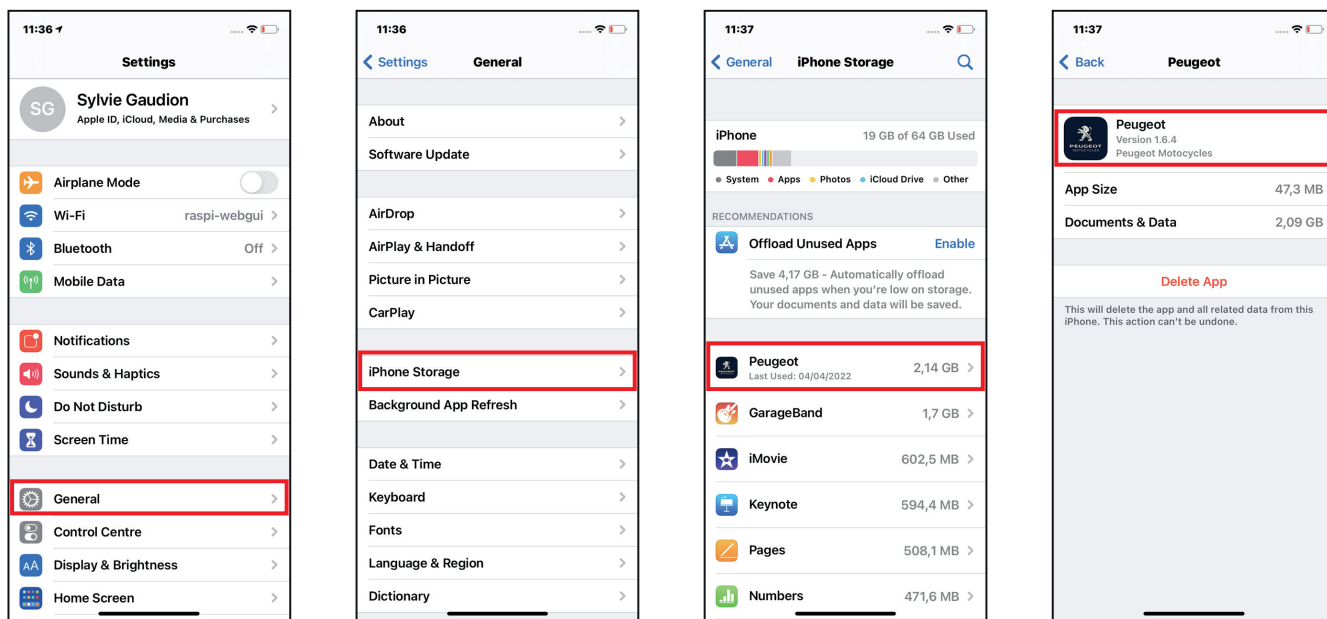


iOS – iPhone 11

Example: French:



Example: English:



P/N NM0065GB

Peugeot Motocycles is constantly improving its vehicles. It therefore reserves the right to remove, modify or add any reference mentioned in this manual.

DC/APV 4/5/22 (non contractual pictures)