UBCO

Rider App
User Manual

Version 1.0

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Introduction to the UBCO Rider's App

The UBCO Rider App has had a complete rebuild. Developed to be native to both iOS and Android devices, it makes connecting to UBCO bikes, checking alert codes, changing settings, and updating firmware even easier than before. The App is an essential accessory for the UBCO vehicle experience.

For people using the current app, this update will happen automatically. For new users, the latest version is available for download on both iOS and Android.

UBCO

How to Download and Install

Follow these simple instructions (for both iOS and Android):

1. **Unlock Your Device:** Ensure your device is unlocked and on the home screen.
2. **Open App Store or Play Store:** For iOS, look for the "App Store" icon; for Android, look for the "Play Store" icon on your home screen or in the app drawer. Tap to open the respective store.
3. **Search for the App and select:** Use the search bar at the top to type UBCO, tap on the UBCO App .
4. **Install the App:** On the app's page, look for the "Install" (Android) or "Get" (iOS) button. Tap it.
   a. **Permissions (Android Only):** If prompted, review the permissions the app is requesting and tap "Accept" or "Allow."
   b. **Face ID/Touch ID (iOS Only):** If prompted, use Face ID or Touch ID to confirm the download.
5. **Download and Install:** The app will begin downloading and installing. You can monitor the progress in the notification bar (Android) or on the app's icon (iOS).
6. **Open the App:** Once the installation is complete, you'll see the app's icon (UBCO) on your home screen. Tap the icon to open and use the app.

Remember to always download apps from official sources (App Store for iOS, Play Store for Android) to ensure your device's security. The steps provided here are general guidelines; actual steps may differ slightly.
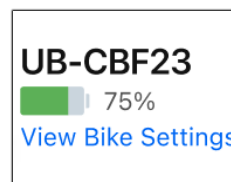
Basic Functions- Overview:

User Settings
Change your preferences to metric or imperial, auto connect to bikes (or not), and manage your account.
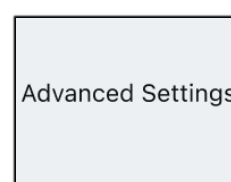
Bike Settings
Change your bike settings, switch into learner mode or stealth mode, check your bike's vital stats.

Advanced Settings
Use advanced settings such as managing key fobs, restarting BMS, VMS mode, and adjusting motor configs.
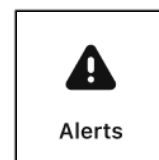
Live Dash
View your speed, charge level, power setting, regen setting, motor temperature, and run time. Perfect for Work Bikes that do not have a dashboard on the bike.
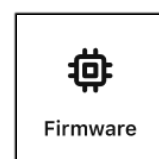
Alert Codes
View alerts with recommendations on how to troubleshoot and resolve issues.

Firmware Updates
View current firmware status and get notified when firmware needs updating.

Garage
The handy Garage function allows you to pair to multiple bikes, view alert codes, adjust settings and then if required, simply tap to remove the bikes from your Garage when you're done.

Initial Setup

Logging in

Upon first loading the UBCO Rider's app on your Android or Apple (IOS) device, the following log-in screen will be displayed:

Your device must be connected to the internet to complete the initial log-in process.

①	For new users- hit the **Sign Up** button and follow the on-screen prompts to create your UBCO Rider's App account.
②	For users with an existing account, select **Log in to UBCO** and enter your account credentials to continue

Setting Permissions

To allow full functionality of the UBCO app, set your devices permissions to allow the following access:
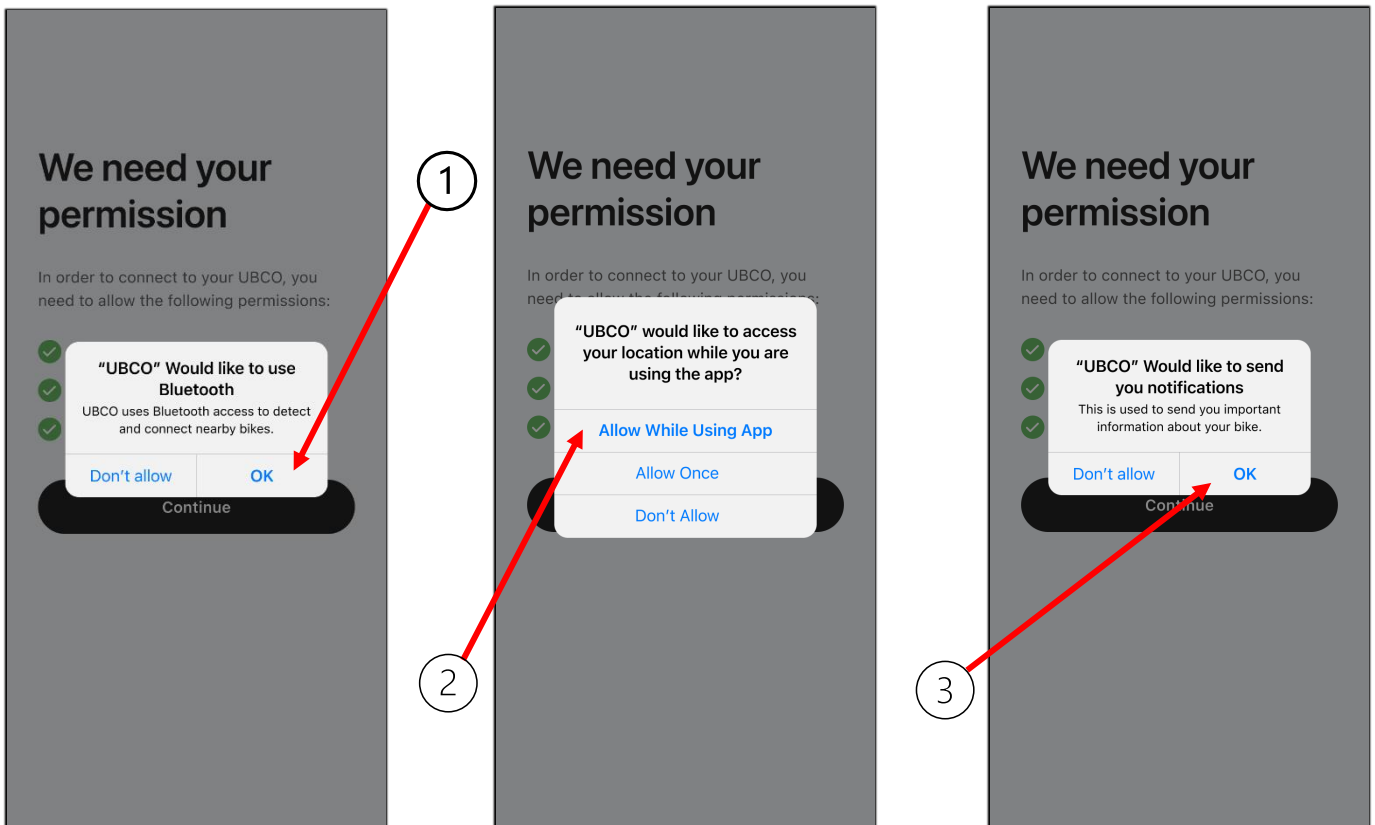

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①	Select **OK** to provide permission for Bluetooth connectivity
②	Select **Allow While Using App** to provide permission for location services
③	Select **OK** to provide permission for app notifications

Bike Pairing

Once the log-in process has been completed the App's home screen will be displayed. You can now pair your 2X2 with the UBCO app:

Ensure your bike is powered on and within range.
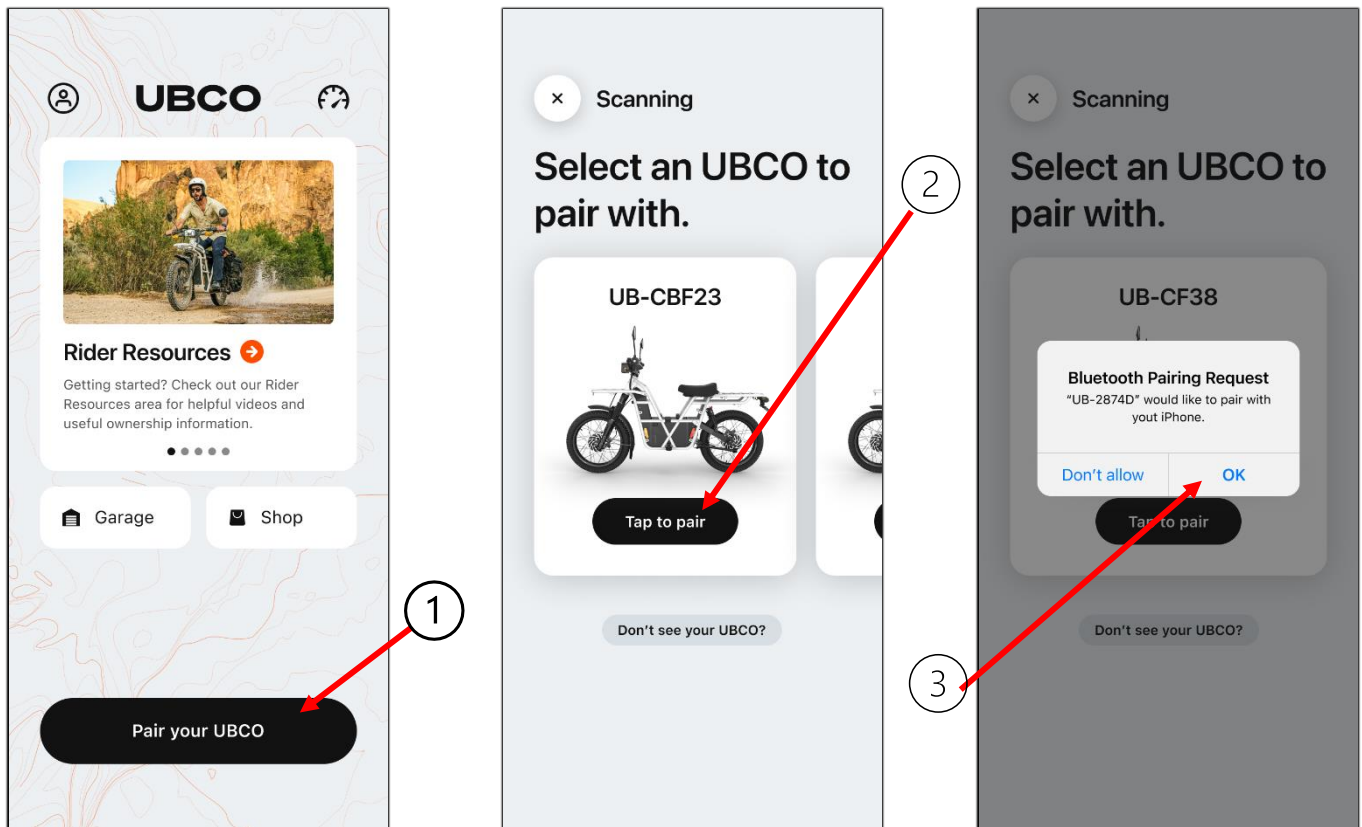
①	Select **Pair Your UBCO** to begin the pairing process
②	Select your bike and hit the **Tap to pair** button to continue with the pairing process
③	Select **OK** to allow Bluetooth connectivity with your bike and confirm initiation of the pairing process

During the pairing process the following screen will be displayed, stay close to your 2X2 to ensure a strong Bluetooth connection :
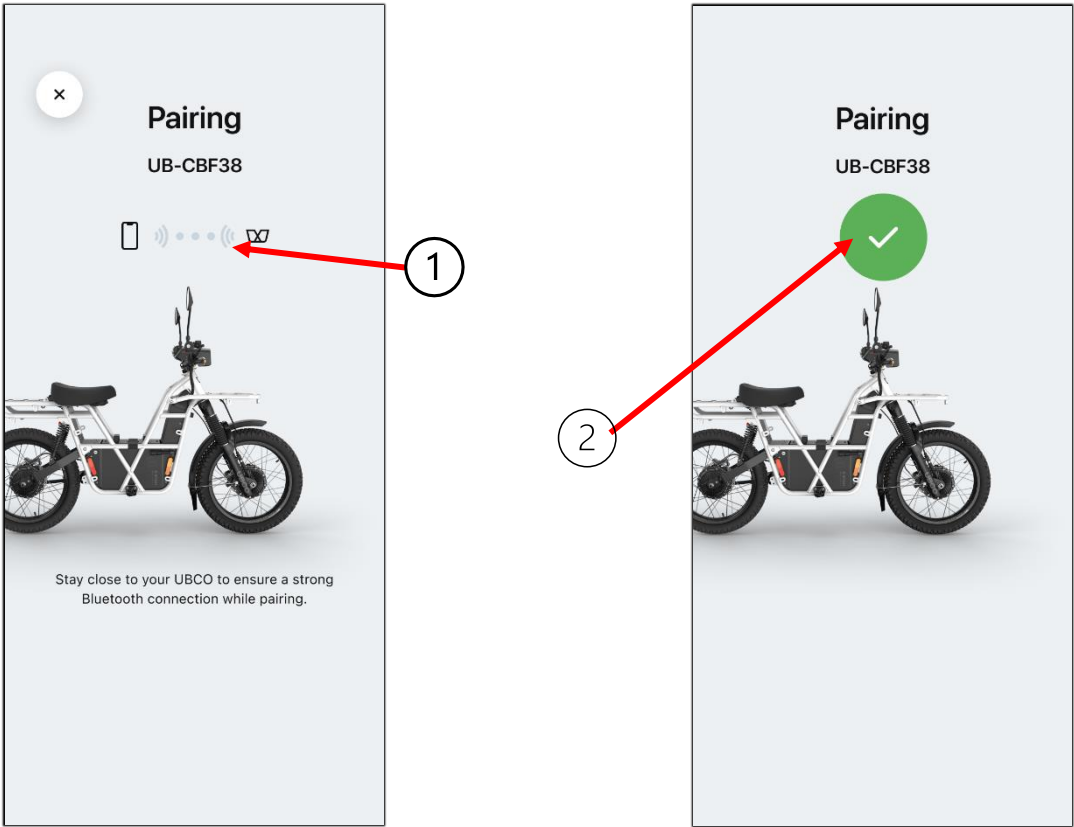

①	During the pairing process, the Bluetooth communication icon is displayed	
②	Upon completion of the procedure, a green "tick" indicates a successful pairing	

Congratulations, your 2X2 is now paired to the UBCO Rider's App!

VIN Verification

If the VMS ID is not linked to the VIN, the user will be asked to verify the VIN of your 2X2 against the UBCO database. To complete this process, input the 17-character code stamped into the headtube of the bike:

Your device must be connected to the internet to complete the VIN verification process.
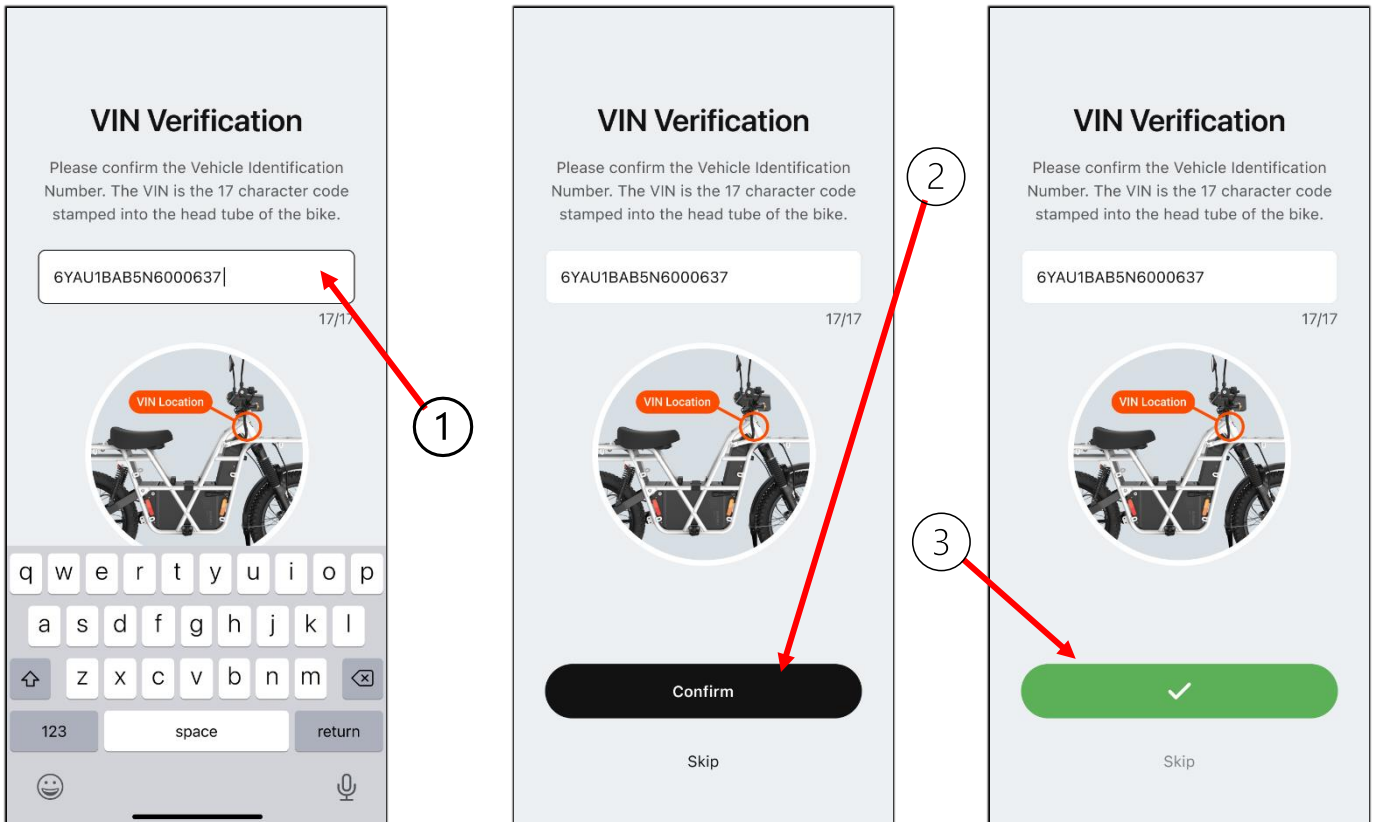

	①	Enter the 17-character VIN number stamped into the headtube of the bike
	②	Check the VIN for errors and hit **Confirm** once comfortable there are no errors
	③	A green "tick" indicates a successful entry, hit the indicated button to complete the verification procedure

Claiming Ownership of your 2X2

When paired to an un-registered, or brand-new bike, the user will be prompted to register, and claim ownership of the 2X2.

**Dealers and Service Agents should not complete this step.**

Your device must be connected to the internet to complete the VIN verification process.
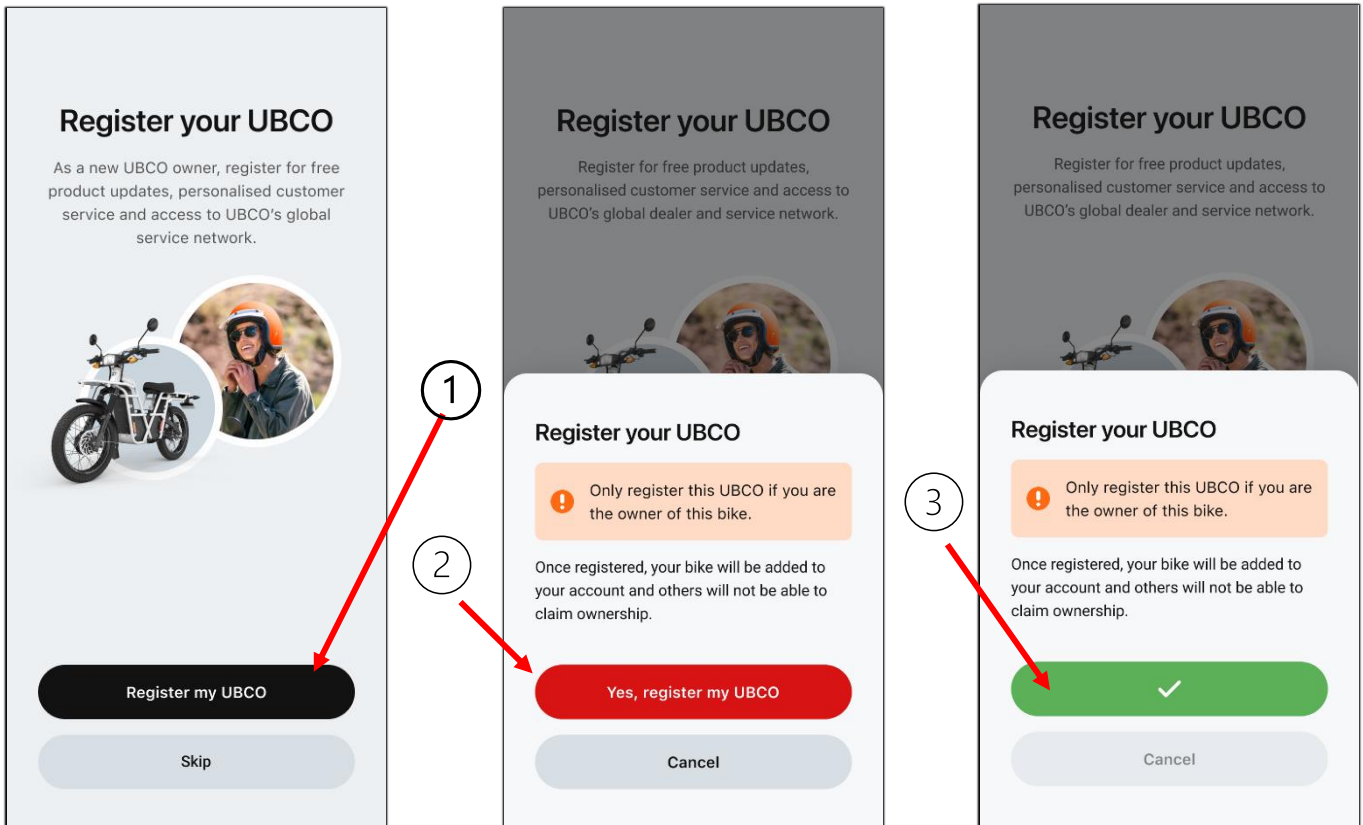
|		
①	If you are confirmed as the owner of the bike, select **Register my UBCO** to proceed
②	Read and acknowledge the displayed warning message before selecting **Yes, register my UBCO**
③	A green "tick" indicates a successful registration, hit the indicated button to complete the verification procedure

Menu Navigation

Home Screen
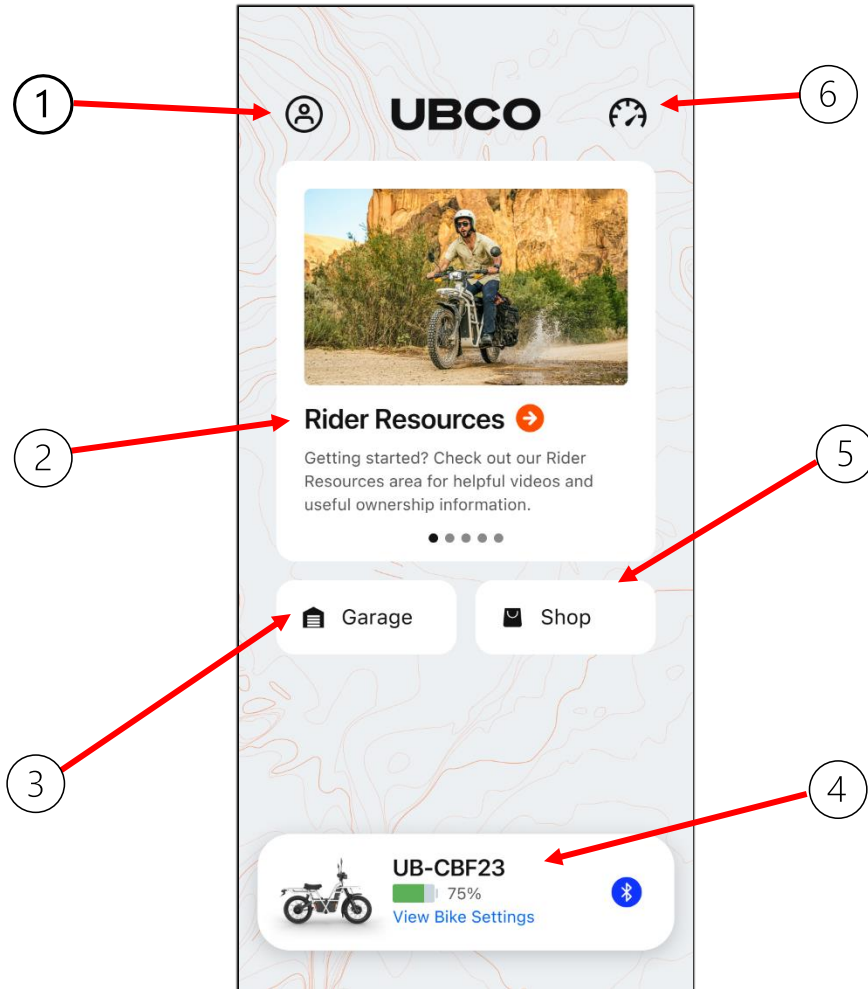
①	**User Settings Menu** (Page 12)	
②	**Rider Resources tab**	
③	**Garage** (Page 14)	
④	**Bike Settings** (Page 11)	
⑤	**UBCO Online Store**	
⑥	**Live Dash** (Page 15)	

Bike Settings
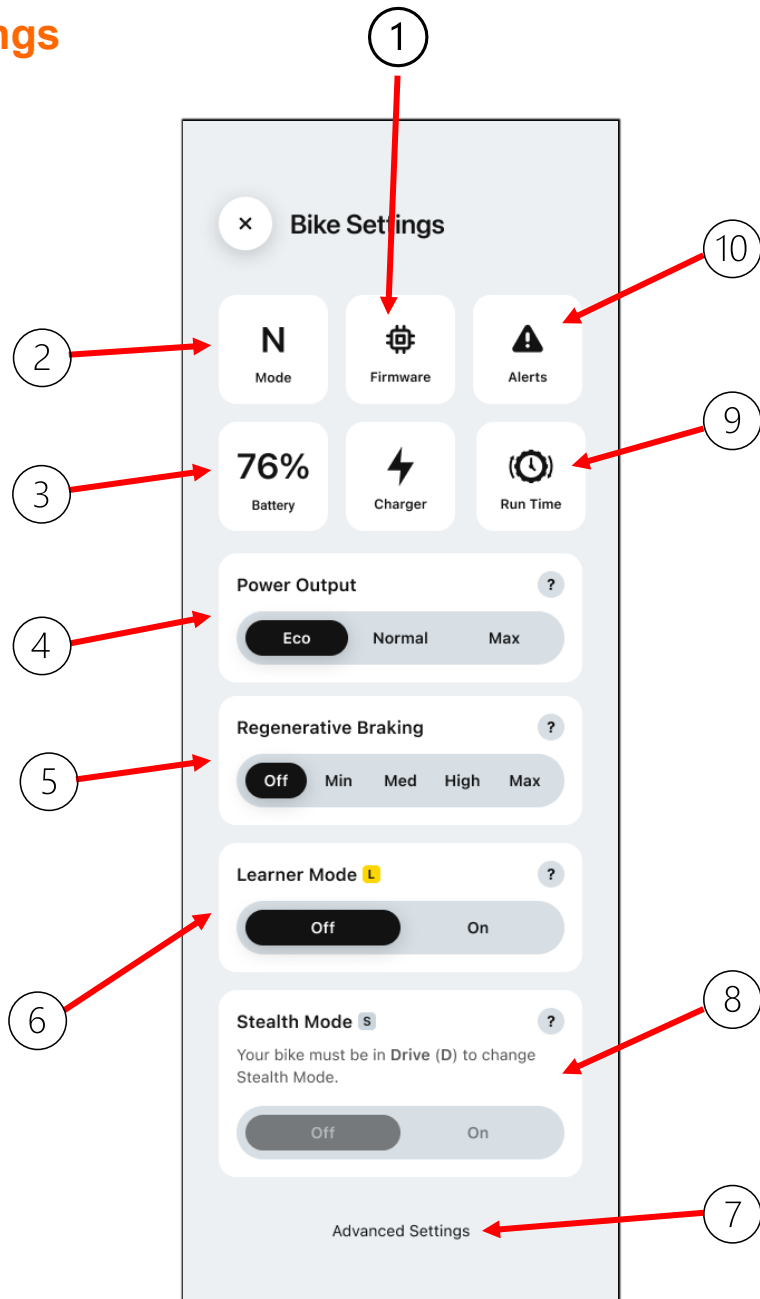
①	**Firmware Update Menu** (Page 16)
②	**Drive Mode Indicator**
③	**Battery Information** (Page 18)
④	**Power Mode Selector**
⑤	**Regenerative Braking Mode Selector**
⑥	**Learner Mode Switch**
⑦	**Advanced Settings Menu** (Page 13)
⑧	**Stealth Mode Selector**
⑨	**Run Time Indicator**
⑩	**Alerts** (Page 18)

User Settings
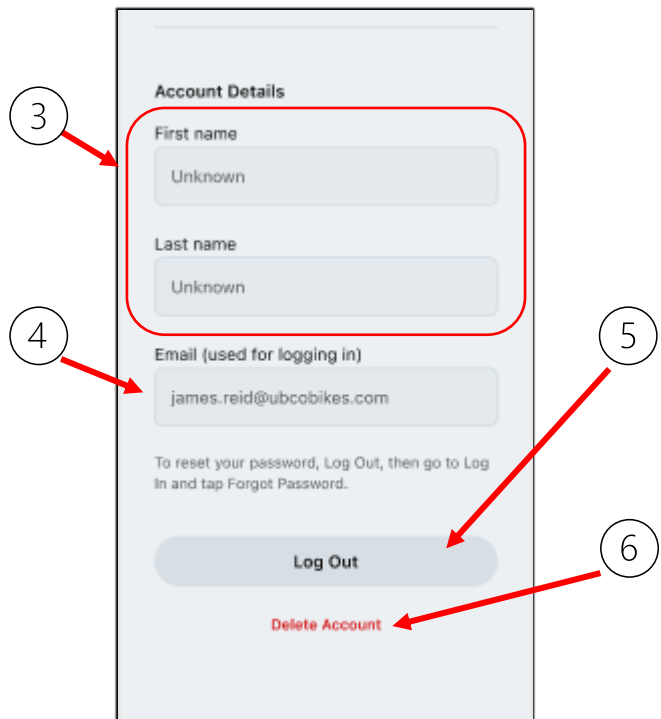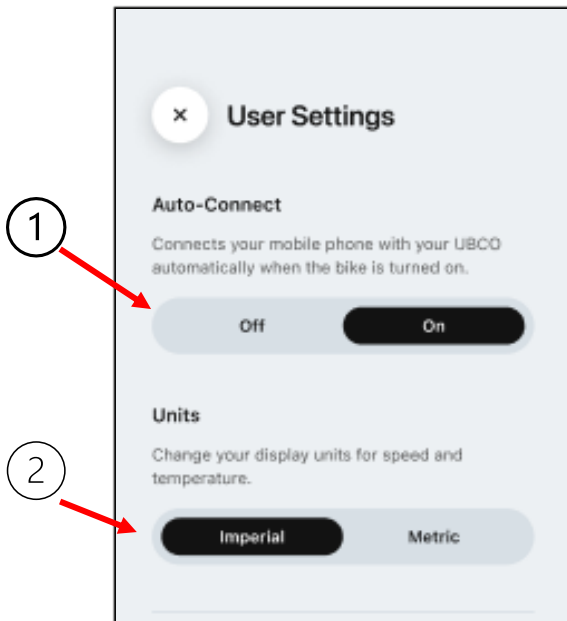
①	**Auto-Connect Mode Selector**
②	**Units Mode Selector**
③	**Account Name**
④	**Account Email**
⑤	**Account Log Out**
⑥	**Account Delete**

Advanced Settings
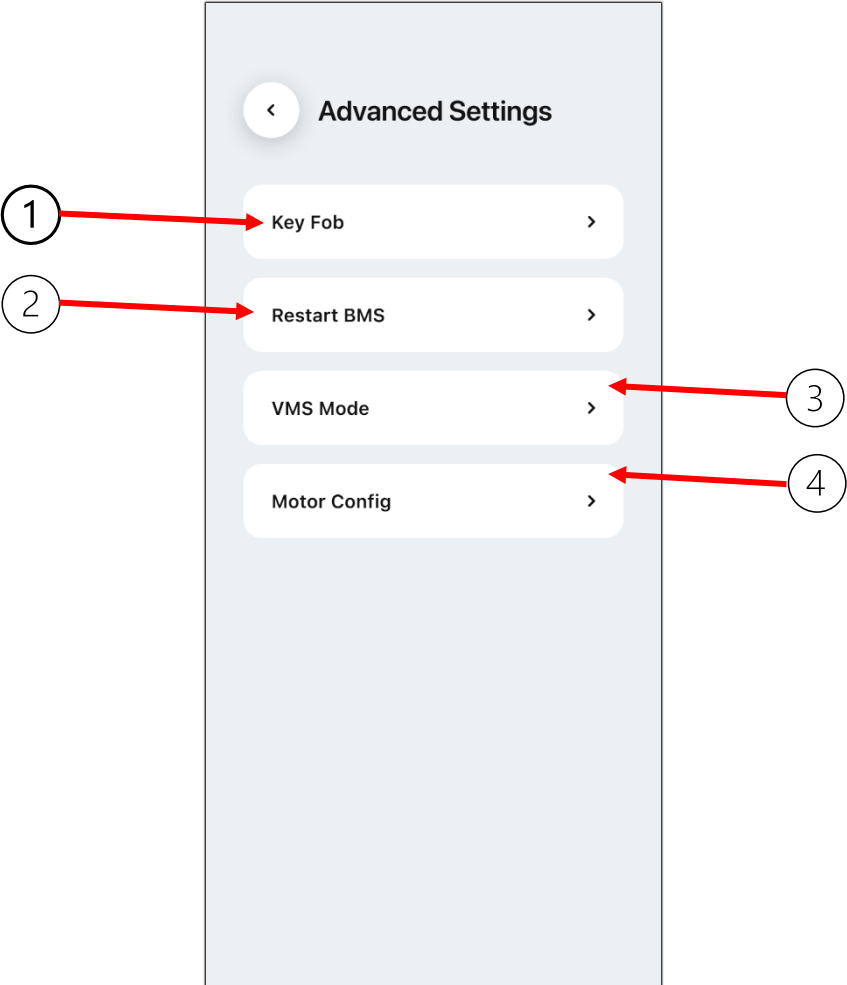
①	**Key Fob Registration** (Page 19)	
②	**Restart BMS** (Page 20)	
③	**VMS Mode Selector** (Page 21)	
④	**Motor Configuration** (Page 22)	

Garage
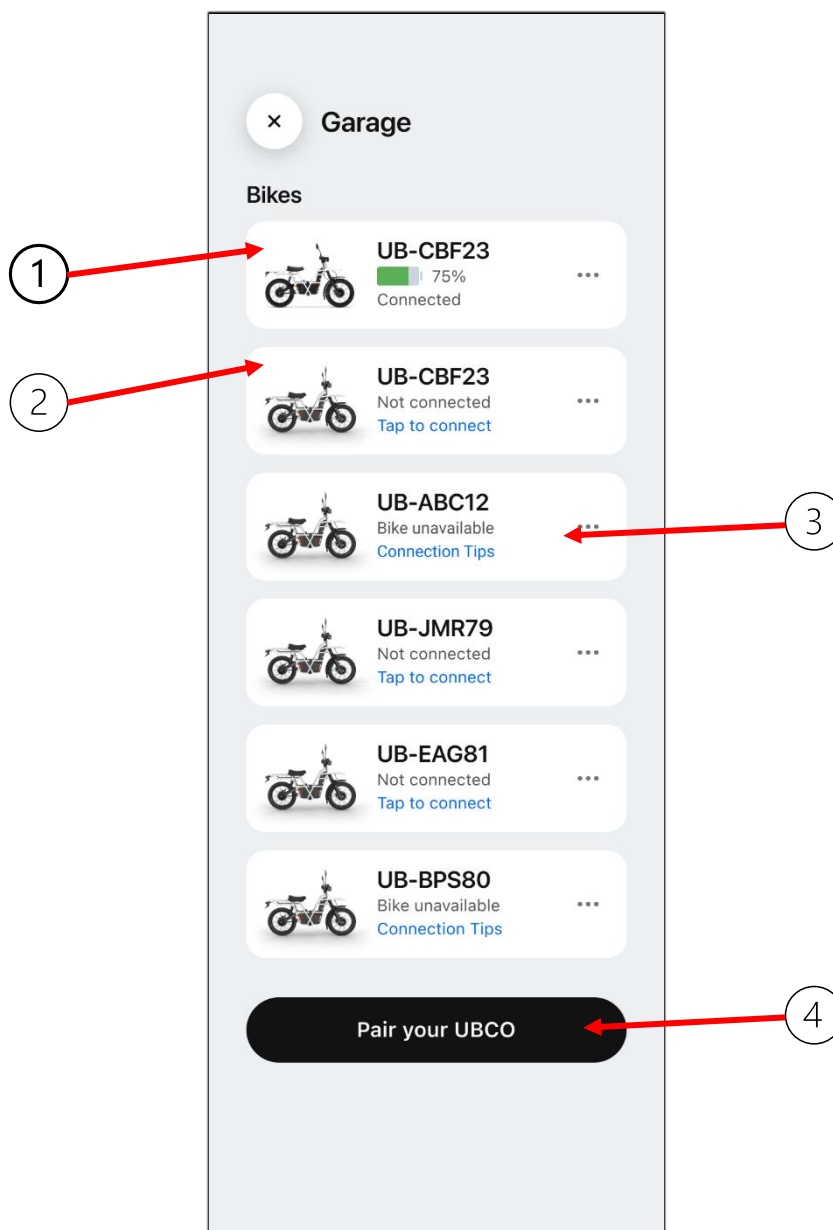
①	**Bike Connected**	
②	**Bike Available- Not Connected**	
③	**Bike Unavailable**	
④	**Pair New Bike** (Page 6)	

Garage

Live Dash
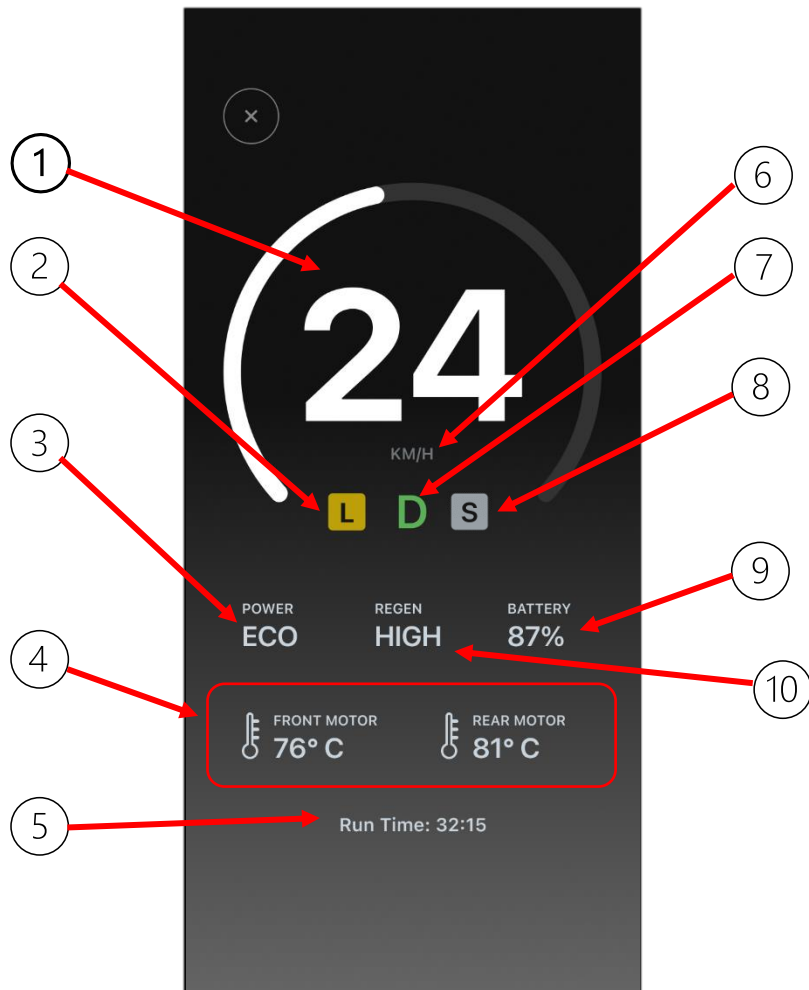
①	**Speedometer Display (Numerical + Graphical)**
②	**Learner Mode Indicator**
③	**Power Mode Indicator**
④	**Motor Temperature (F+R)**
⑤	**Run Time Indicator**
⑥	**Units**
⑦	**Drive Mode Indicator (Neutral / Drive)**
⑧	**Stealth Mode Indicator**
⑨	**Battery SOC**
⑩	**Regen Mode Indicator**

Firmware
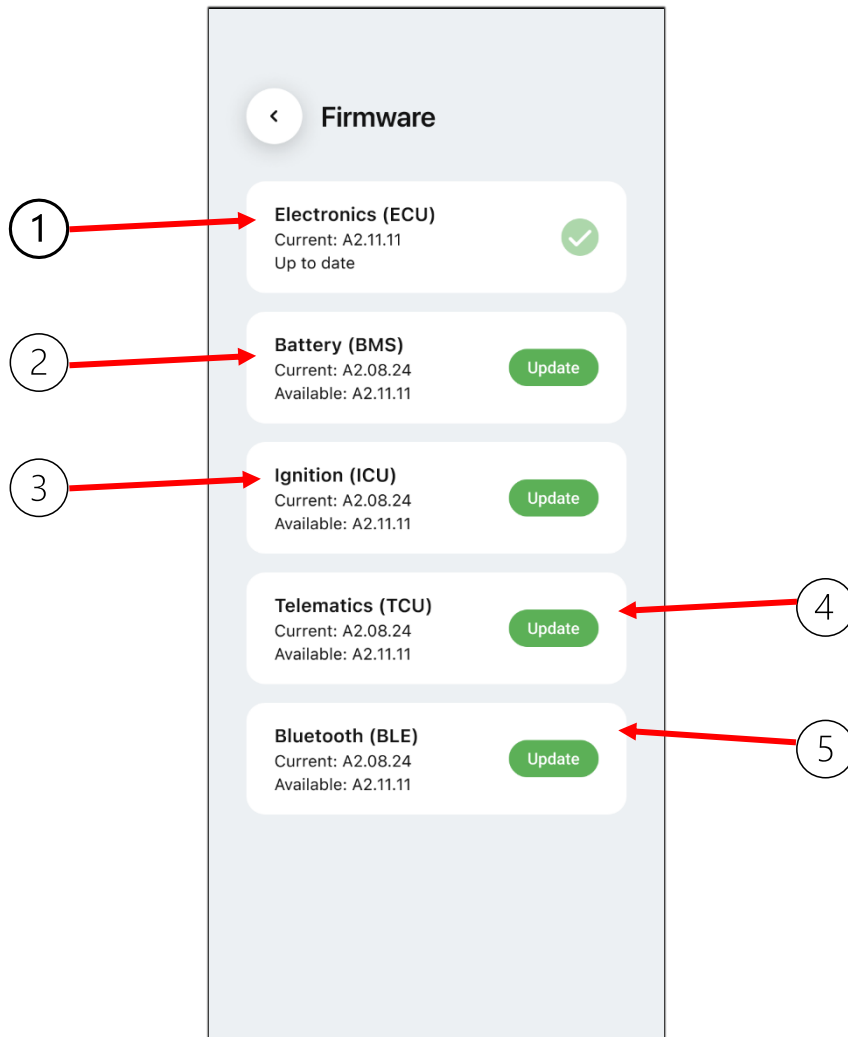
①	**Electronics (ECU) FW Update- (Not Required)**
②	**Battery (BMS) FW Update- (Available)**
③	**Ignition (ICU) FW Update- (Available)**
④	**Telematics (TCU) FW Update- (Available)**
⑤	**Bluetooth (BLE) FW Update- (Available)**

Battery Information

①	**Battery SOC Indicator**
②	**Battery Charge Indicator**
③	**Battery (BMS) Live Data**
④	**Max Cell Imbalance**
⑤	**Cell Pack Voltage (1-14)**

Alerts
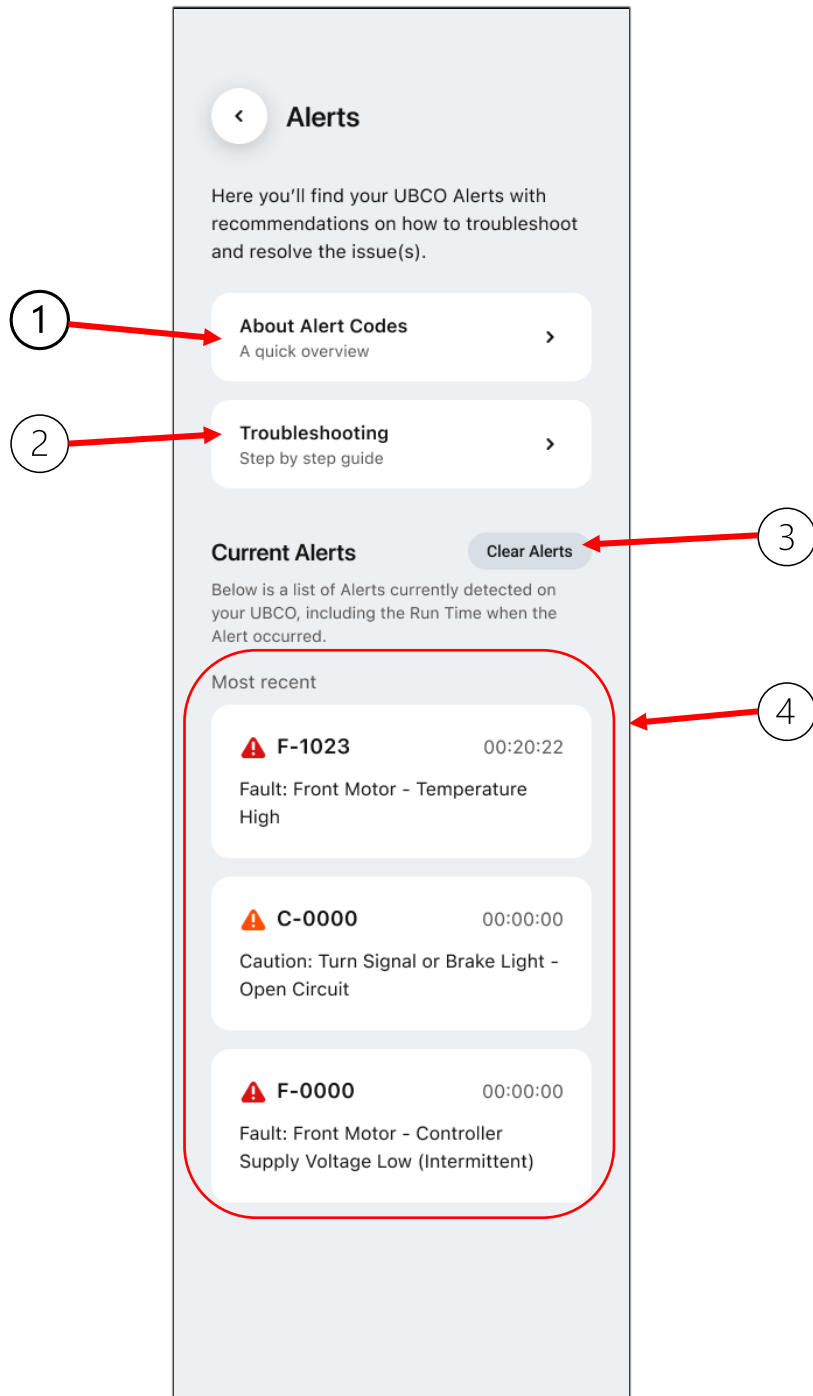
①	**About Alert Codes**
②	**Troubleshooting Tips**
③	**Erase Stored Alert Codes**
④	**List of Stored Alert Codes**

Key Fob Registration
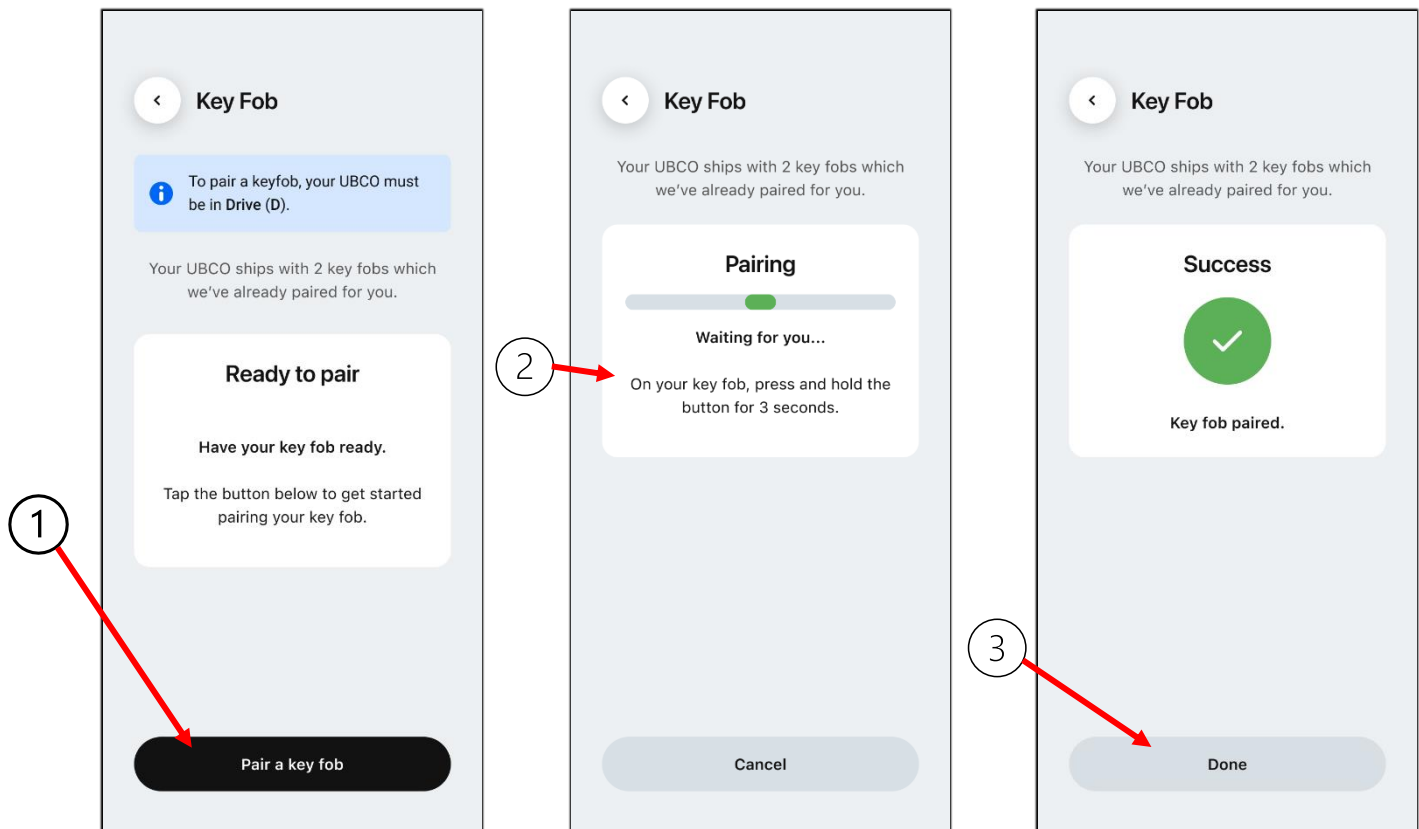
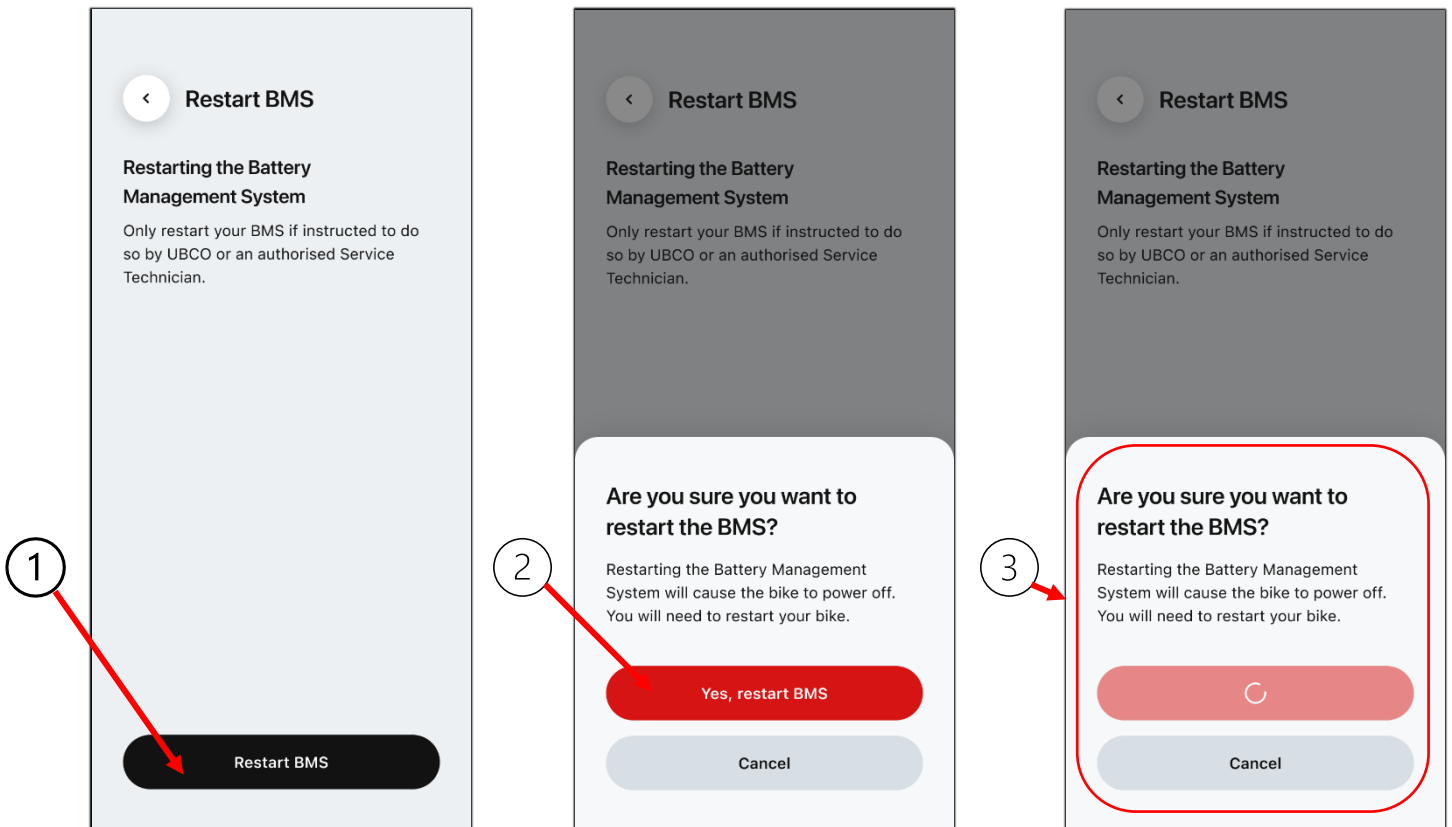|	
①	Confirm the bike is in Drive, and key fob available before selecting **Pair a key fob** to continue
②	Press and hold the key fob button for 3 seconds
③	A green "tick" indicates a successful registration, hit the **Done** button to complete the registration process

Restart BMS

This procedure should only be completed at the direction of UBCO Customer Support

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	①	If directed by UBCO Customer Support, select **Restart BMS** to begin the procedure
	②	Read and acknowledge the displayed warning message before selecting **Yes, restart BMS**
	③	The Restart process will cause the bike to power off. Following completion, you will then need to restart the bike

VMS Mode Selection

This procedure should only be completed when replacing a VMS unit, or at the direction of UBCO Customer Support
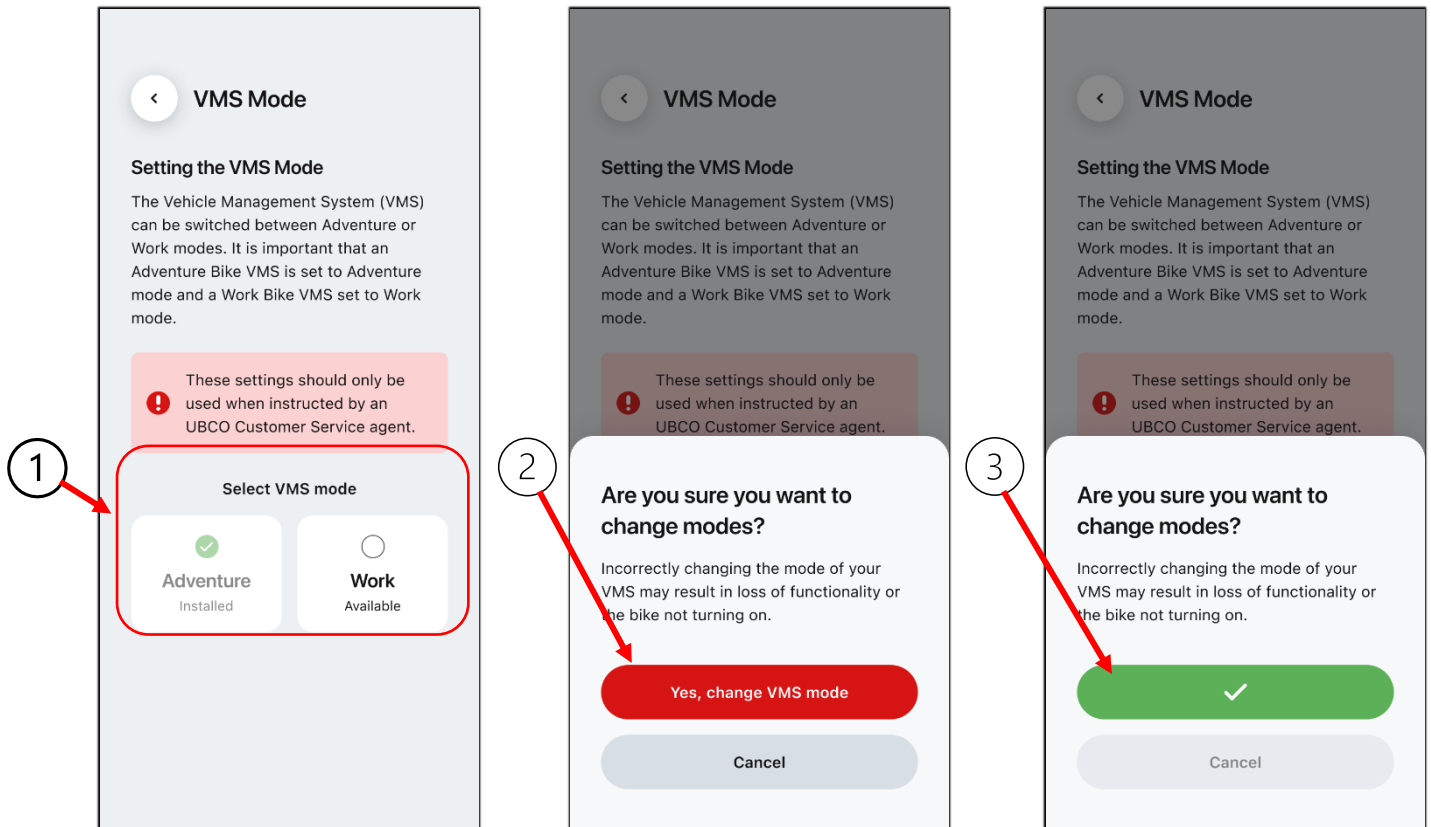
①	If required following VMS replacement, select the correct VMS mode for the bike- **Adventure** or **Work**
②	Read and acknowledge the displayed warning message before selecting **Yes, change VMS mode**
③	A green "tick" indicates the mode change was successful, hit the indicated button to complete the procedure

Motor Configuration

This procedure should only be completed following replacement of a hub motor, motor controller, or at the direction of UBCO Customer Support
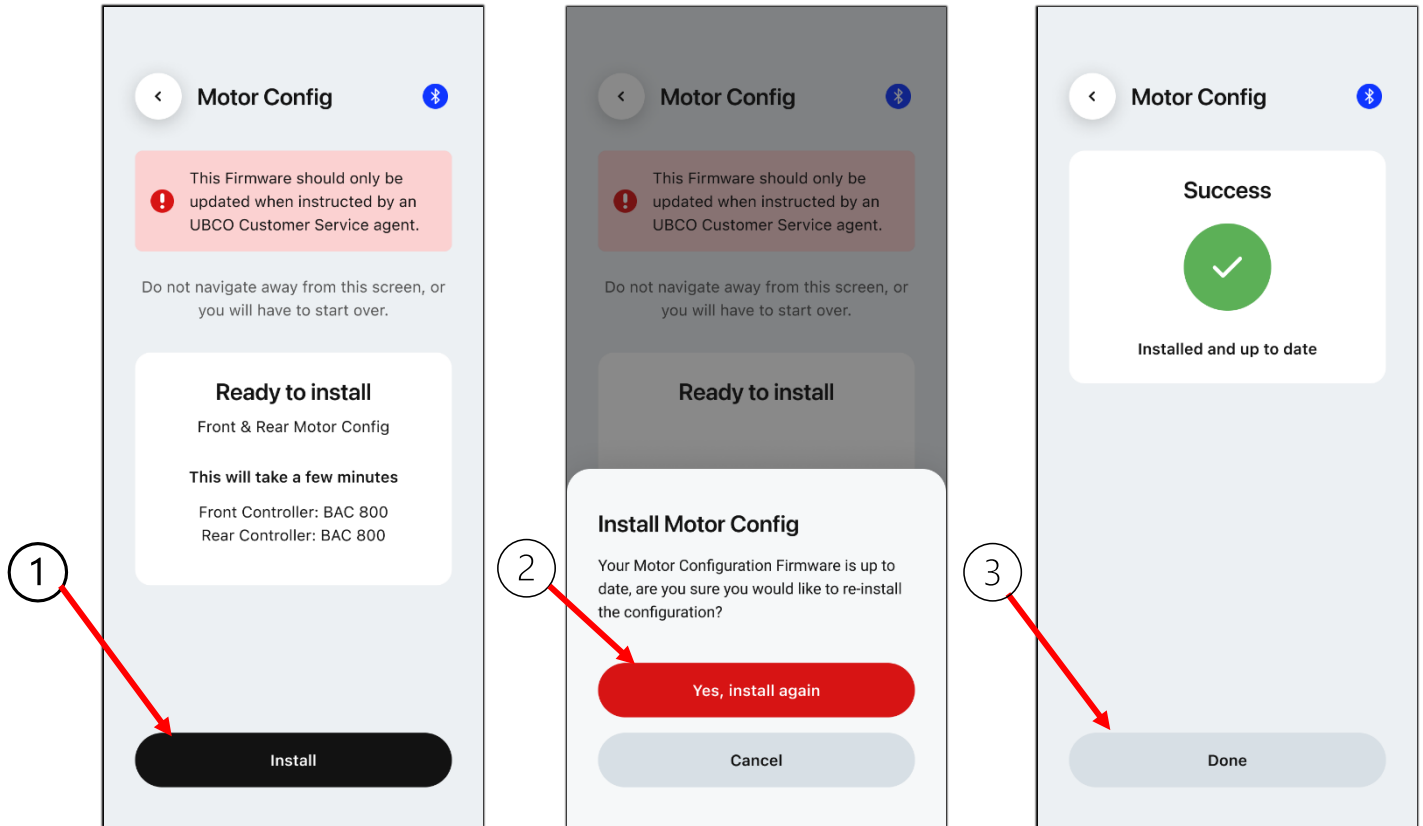
①	If required following component replacement, select the **Install** button to being the procedure
②	Acknowledge the displayed warning message before selecting **Yes, install again** and following the on-screen prompts
③	A green "tick" indicates the configuration was successful, hit the **Done** button to complete the procedure