



APP USER MANUAL

# 1 LOGIN / REGISTER

You can login or register to **use** some options of the app like the **chat support**.

## LOGIN



1. On the main screen tap the settings button (wrench icon) to access the settings section.

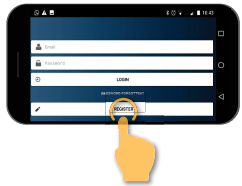


2. Scroll to profile section and tap the user arrow.



3. If you already have an account, enter your data and tap LOGIN.

## REGISTER



1. If you don't have an account yet tap REGISTER.



2. Complete the data fields.



3. Tap REGISTER to complete the process.

# 2 PAIR DEVICE TO YOUR BIKE

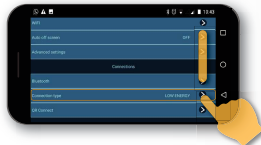
On this page you can consult the steps you have to follow the first time you connect your bike with an EIVA device.



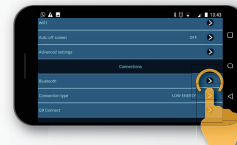
**1.** Put the key into the ignition and rotate it to the right (from "twelve" to "three") to start the bike. Make sure that the **bluetooth** of your smartphone or EIVA device is **ON**.



**2.** On the main screen tap the settings button (wrench icon) to access the settings options.



**3.** On the settings screen scroll down until you see the connection type option (N/A for IOS) in the connection section. If your bike is a 2017 model or more recent, set connection type to **LOW ENERGY**. If bike is a 2016 model, set connection type to **NORMAL**.



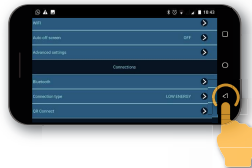
**4.** Tap on bluetooth.



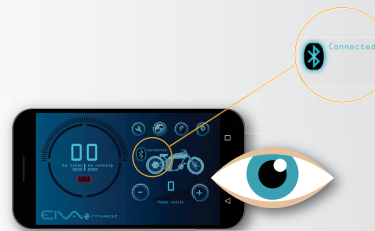
**5.** Wait a few seconds until your bike code (**RAYVOLT XXXX**) appears on screen and then tap to connect the bike.



**6.** Tap accept.



**7.** Return to the main screen of the app.

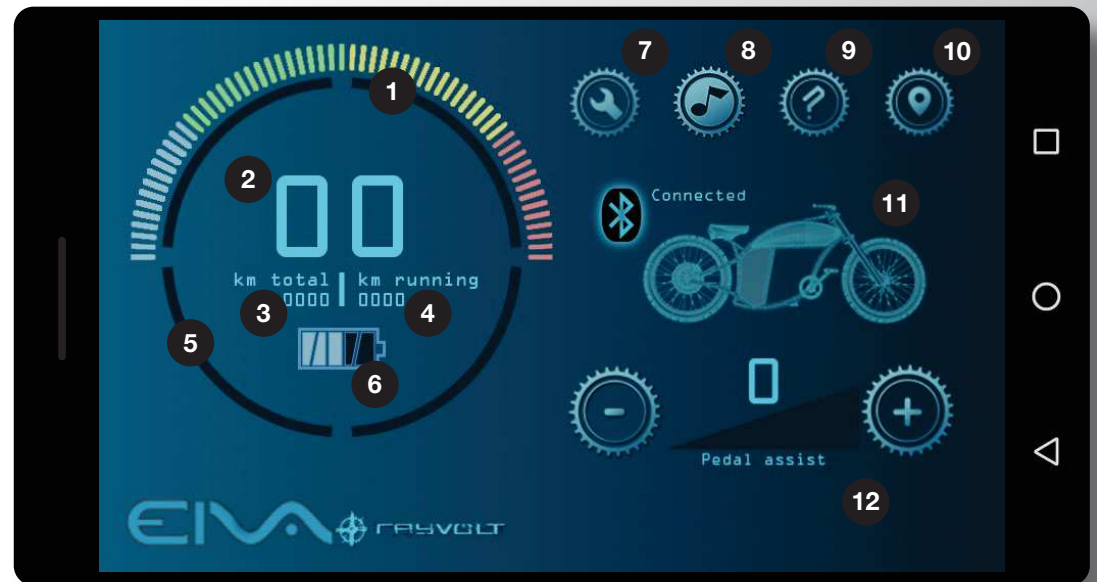


**8.** Check the status of the bike. The bluetooth icon indicates a successful connection. The next time, the APP will connect automatically. If for some reason it doesn't sync right away, simply tap the bike status icon for a quick connect.

# 3 EIVA SCREEN

EIVA is an app developed by Rayvolt. It allows you to configure the options and tech features of your bike like IPAS (Pedal Assist), acceleration, IRBS (Regenerative Brakes System), etc. as well as play your music or get access to routes and maps. It comes with a technical support chat to help resolve any issue you may find.

- |                      |                    |
|----------------------|--------------------|
| 1 GPS Indicator      | 7 Settings         |
| 2 Speed              | 8 Music            |
| 3 Distance Travelled | 9 Help             |
| 4 Current Travel     | 10 Maps            |
| 5 Speed Diagram      | 11 Bike Status     |
| 6 Battery Level      | 12 IPAS Controller |



# 4

## PEDAL ASSIST LEVELS

Push + or - to adjust pedal assist strength.  
When the bike is not connected to EIVA,  
the strength will be 3 by default.



Smoother level of IPAS.



Stronger level of IPAS.



0

Not using  
of IPAS.



1

Smooth level  
of IPAS.



2

Medium level  
of IPAS.



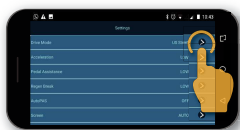
3

Strong level  
of IPAS.

# 5 CHOOSE YOUR DRIVE MODE



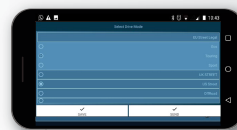
1. On the main screen tap the settings button (wrench icon) to access the settings section.



2. Tap on Drive Mode.

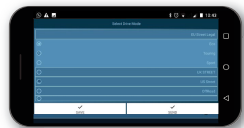


3. Tap the EU Street Legal button.



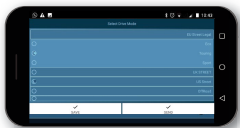
4. Choose a pre-set mode from Eco, Touring and Sport.

## ECO



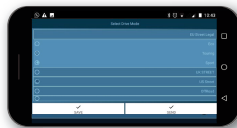
Eco will give you more range but less power.

## TOURING



Touring is somewhere between Eco and Sport.

## SPORT

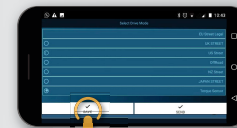


Sport has less range but amazing power.

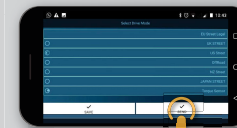
## TORQUE SENSOR



Torque only applies if your bike is fitted with the torque sensor.



Select **SAVE** if you want to **save the changes permanently**. The modifications **will remain for the next time** you start your bike.



Select **SEND** if you just want to **apply the changes for the current use**. These modifications will **not remain for the next time** you use your bike. The settings will either be what you saved (**SAVE** Button) last time or the default.

# 6 CHANGE ADVANCE SETTINGS

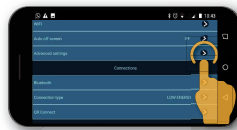
If you want to customize your ride experience, first choose the preferred drive mode, then go to advanced settings to customize the drive mode down to its specifics. If you change too much and don't know how to put it back, simply go the drive modes from Chapter 5



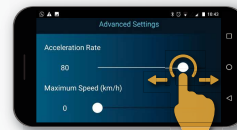
1. On the main screen tap the settings button (wrench icon) to access the settings section.



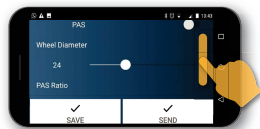
2. On the settings screen scroll down and search for advanced settings.



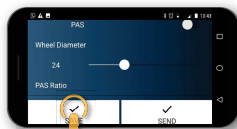
3. Tap the arrow icon.



4. Scroll left or right to adjust the chosen parameter.



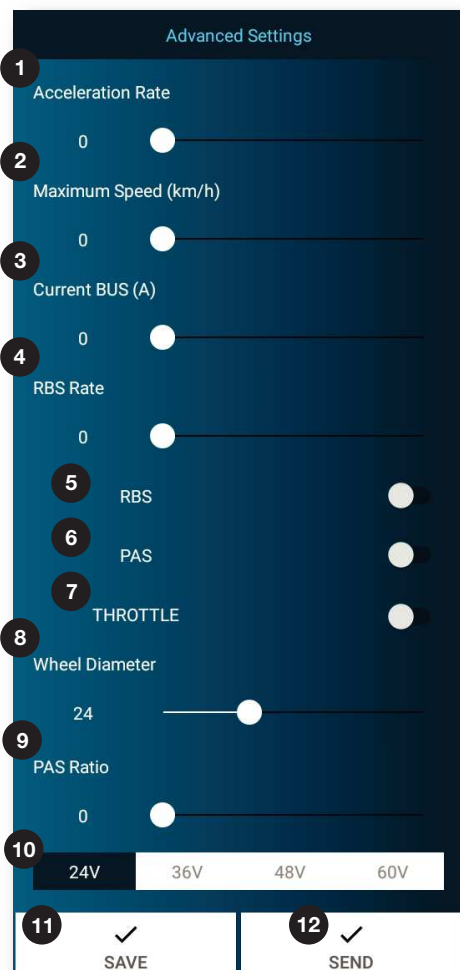
5. Scroll down to save or send the changes.



6. Select SAVE if you want to **save the changes permanently**. The modifications **will remain for the next time** you start your bike.



7. Select SEND if you want to **apply the changes just for the current use**. These modifications will **not remain for the next time** you use your bike. The settings will either be what you saved (SAVE Button) last time or the default.



## 1 ACCELERATION RATE

This scroll bar adjusts the acceleration of the bike without affecting the power output. Delay the power delivery progressively to achieve an ultra-smooth ride or ultra-responsive power. **50%** will be **very smooth** while **100%** will be **ultra-responsive**. 100% is very strong and harder on the rear frame and motor shaft. We recommend a value between **60 and 80** for a **good power / smoothness balance**.

## 2 MAXIMUM SPEED

Adjust the top speed allowed by the motor. Great to limit speed for beginners or parental control.

## 3 CURRENT BUS (A)

Adjust motor torque by adjusting the amperage output of the battery. **A lower value** will give you **more range**. **A higher value** will give you **more torque**. We **recommend** current from **10 to 15**.

## 4 RBS RATE

RBS is the regenerative braking amperage input of the battery. **A lower value** will give you a **smooth regenerative brake** with a **low recharge**. **A higher value** will give **strong regenerative brake** with a **high recharge**. For **optimum battery durability** and **balanced brakes**, we recommend a value from **15 to 25** if you have the **standard battery** and **20 to 35** if you have the **dual battery**.

## 5 RBS

Allows the user to **enable or disable** the **Regenerative Breaking**.

## 6 PAS

Allows the user to **enable or disable** the **Pedal Assistance**.

## 7 THROTTLE

Allows the user to **enable or/disable** the **throttle**. (This function is only available for certain countries where regulations allow it).

## 8 WHEEL DIAMETER

In order to display the correct speed, adjust the wheel size according to your bike.

-Cruzer (M): 25  
-Cruzer (L): 27  
-Torino: 26  
-Ambassador: 28

## 9 PAS RATIO

This scroll bar **switches** the **scale** of the **PAS** gears from the **main screen**. We put the **standard at 65** to make sure you **always have assistance**. If you want to feel a **greater difference** between the gears, **lower** this value. This is quite an advanced setting that really **depends** on the **bike** you are using, the **weight** of the **rider** and the **cycle enviroment**. We **suggest** keeping this **value at 65**, unless you know what you are doing.

## 10 VOLTAGE

Choose your battery voltage. **If you keep the original battery** on the bike, make sure it always **remain at 48V**.

## 11 SAVE

Press **SAVE** if you want to **save** those **settings** to the **ROM**. The **bike** will **keep** those **settings** even after turning off and back on. You will always be able to save new settings after.

## 12 SEND

Press **SEND** if you want to **upload** those **settings** to the bike **temporarily**. Once the **bike** is **turned off** and back on the settings will be **back to factory settings**.



# 7 LIVE SUPPORT

If you have any issue with settings or need additional information, our app is equipped with a live support chat as well as remote connection to your bike via your Android phone or EIVA device. (Remote connection not supported on IOS).

## HELP SCREEN



1. On the main screen tap the question mark icon.



2. You will access a help screen with labels of all the items.

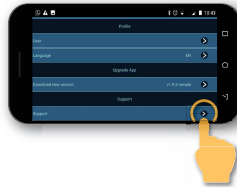
## TECHNICAL SUPPORT CHAT



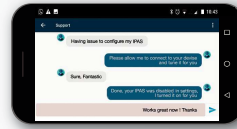
1. On the main screen tap the settings button (wrench icon) to access the settings options.



2. On the settings screens scroll and search for the support option.



3. Tap the support arrow.



4. Chat directly with the support team and describe your issue.



5. If your problem persists, tap the menu button and then SUPPORT. If you allow it, the support team will connect to your device via Teamviewer to resolve the issue.

# 8 TROUBLE SHOOTING WITH EIVA STATUS ICON

If there is any trouble with your bike the app will show you some of the most common issues.

## CONNECTED



Your bike electronics are in good order.

## NOT CONNECTED



Your device is not connected to the bike. Tap the bike icon to connect. If it is still not connecting, turn the bike off and back on and then tap the icon. If you are still having connection issues, go back to pairing in chapter 2. If you are still having issues with pairing afterwards, contact us on live support (chapter 7).

## RBS STALL



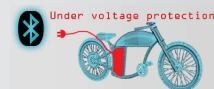
Your bike is detecting the brake sensor signal. If you are not using the brakes but you see this icon, adjust the brake sensor clockwise until the icon disappears. If you are still having issues with pairing afterwards, contact us on the live support (chapter 7).

## THROTTLE FAULT



Your throttle may be unplugged or is having technical issue. Check the throttle connection inside the tank cover. Remember to always turn off the bike before plugging / unplugging the wire. If you are still having issues with pairing afterwards, contact us on the live support (chapter 7).

## UNDER VOLTAGE



You ran out of battery. Please recharge. If your battery is full, please make sure that the battery settings in the advanced settings are set to the correct parameter of 48V (unless you replaced the original battery with a different spec).

## OVER VOLTAGE



Check battery settings and make sure it is at 48V unless you replaced the battery with a 36V. If you are still having issues, your battery might be overcharged due to a wrong charger or it isn't working properly. In this case go to live support (chapter 7).

## OVERHEAT



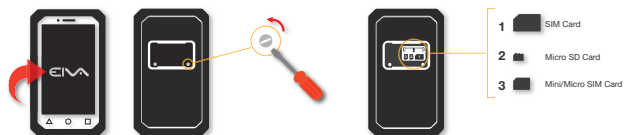
The motor is equipped with a heat sensor, so if it gets too hot, the controller will activate a safety shutdown until it cools down.

# 9

## MUSIC AND GPS

EIVA allows you to access satellite maps and listen to your music.

### MUSIC



**1.** Turn your device around and remove the screws from the cover.

**2.** Place the card with your music in its corresponding slot



**3.** On the main screen, tap the settings button (wrench icon) to access the settings section.



**4.** In this section you can choose among artists, videos, songs and playlists.

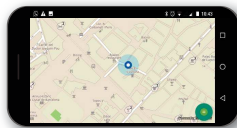


**5.** Play and enjoy your music.

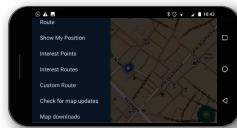
### GPS



**1.** On the main screen tap the locator button to access GPS.



**2.** The app will show you a map screen with your location. Tap the green icon to see all the options.



**3.** Select the option you like. You can see your location, plan a route, update and download maps.

# 10

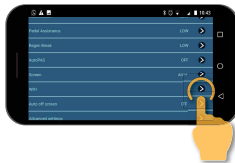
## WIFI CONNECTION AND UPDATES

Consult the connection options and check if you have the latest version of the EIVA app.

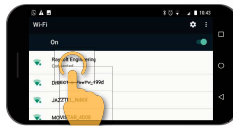
### WI-FI CONNECTION



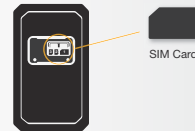
1. On the main screen tap the settings button (wrench icon) to access the settings section.



2. In this section go to the Wi-Fi options and tap the arrow icon to access the connection.



3. In the Wi-Fi screen choose the network to which you want to connect.

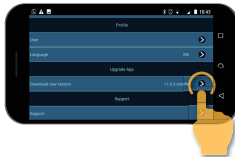


4. You can also get internet access by introducing a SIM Card or sharing from your smartphone.

### UPGRADE



1. On the main screen tap the settings button (wrench icon) to access the settings section.



2. Scroll to the Upgrade App option and tap Download New Version arrow to update automatically.