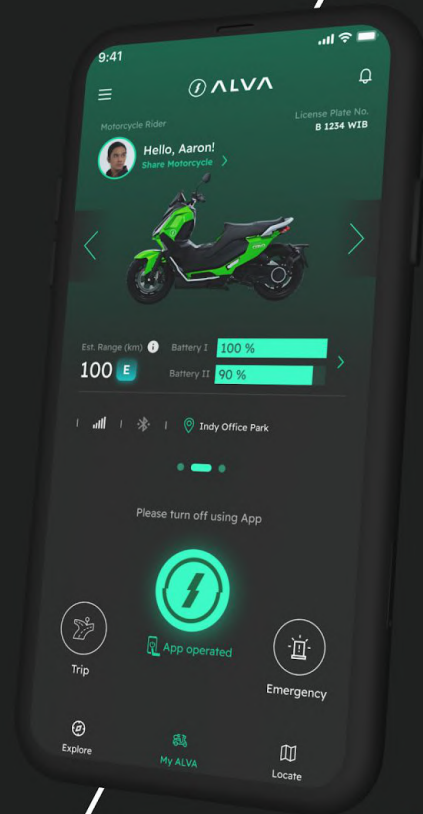




My ALVA App

USER MANUAL



Hello!
**Welcome to
My ALVA App
User Manual**

Please make sure you have the latest My ALVA App downloaded on your phone.

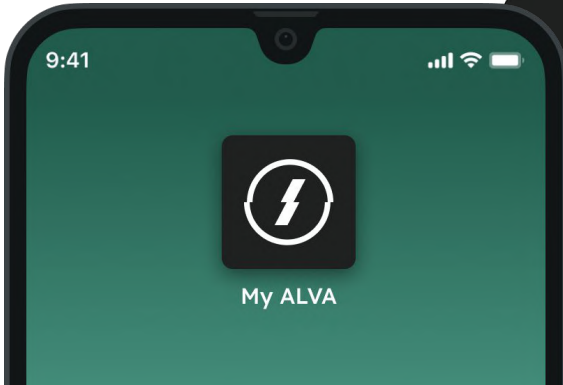
Get My ALVA App here:



[Link](#)



[Link](#)



Join the BETA on Android / TestFlight on iOS and try the new features before they're officially released.

Give us your feedback and help us improve My ALVA!

Table of Contents

2	<u>INTRODUCTION</u>	35	<u>ALVA CERVO</u>	58	<u>My EV</u>
4	<u>ONBOARDING</u>	37	<u>Turn On/Off (App operated)</u>	59	<u>ALVA ONE</u>
7	<u>I have ALVA Motorcycle</u>	38	<u>Turn On/Off (Key operated)</u>	60	<u>ALVA CERVO</u>
8	<u>Login</u>	39	<u>Riding Modes</u>	61	<u>Scan Motorcycle Health</u>
9	<u>Register</u>	40	<u>Emergency</u>	62	<u>Stats for Nerds</u>
11	<u>I don't have ALVA Motorcycle</u>	41	<u>Emergency: Secure Motorcycle</u>	63	<u>Transfer Motorcycle Ownership</u>
14	<u>Simulator</u>	43	<u>Emergency: Turn Off Motorcycle</u>	64	<u>Remove Motorcycle</u>
18	<u>CONNECT TO MOTORCYCLE</u>	44	<u>Trip</u>	65	<u>CONNECTIVITY</u>
19	<u>Add ALVA Motorcycle</u>	45	<u>Riding Analytics</u>	66	<u>Bluetooth Pairing</u>
23	<u>Request Motorcycle Ownership</u>	46	<u>Share Trip</u>	68	<u>Offline Mode</u>
24	<u>EXPLORE</u>	47	<u>Share Motorcycle</u>	69	<u>MORE FEATURES</u>
26	<u>My ALVA</u>	48	<u>Share Motorcycle</u>	71	<u>ALVA Rider Leaderboard</u>
28	<u>ALVA ONE</u>	49	<u>Revoke Motorcycle Access</u>	73	<u>Near Me</u>
30	<u>Turn On/Off</u>	50	<u>Borrower's View</u>	78	<u>IoT Checking (ONE)</u>
31	<u>Emergency</u>	51	<u>Battery Information (CERVO)</u>	80	<u>FAQ</u>
32	<u>Emergency: Secure Motorcycle</u>	53	<u>Battery Lock</u>	82	<u>CONTACT US</u>
34	<u>Emergency: Turn Off Motorcycle</u>	54	<u>LOCATE</u>		
		55	<u>Locate</u>		
		56	<u>Estimate Trip</u>		

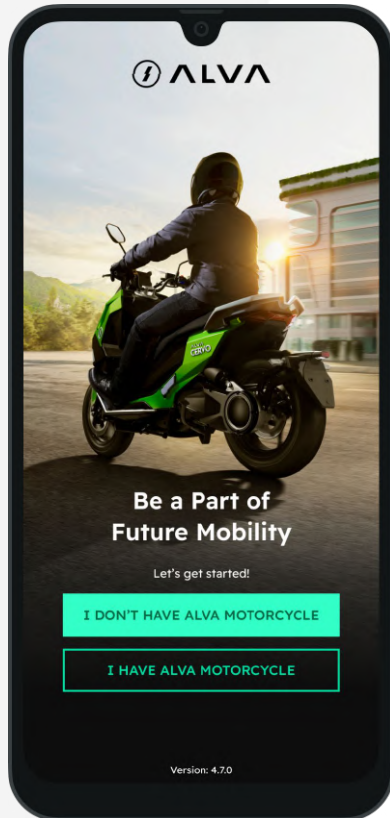
ONBOARDING

Welcome to My ALVA App

Open
My ALVA App on
your phone.



My ALVA



You will be welcomed by the Onboarding page.

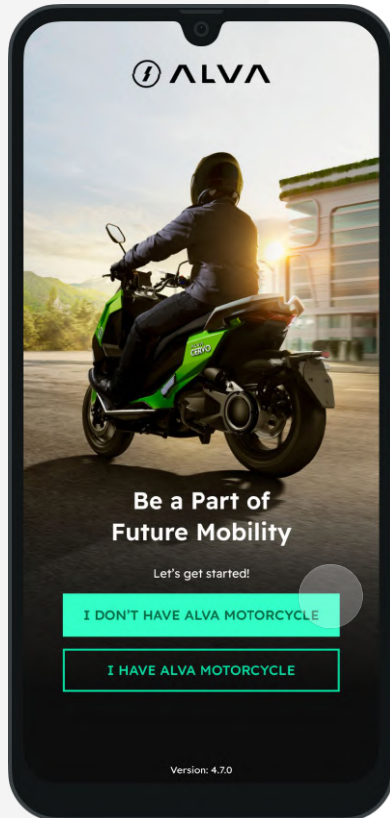
Select **I DON'T HAVE ALVA MOTORCYCLE**
if you currently do not have the motorcycle;

OR

Select **I HAVE ALVA MOTORCYCLE**
if the motorcycle you purchase has been
delivered to you

**I DON'T HAVE
ALVA
MOTORCYCLE** will
direct you to
Explore

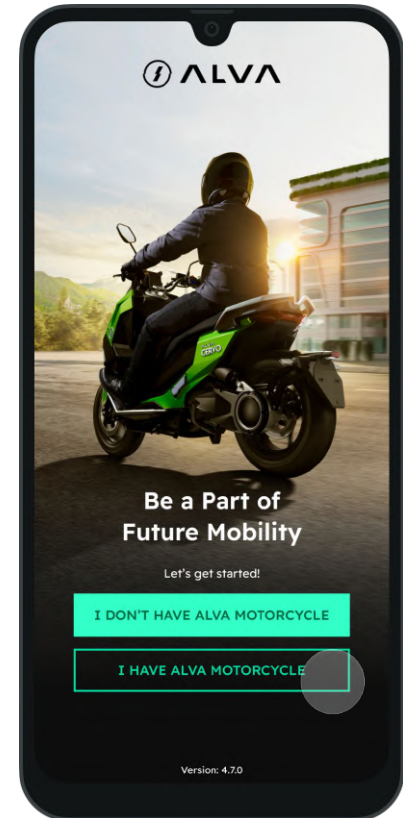
User without an
account can explore
My ALVA App at ease
& be able to
experience the App
like having their own
motorcycle



**I HAVE ALVA
MOTORCYCLE** will
direct you to
Login/Register

To connect to your
motorcycle, you will
have to login first to
the account

This way, your
motorcycle will be
registered to your
logged in account



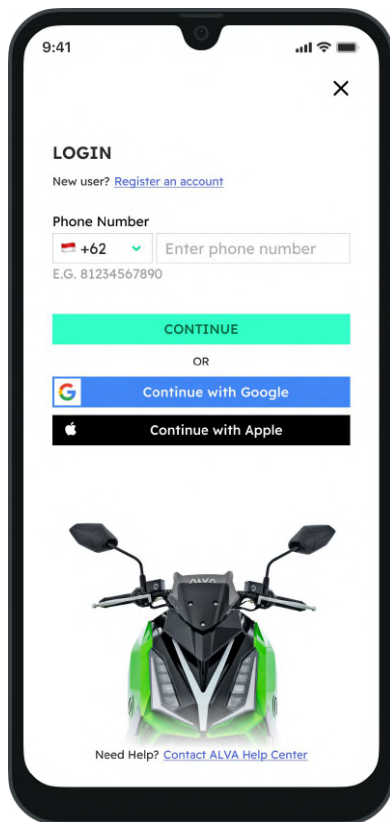
ONBOARDING

I have ALVA Motorcycle

Login/Register to you account to connect to
the ALVA Motorcycle

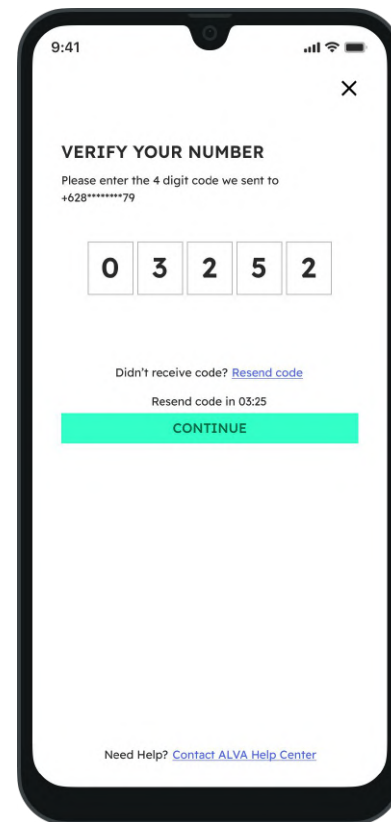
Login with your registered phone number

Enter phone number and click continue



Verify your number by entering the 4 digit code and click continue

You're logged in and will be directed to Explore page



REGISTER

Onboarding **I HAVE ALVA MOTORCYCLE**

Register to a new account using your phone number

Enter phone number and click Continue

9:41

REGISTER

Already have an account? [Login](#)

Phone Number

+62 Enter phone number

E.G. 81234567890

CONTINUE

OR

Continue with Google

Continue with Apple

ALVA

Need Help? [Contact ALVA Help Center](#)

Please fill in the email address and your full name, then click Register

9:41

REGISTER

Already have an account? [Login](#)

Email Address

Enter email address

Full name

Full name

Phone Number

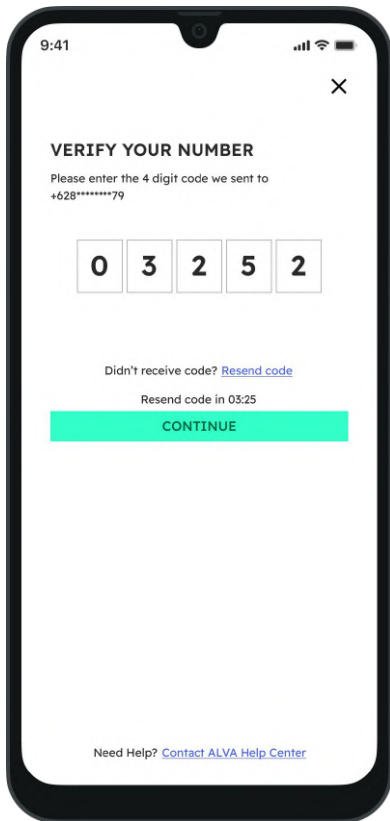
+62 3232812179

By signing up, you are agreeing to our [Privacy Policy & Term of Use](#)

REGISTER

REGISTER

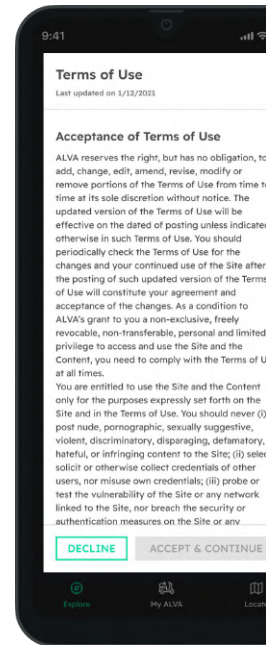
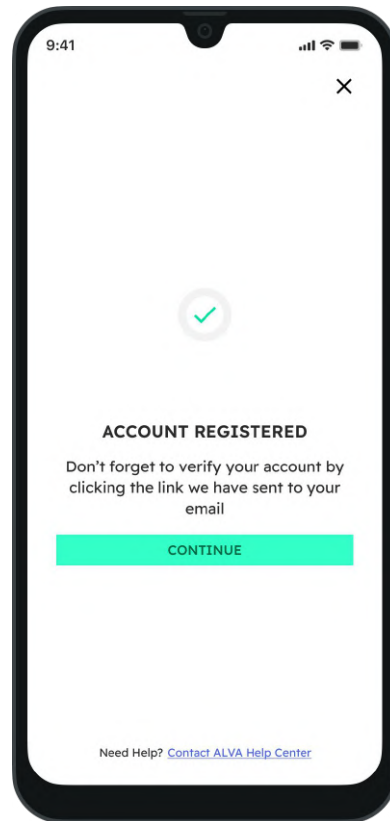
Verify your number by entering the 4 digit code and click continue



If successful, you will be directed to the success page. Click Continue

Before exploring further, please **ACCEPT** to the **Terms of Use** of the app to continue exploring

Onboarding I HAVE ALVA MOTORCYCLE



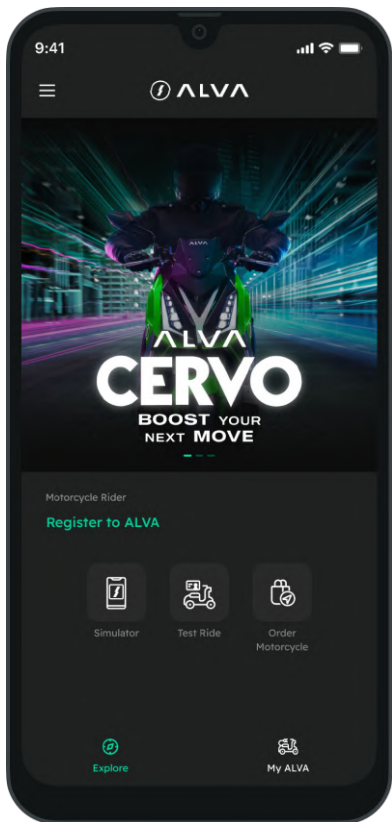
ONBOARDING

I don't have ALVA Motorcycle

Explore My ALVA even without an account,
experience the Simulator

Explore with an unregistered account!

After you select **I DON'T HAVE ALVA MOTORCYCLE** You will be directed to the explore page



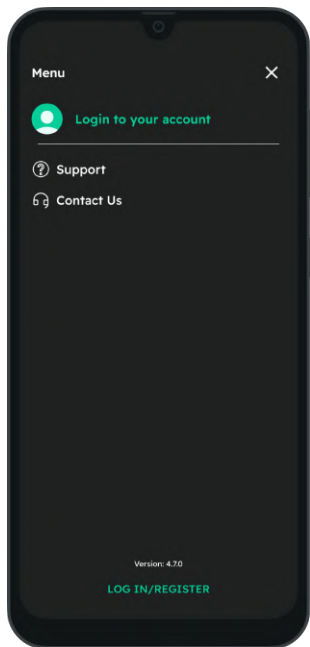
Explore Page is where you can explore all the features highlighted on My ALVA App!

For unregistered account, you can:

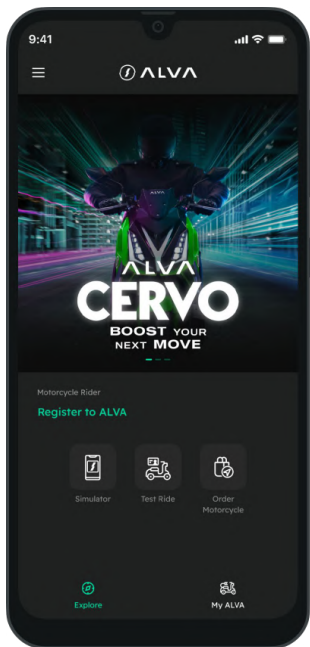
1. **SIMULATOR**
Select to experience how to control motorcycle without owning one
2. **TEST RIDE**
Select to book a test ride experience on the Experience Center
3. **ORDER MOTORCYCLE**
Select to order your first ALVA motorcycle
4. **REGISTER TO ALVA**

My ALVA without an account

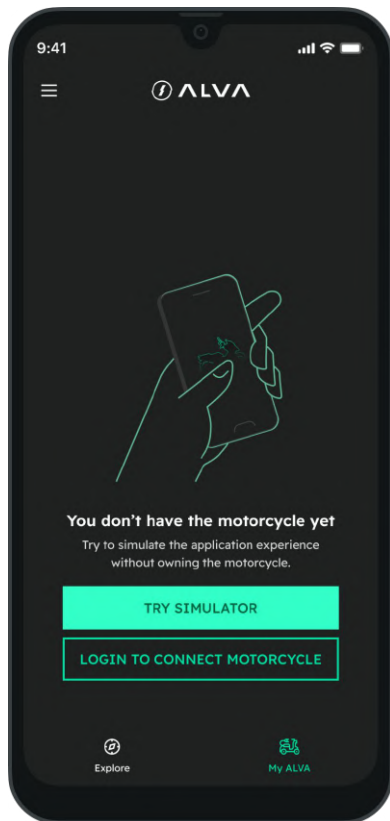
Onboarding **I DON'T HAVE ALVA MOTORCYCLE**



SIDE MENU



EXPLORE



My ALVA

My ALVA page is where you can control your motorcycle!

For unregistered account, you can:

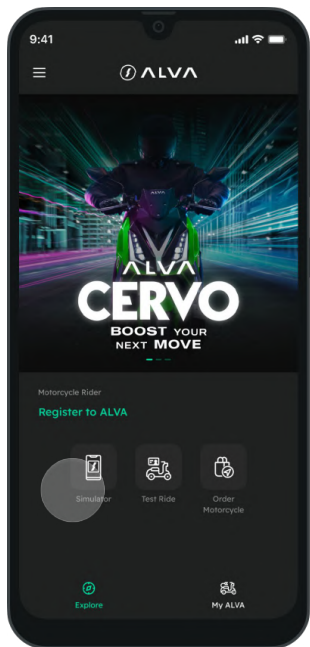
1. **TRY SIMULATOR**
Select to experience how to control motorcycle without owning one
2. **LOGIN TO CONNECT MOTORCYCLE**
To connect with your ALVA motorcycle, please login first to your account

ONBOARDING

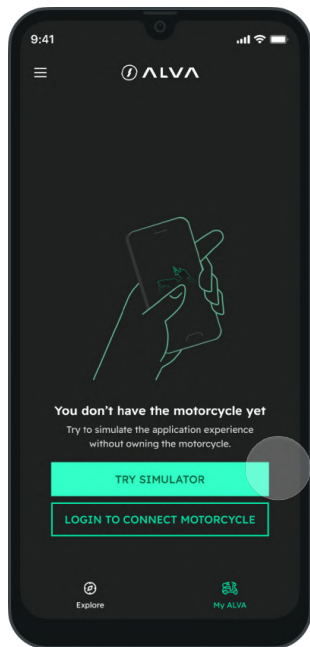
Simulator

Experience how to control motorcycle without
owning one

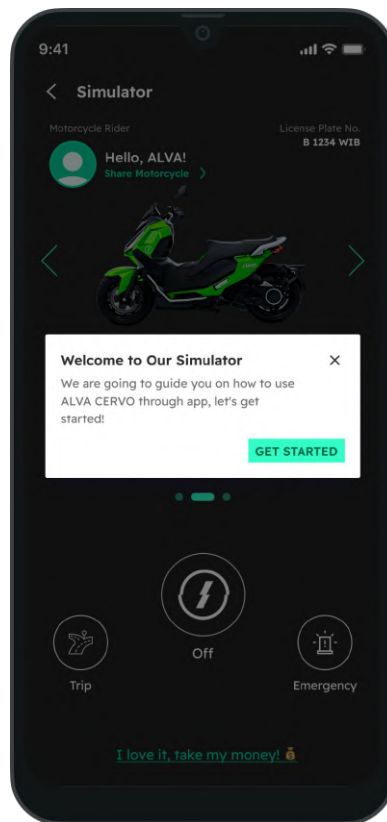
Try simulator!



Simulator
on Explore



Simulator
on My ALVA



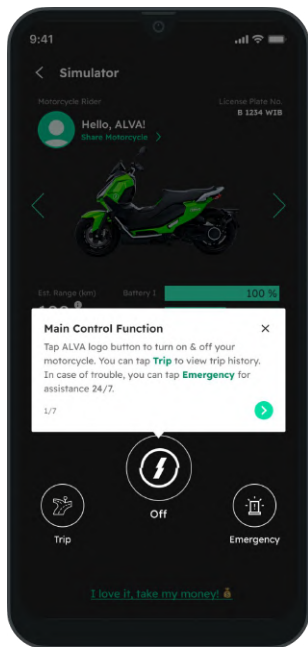
Welcome to Simulator

Using our Simulator, experience how to control motorcycle without even owning one

Getting started with the simulator:

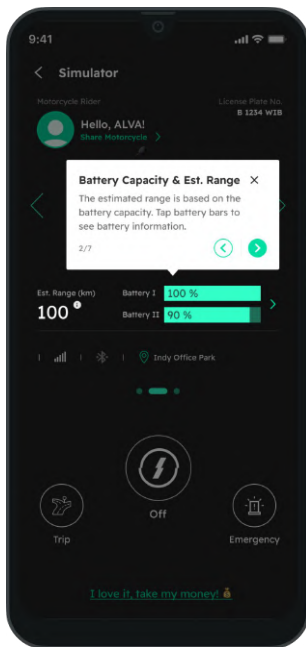
1. Click Get Started
2. Go through the step one by one to get know more about each of the feature on My ALVA

Step 1



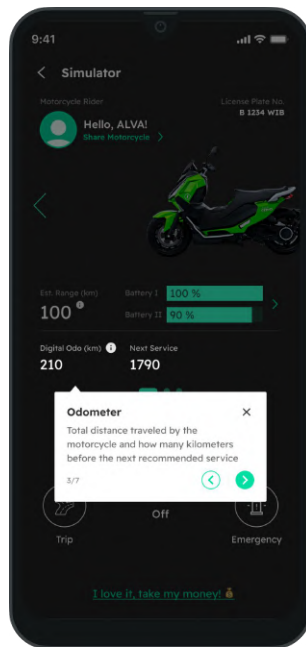
Main Control Function

Step 2



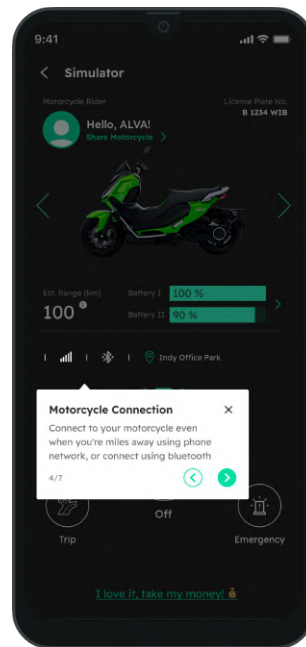
Battery Capacity & Est. Range

Step 3



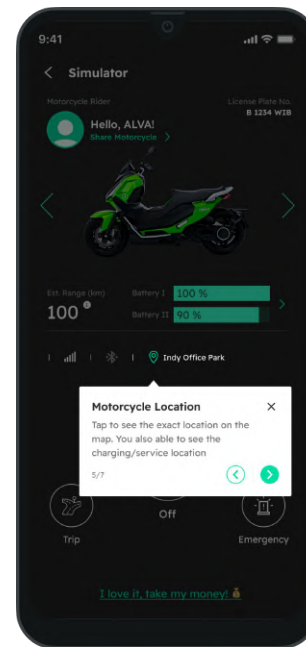
Odometer

Step 4



Motorcycle Connection

Step 5

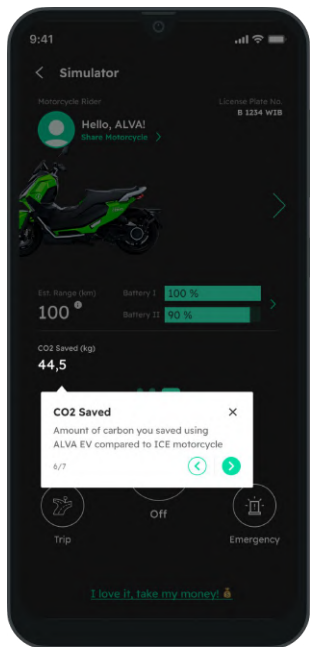


Motorcycle Location

Try simulator!

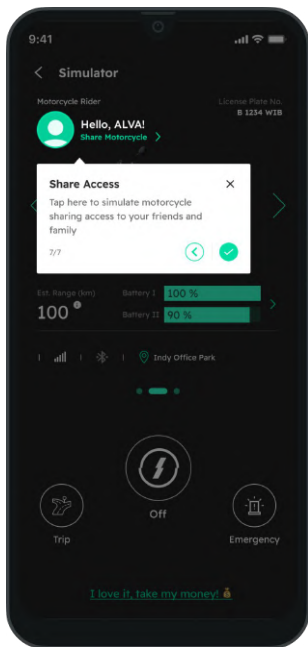
Onboarding **SIMULATOR**

Step 6

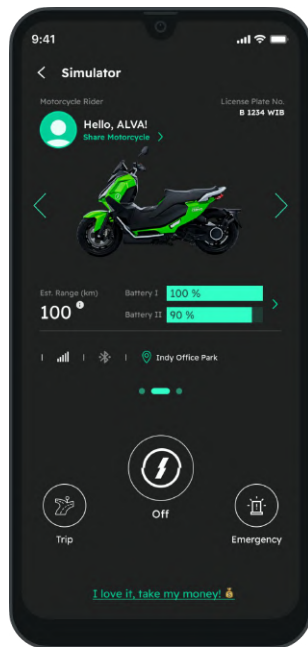


CO2 Saved

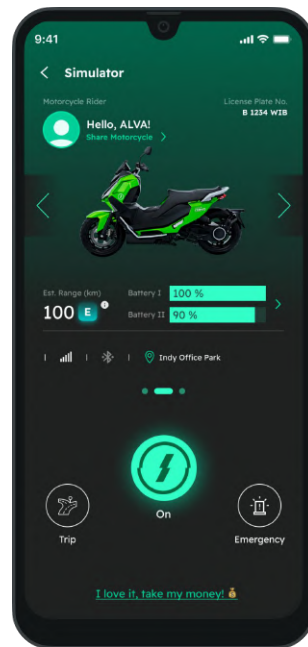
Step 7



Share Motorcycle
Access



State: Off



State: On

Simulator is an experience to **Simulate a Virtual Motorcycle**; not to be confused with the actual My ALVA experience with an real motorcycle

Try to click the features on the simulator - explore!

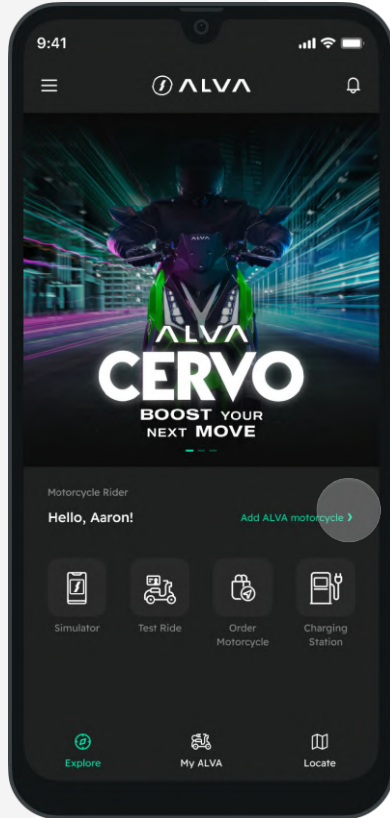
CONNECT TO MOTORCYCLE

Add your motorcycle to My ALVA

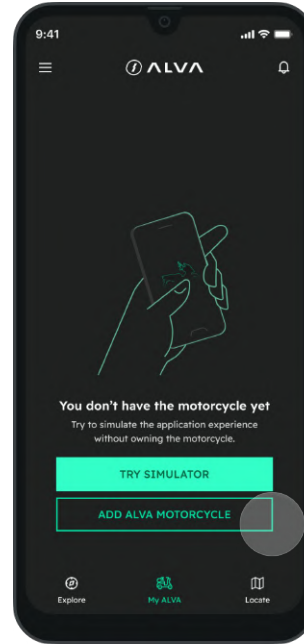
ADD YOUR FIRST MOTORCYCLE

Remember to login first to add!

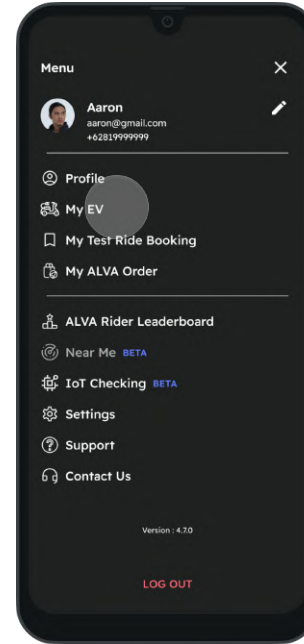
After login, you can Add ALVA Motorcycle from **Explore page**, from **My ALVA page**, or from the **sidebar My EV**



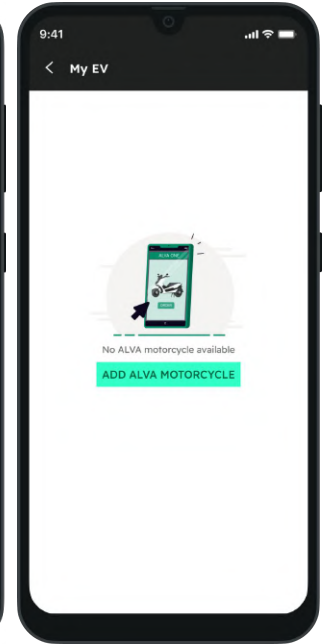
Explore Page



My ALVA
Add ALVA Motorcycle



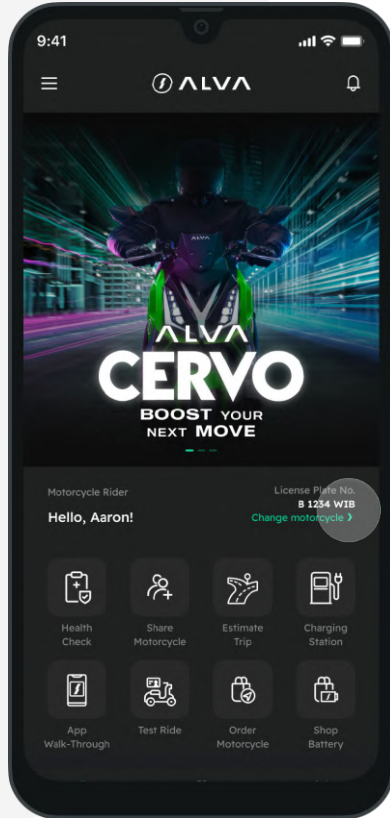
Sidebar
My EV > Add ALVA Motorcycle



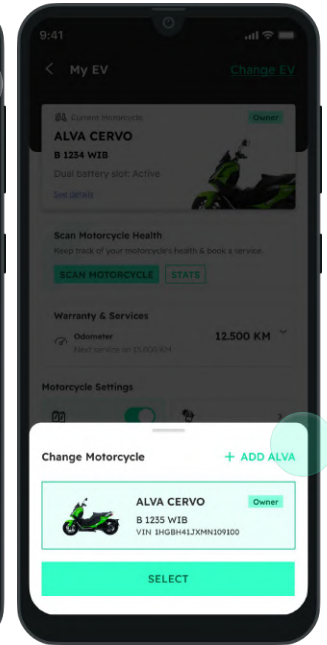
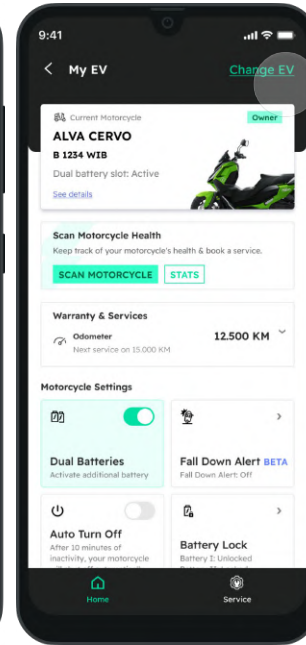
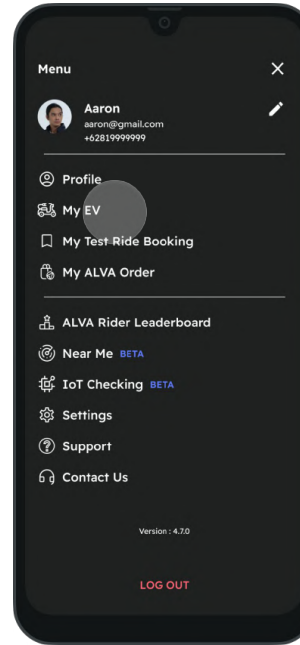
ADD MORE MOTORCYCLE

You can connect to more than one motorcycle

Add more motorcycle from Explore > Change Motorcycle OR from My EV



Explore Page



Sidebar
My EV > Change EV > Add ALVA

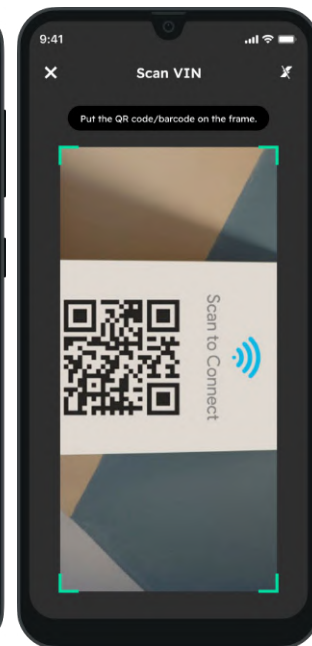
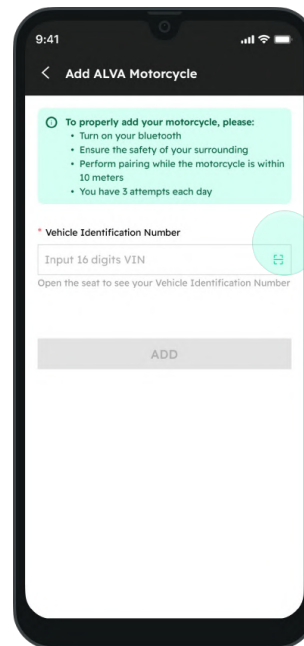
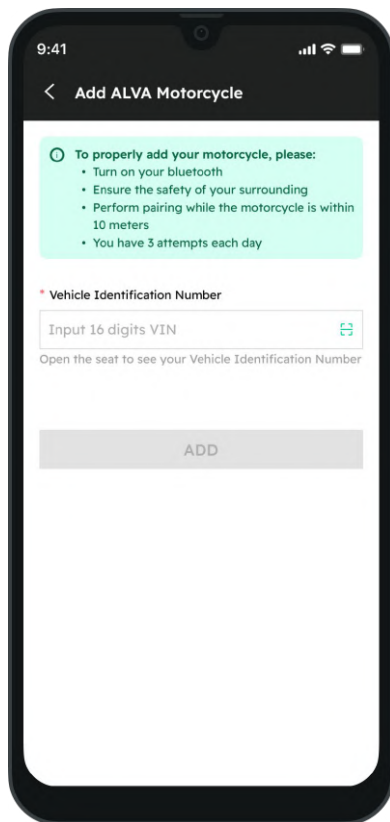
/// Add ALVA Motorcycle

CONNECT TO MOTORCYCLE

Input 16 digit VIN of your motorcycle to the field and click add

OR

Scan the VIN code by clicking the scan icon

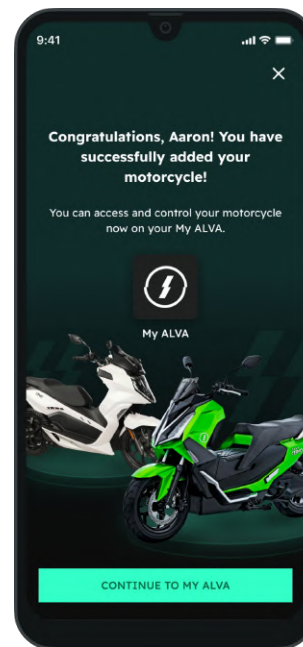
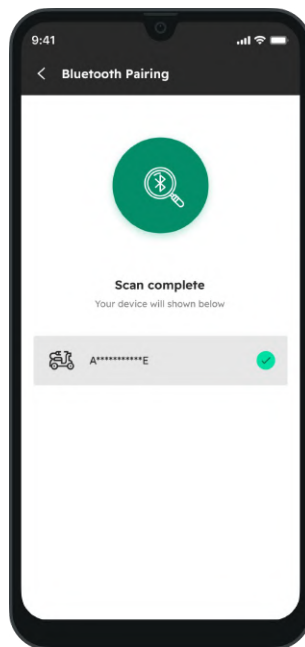
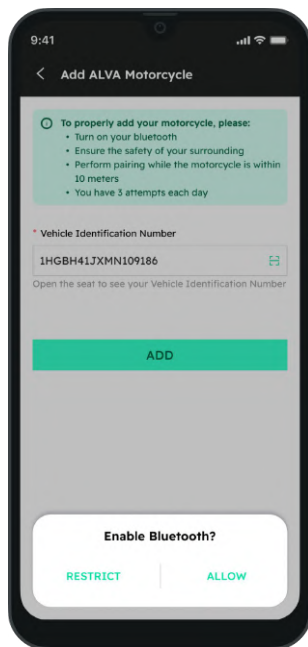


Scan VIN QR code/Barcode

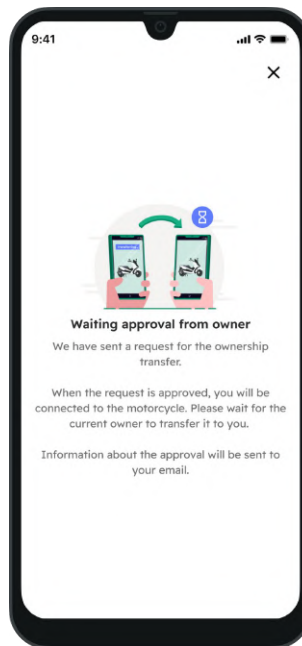
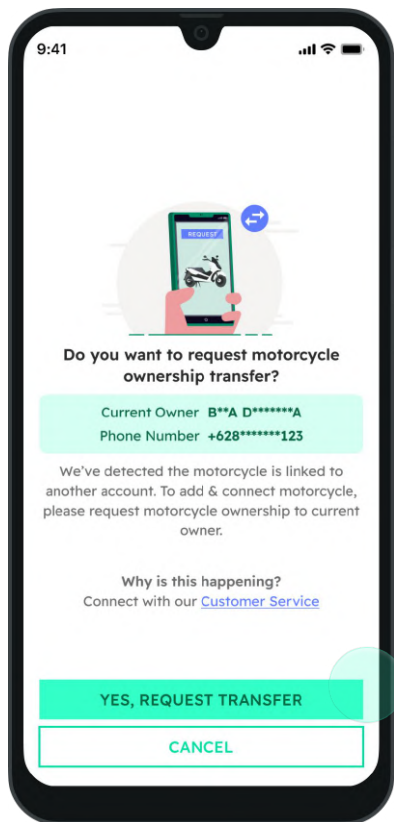
/// Add ALVA Motorcycle

CONNECT TO MOTORCYCLE

After clicking the Add button, please allow the bluetooth connection to properly add motorcycle



“The VIN I inputted is already registered on another account! What can I do?”



When VIN is linked to another account, you have to request motorcycle ownership

1. Request motorcycle ownership from current owner (YES, REQUEST TRANSFER)
2. Owner will have to approve transfer first
3. After approved, the motorcycle will be on your account
4. Current owner can deny the request

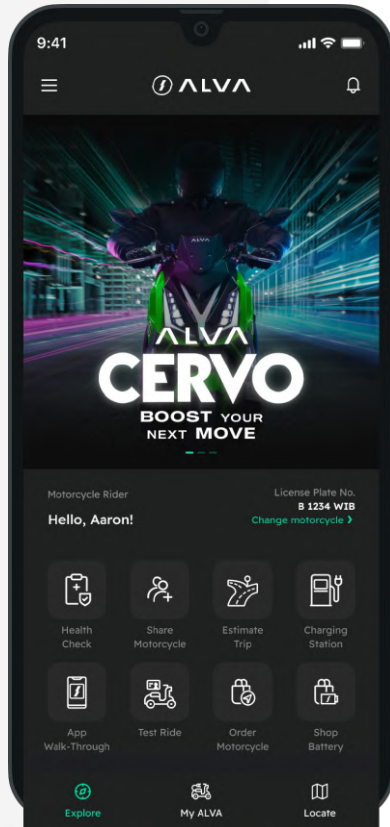
EXPLORE

Explore all the features highlighted
on My ALVA App!

Explore all the features highlighted on My ALVA App

Please log in & add your motorcycle to fully experience the Explore page

Click on the menu to get to know the features

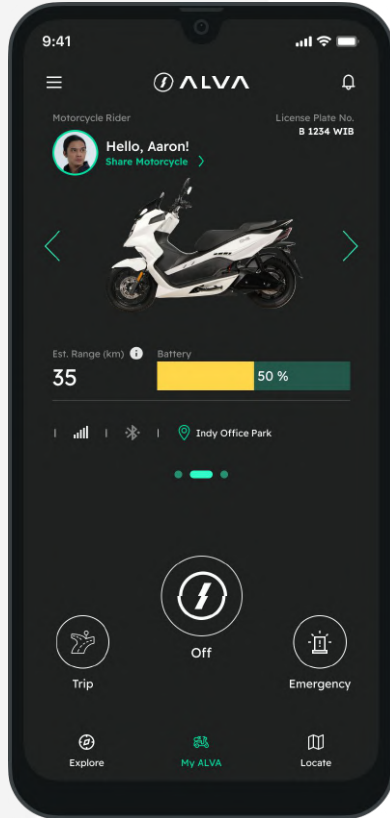


1. **HEALTH CHECK**
Scan the motorcycle's health
2. **SHARE MOTORCYCLE**
Share motorcycle access to your friends & family
3. **ESTIMATE TRIP**
Estimate trip distance & battery usage
4. **CHARGING STATION**
View nearest charging stations
5. **APP WALK-THROUGH**
A quick walk-through on My ALVA controls
6. **TEST RIDE**
Book a test ride experience on the Experience Center
7. **ORDER MOTORCYCLE**
Order ALVA motorcycle
8. **SHOP BATTERY**
Select to shop motorcycle battery

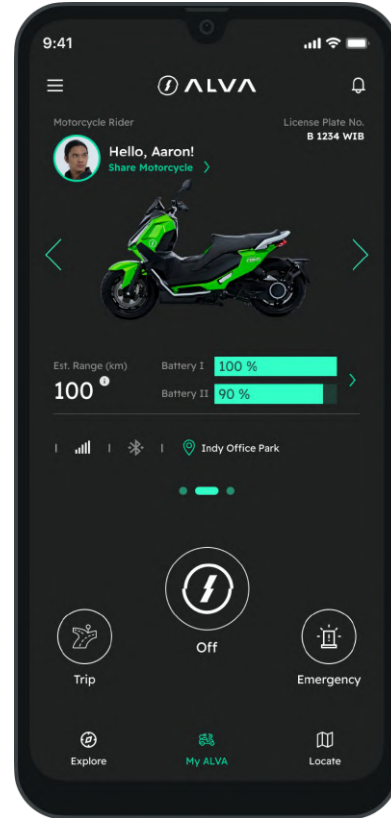
My ALVA

Control your ALVA motorcycle with a touch

My ALVA menu to control your motorcycle



ALVA ONE



ALVA CERVO

Each model has some differences depending on its specs & features



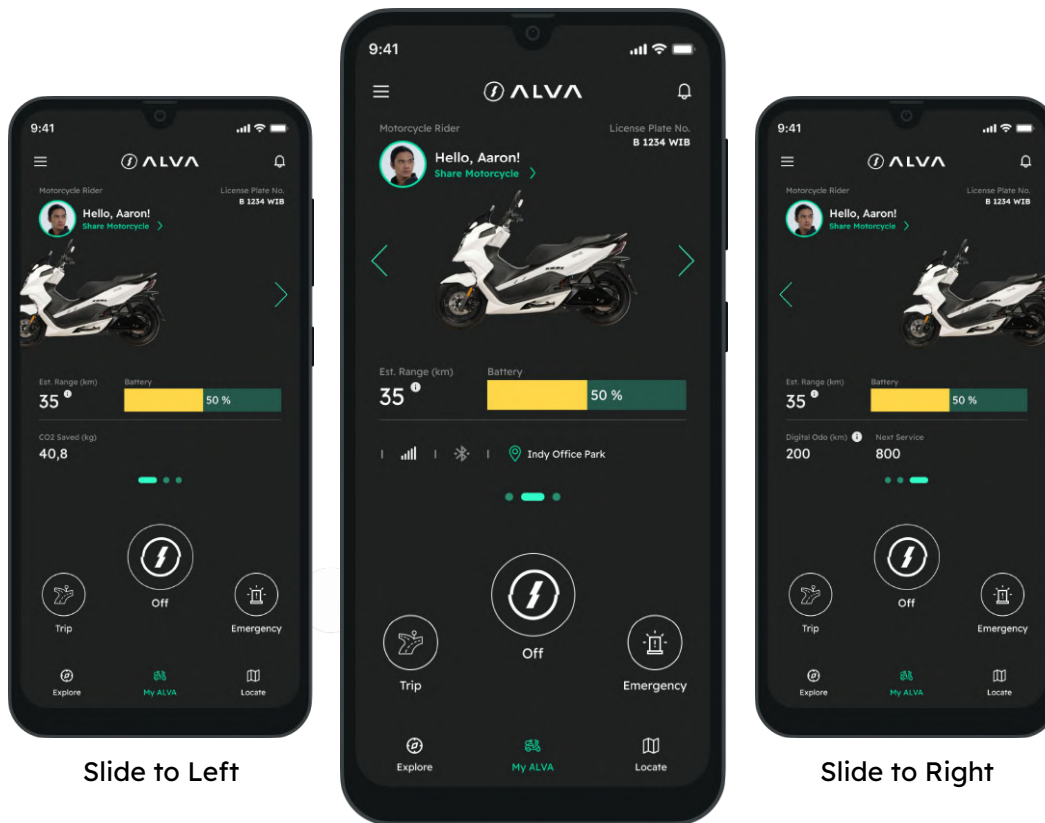
My ALVA

ALVA ONE

Control the first ALVA motorcycle

My ALVA contains data about your motorcycle, from **Estimated Range, Battery Percentage, CO2 saved, Digital Odometer & Next Service**

You can turn on/off, access Trip History, and access Emergency

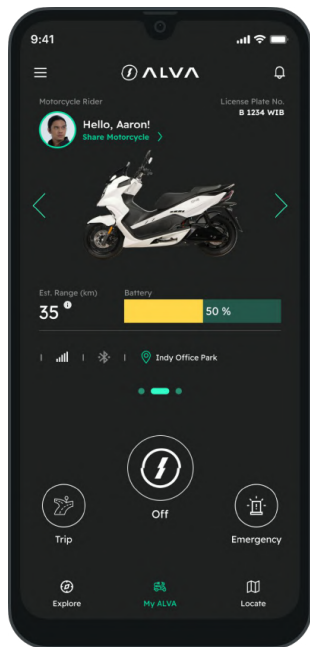


My ALVA

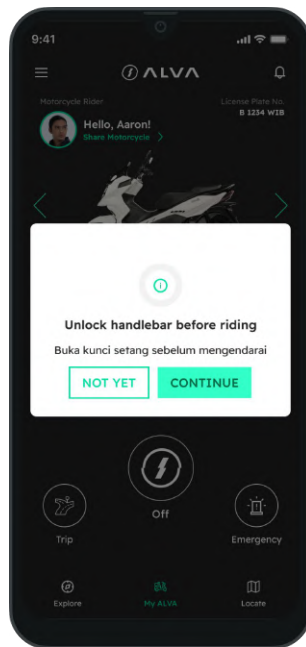
Turn On/Off

My ALVA ALVA ONE

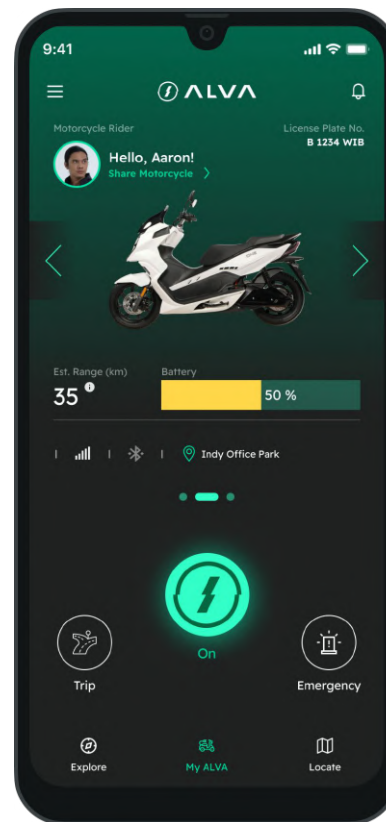
Turning on and off the motorcycle using App



State: Off



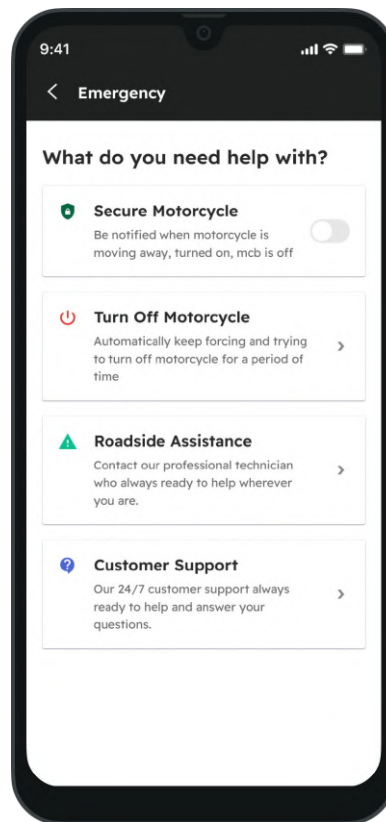
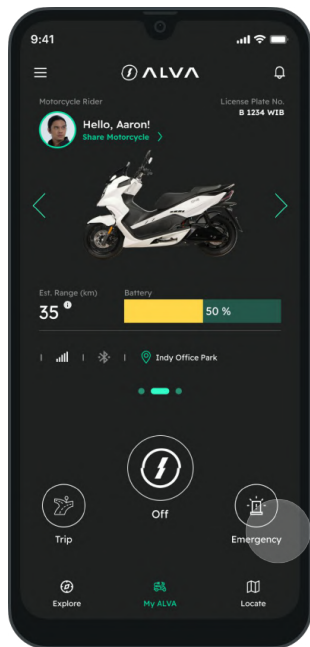
Confirmation to On



State: On

Safer, Smarter, Smoother

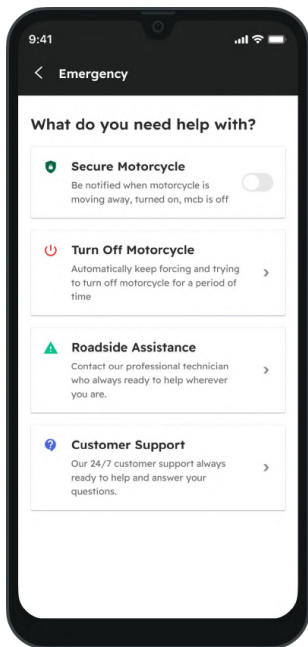
Keep your
motorcycle secure at
all times



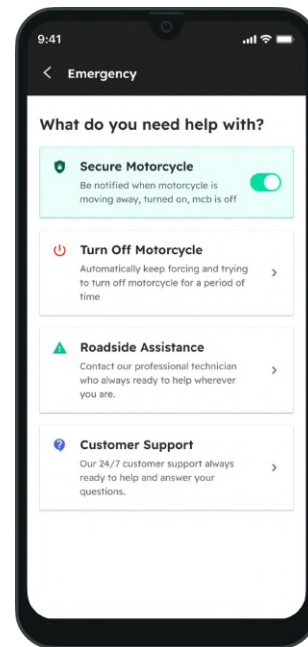
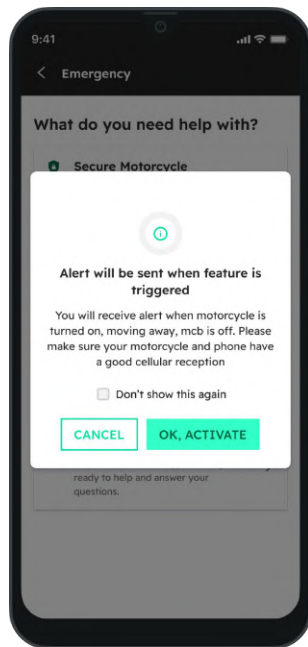
What do you need help with?

1. **SECURE MOTORCYCLE**
Be notified when motorcycle is moving away, turned on, mcb is off. System will alert you when the action is taken place.
2. **TURN OFF MOTORCYCLE**
Turn off the motorcycle when it is stolen. System will turn off the motorcycle remotely during the time limit, and no one can use the motorcycle.
3. **ROADSIDE ASSISTANCE**
24-hour emergency roadside assistance service.
4. **CUSTOMER SUPPORT**

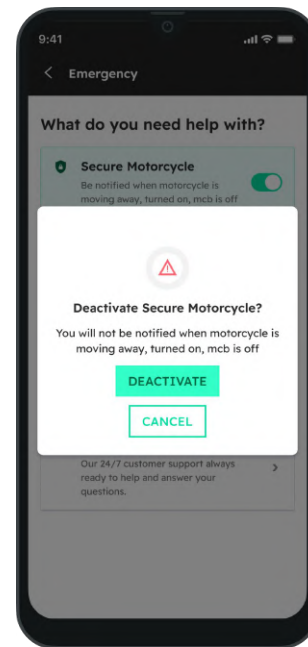
Activate/
Deactivate the
Secure Motorcycle
feature through
Emergency page



Secure Motorcycle
inactive

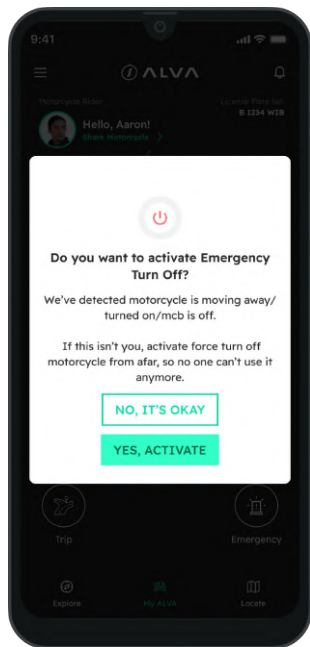


Secure Motorcycle
active

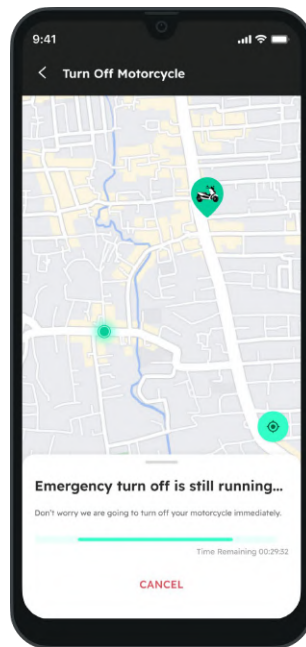


When Secure Motorcycle is active, system will alert when there is an action taken place (moving away/ turned on/mcb is off)

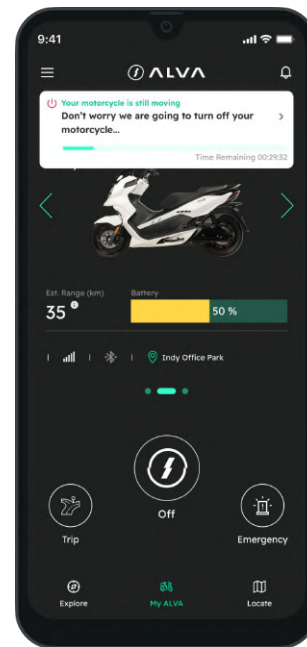
We will ask whether user want to activate Emergency Turn Off so no one will be able to use motorcycle



Secure Motorcycle triggered



Turn Off Motorcycle is running



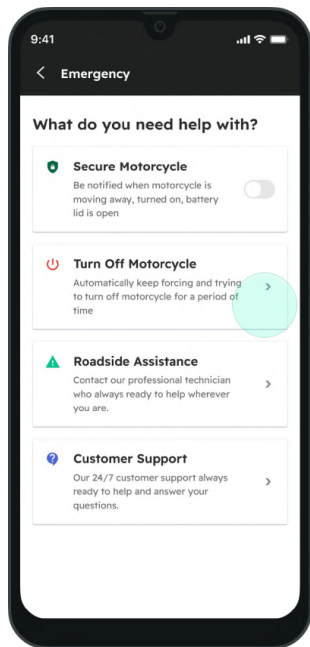
Turn Off Motorcycle is running on My ALVA

Turn Off Motorcycle

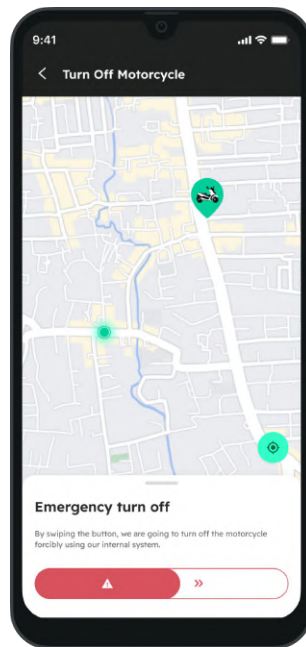
My ALVA ALVA ONE

Turn off the motorcycle when it is stolen.

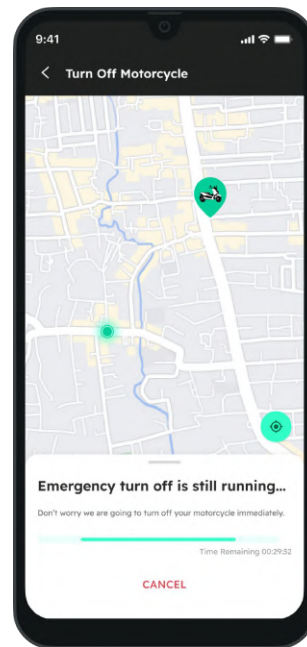
System will turn off the motorcycle remotely during the time limit, and no one can use the motorcycle.



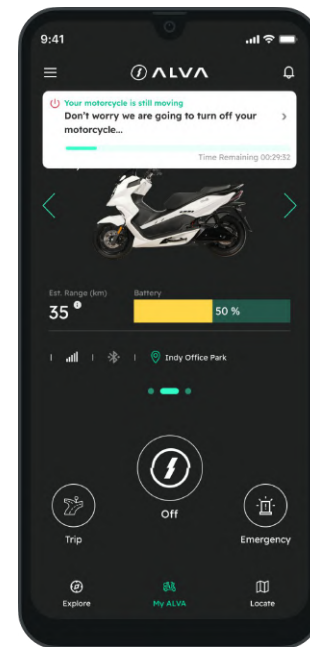
Select Turn Off Motorcycle



Swipe to activate Turn Off Motorcycle



Turn Off Motorcycle is running



Turn Off Motorcycle is running on My ALVA

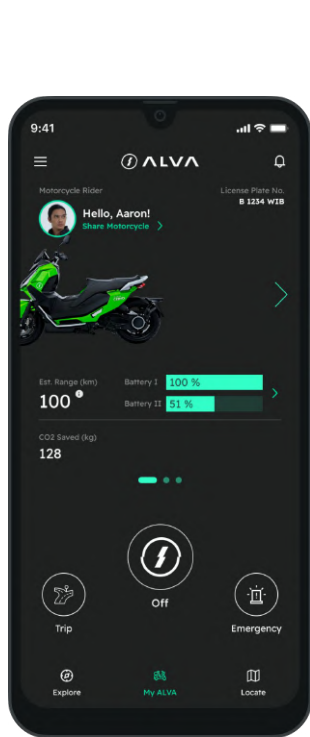
My ALVA

ALVA CERVO

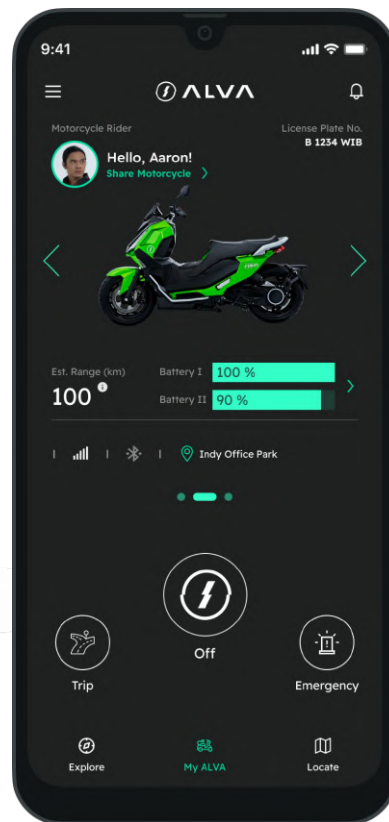
Boost your next move

My ALVA contains data about your motorcycle, from **Estimated Range, Battery Percentage, CO2 saved, Digital Odometer & Next Service**

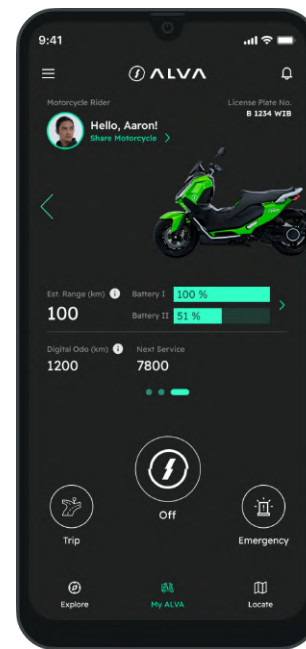
You can turn on/off, access Trip History, and access Emergency



Slide to Left



My ALVA



Slide to Right

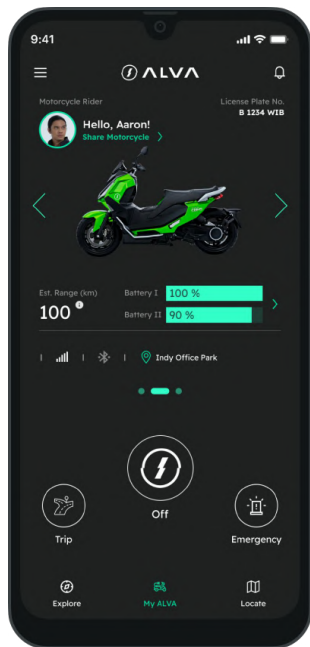
Turn On/Off (App operated)

My ALVA ALVA CERVO

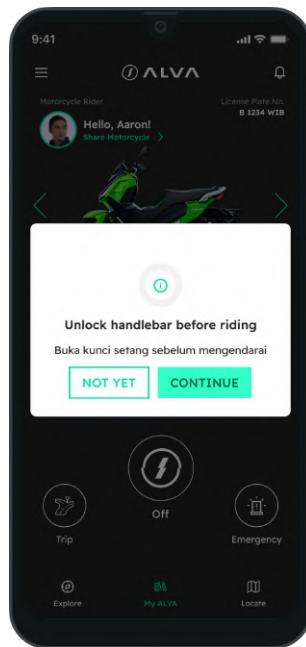


App Operated

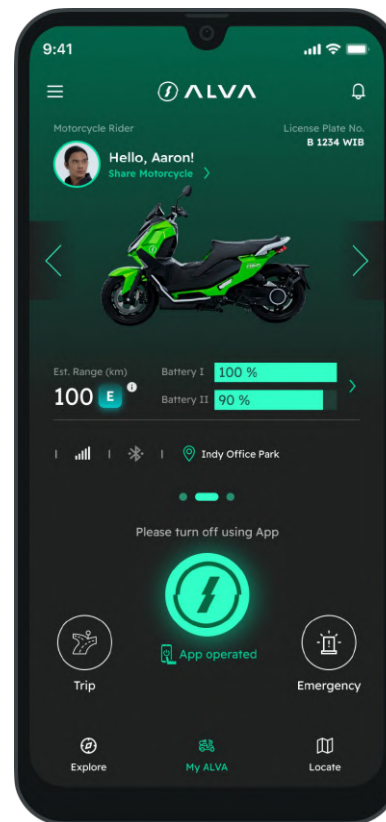
Turning on and off the motorcycle using App



State: Off



Confirmation to On



State: On

For ALVA CERVO, user can only turn on/off using the same device

Turn On/Off (Key operated)

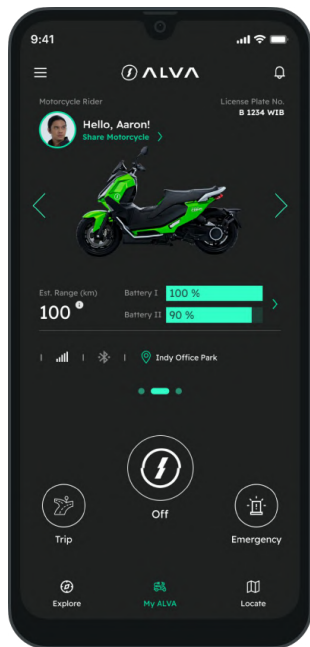
My ALVA **ALVA CERVO**



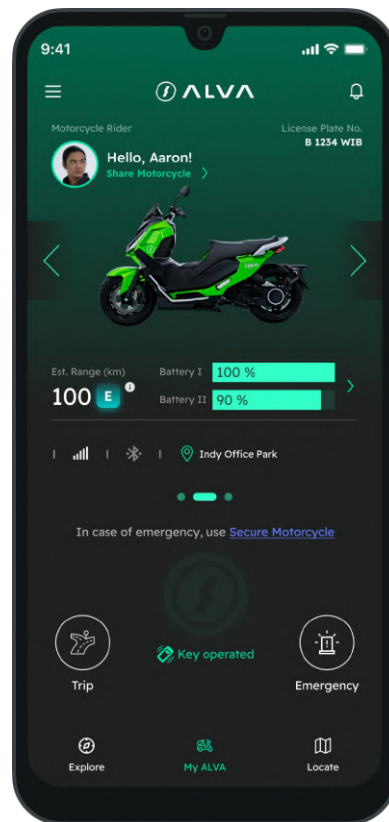
Key Operated

Turning on and off the motorcycle using Key

Turn off button will be disabled on My ALVA App - as user can't turn off using App



State: Off



My ALVA

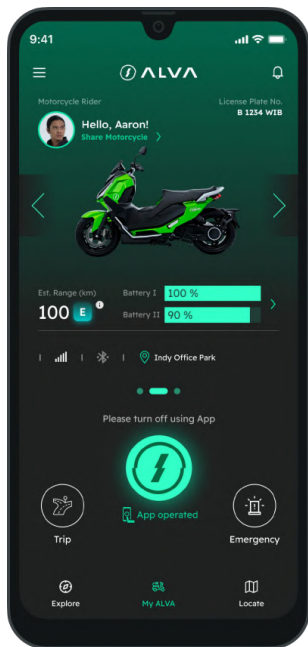
For ALVA CERVO,
user can only
turn on/off using
the same device

Riding Modes

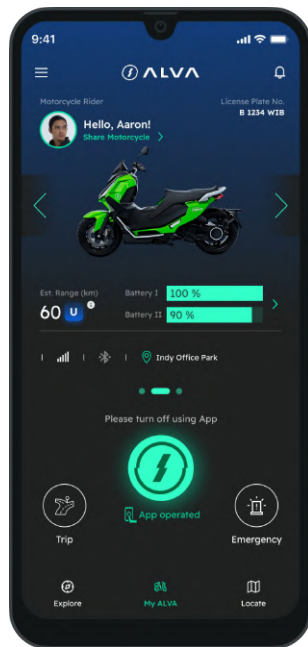
My ALVA ALVA CERVO

ALVA CERVO has different Riding Modes

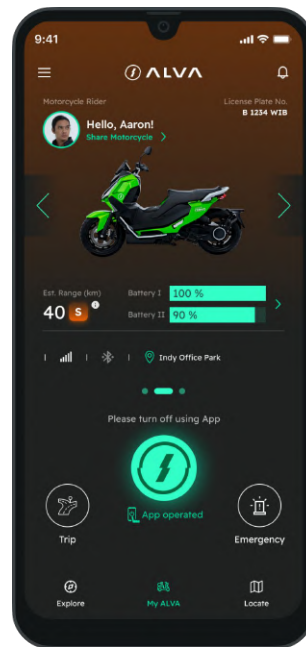
Current Riding Mode will be shown beside the Est. Range & background will change depending on the current Riding Mode



Eco



Urban



Sport

Riding Modes

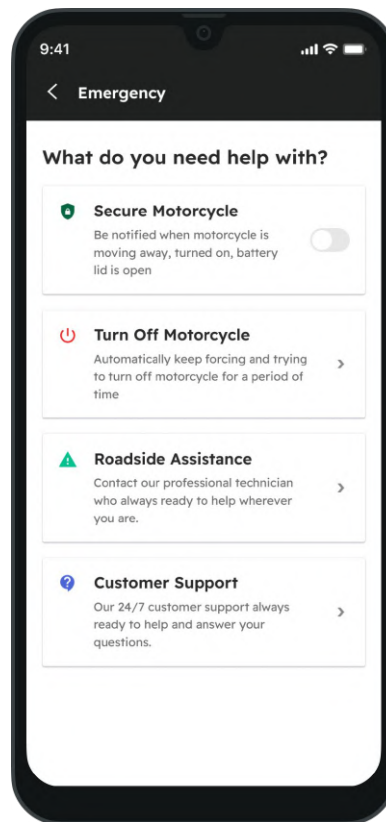
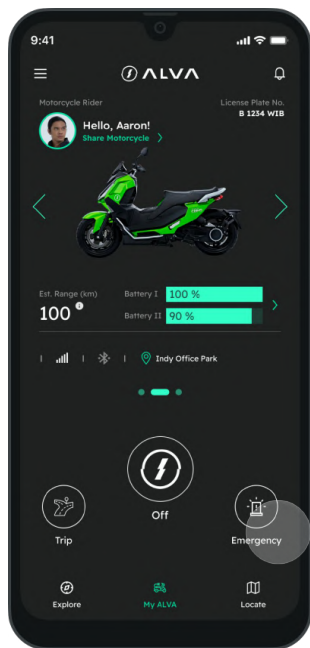
- E** **ECO** max. range 125 km
- U** **URBAN** max. range 100 km
- S** **SPORT** max. range 70 km

Estimated range may vary depending on your current Riding Modes.

OK

Safer, Smarter, Smoother

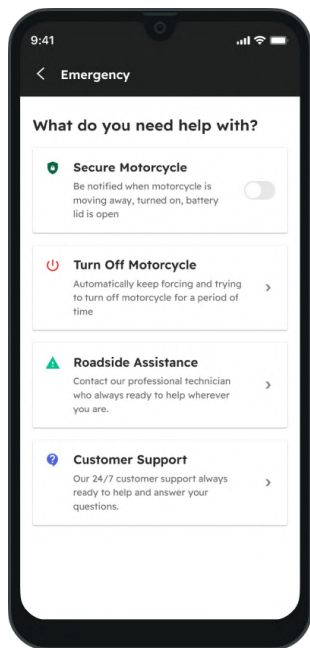
Keep your
motorcycle secure at
all times



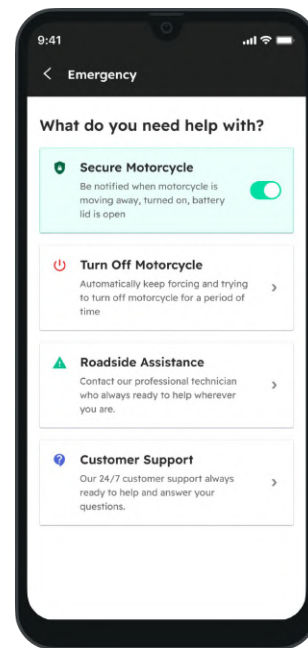
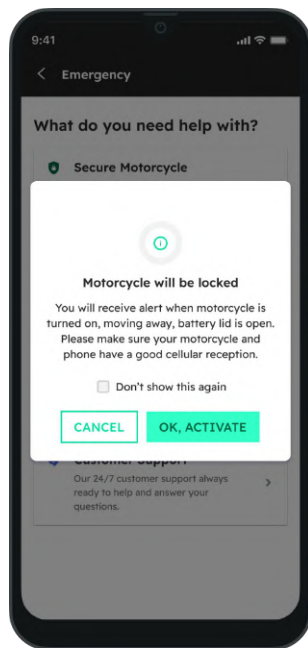
What do you need help with?

1. **SECURE MOTORCYCLE**
Be notified when motorcycle is moving away, turned on, battery lid is open.
2. **TURN OFF MOTORCYCLE**
Turn off the motorcycle when it is stolen. System will turn off the motorcycle remotely during the time limit, and no one can use the motorcycle.
3. **ROADSIDE ASSISTANCE**
24-hour emergency roadside assistance service.
4. **CUSTOMER SUPPORT**

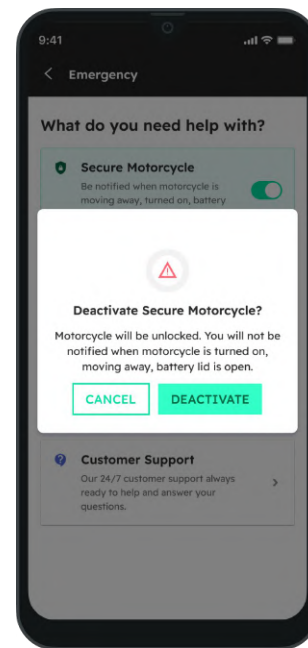
Activate/
Deactivate the
Secure Motorcycle
feature through
Emergency page



Secure Motorcycle
inactive

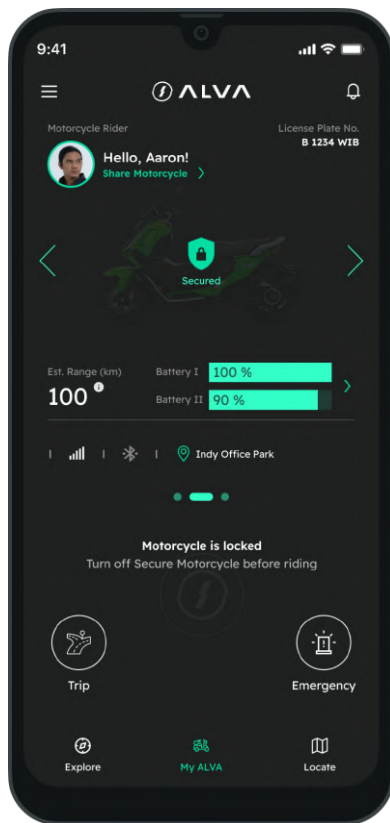


Secure Motorcycle
active

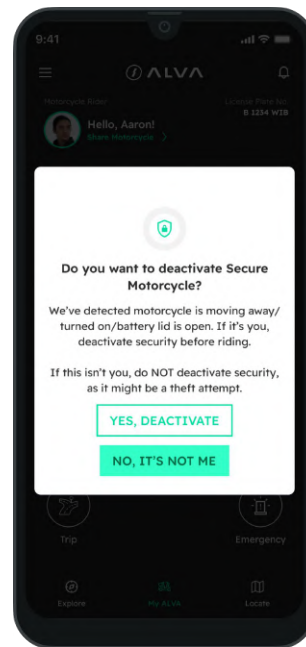


When Secure Motorcycle is active, user can not turn on the motorcycle.

Motorcycle is locked, and can only be turned on when Secure is deactivated.



Secure Motorcycle active



Secure Motorcycle triggered

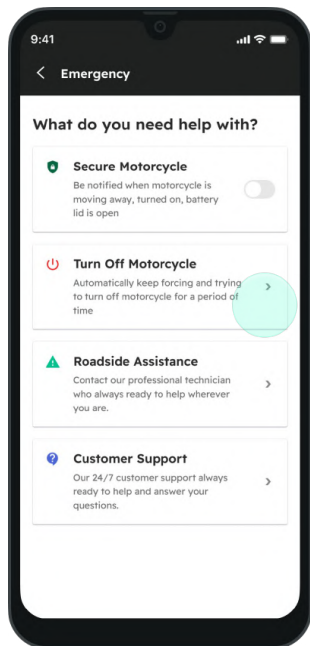
When Secure is triggered, ALVA will alert you about the activity

Turn Off Motorcycle

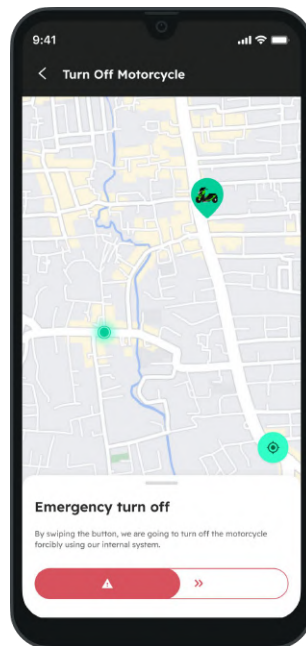
My ALVA ALVA CERVO

Turn off the motorcycle when it is stolen.

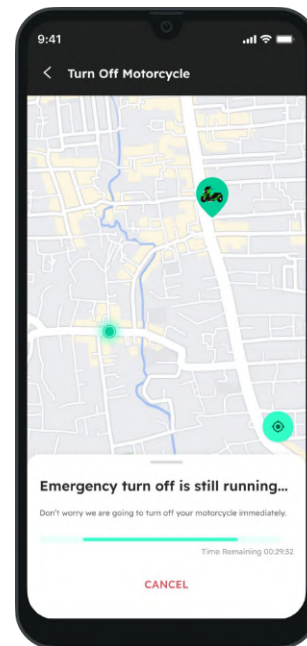
System will turn off the motorcycle remotely during the time limit, and no one can use the motorcycle.



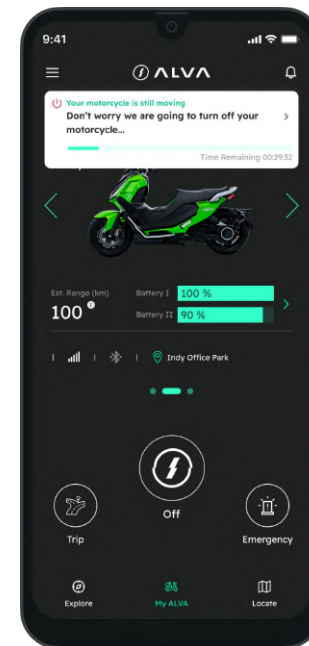
Select Turn Off Motorcycle



Swipe to activate Turn Off Motorcycle



Turn Off Motorcycle is running



Turn Off Motorcycle is running on My ALVA

My ALVA

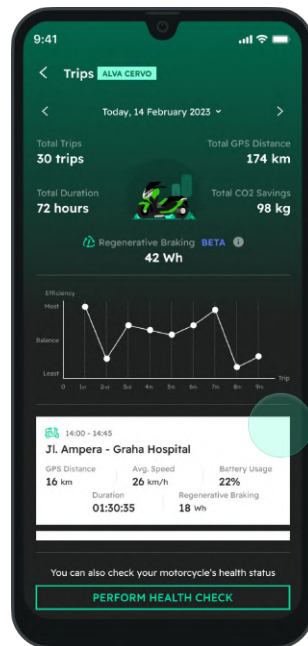
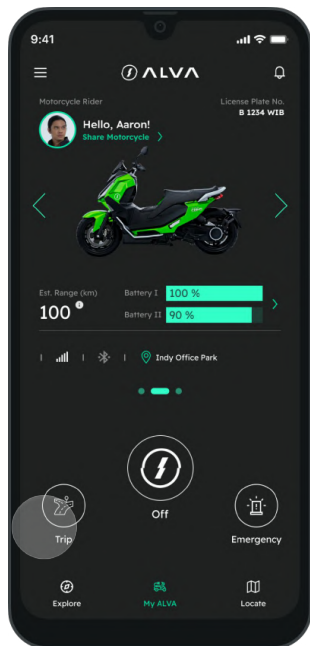
Trip

View all your motorcycle activity history and monitor the motorcycle movement

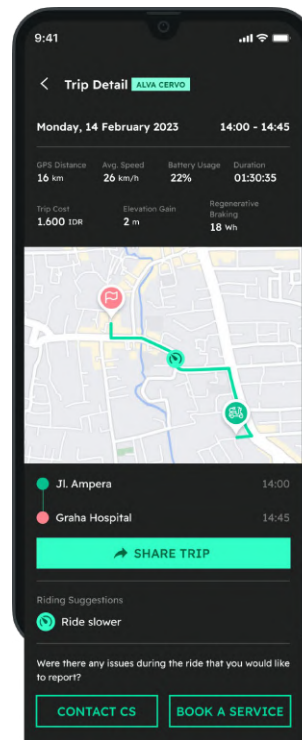
View all the motorcycle trip daily history

See trip detail and view the Riding Suggestions

You can also share the trip to Social Media

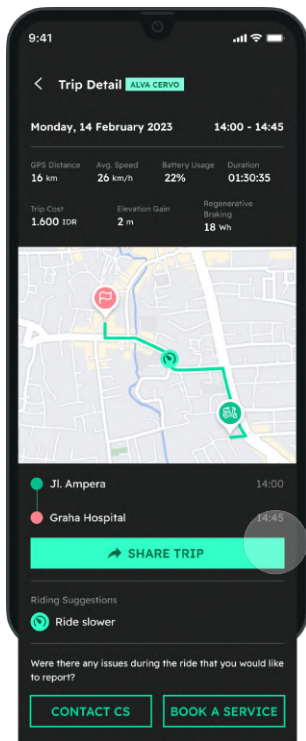


Riding Analytics > Select Trip Detail

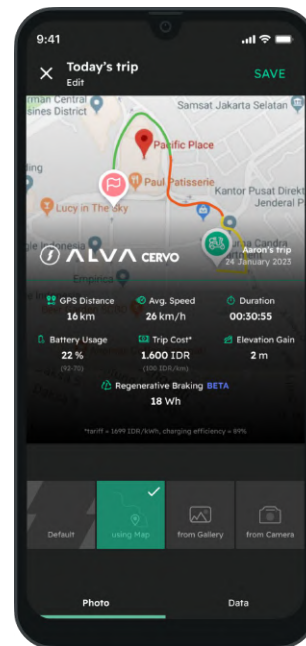


Edit the trip image as much as you want and share trip of the day

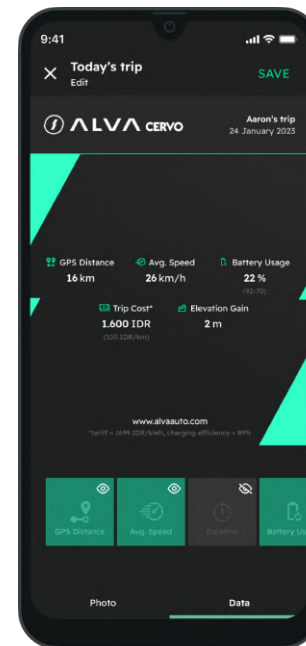
You can edit the background photo or show/hide data as you desired



Today's Trip



Change background photo



Show/hide data

My ALVA

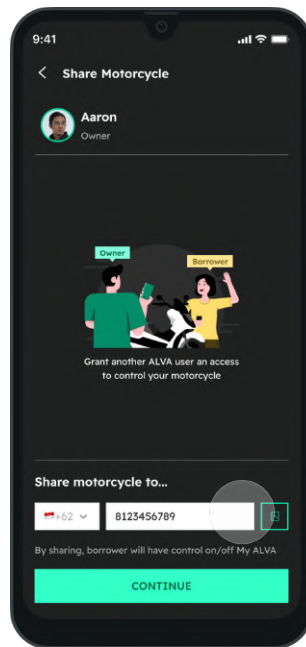
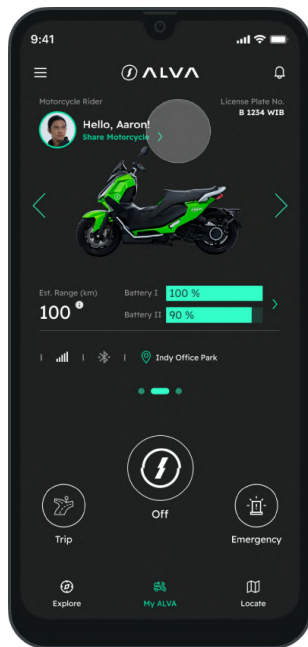
Share Motorcycle

Share motorcycle access & the excitement of using ALVA with your deserving mates by inviting them using phone number

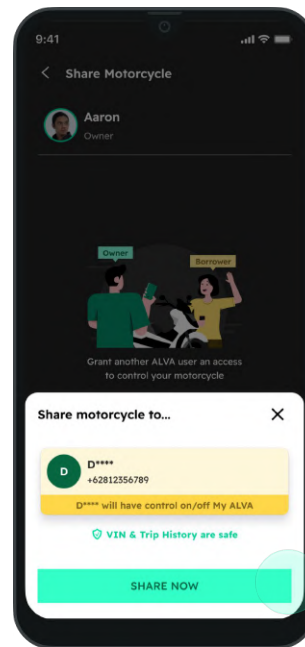
Grant another ALVA user an access to control motorcycle

Other user will be called as **Borrower**. Borrower will not be able to see your motorcycle's VIN or Trip History

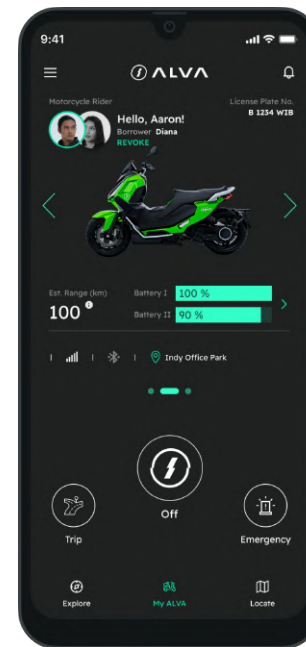
Owner can only share to phone number that has an account on My ALVA



Input phone number > Continue



Check if borrower detail is right



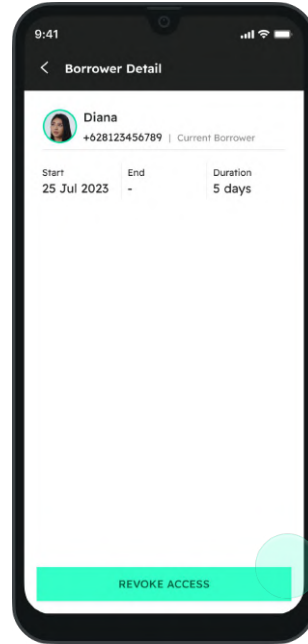
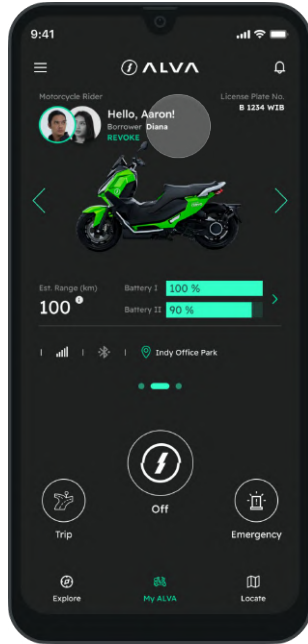
Successfully shared

Revoke Motorcycle Access

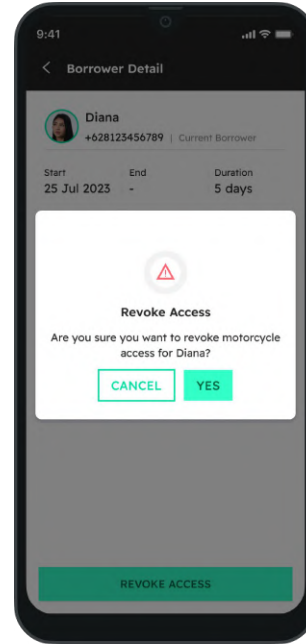
My ALVA Share Motorcycle

Revoke the borrower access to control motorcycle

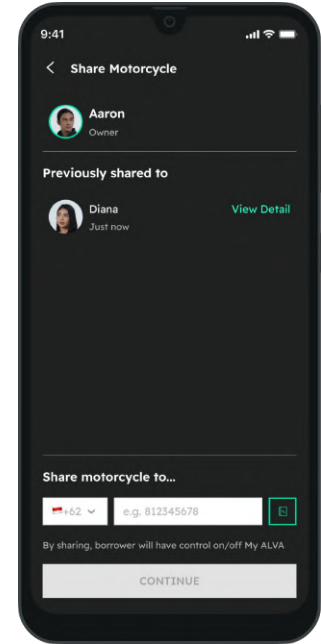
Only one borrower can borrow the motorcycle at a time



Borrower Detail



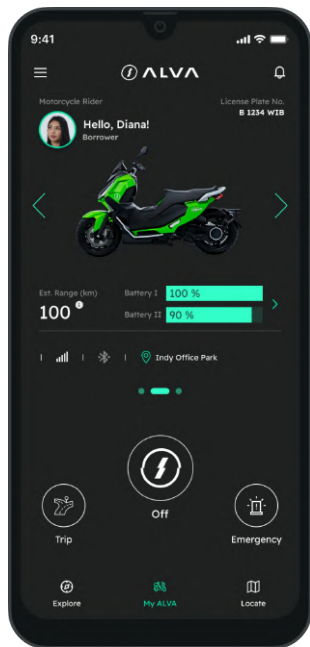
Revoke Access



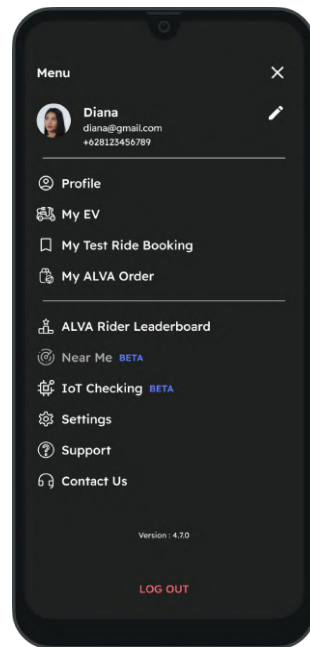
Sharing History

We restrict some of the motorcycle features on My ALVA App for the **borrower**:

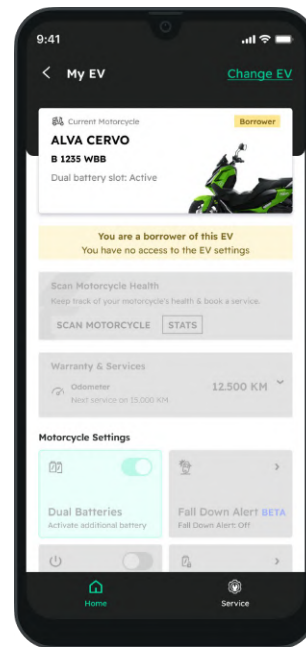
1. Can't share the motorcycle to other
2. Can't use Near Me (except if borrower OWN another motorcycle)
3. Can't change EV settings
4. Can't change battery lock settings



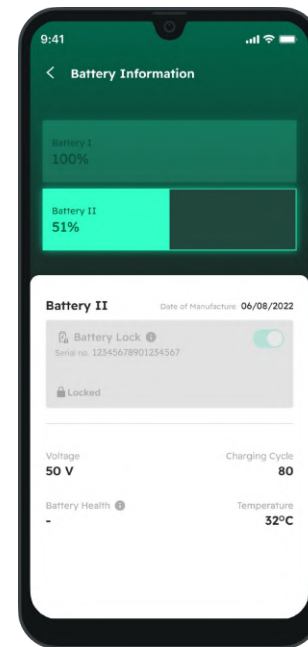
My ALVA Borrower



Side Menu Borrower



My EV Borrower



Battery Information Borrower

My ALVA

Battery Information (CERVO)

View all your motorcycle activity history and monitor the motorcycle movement

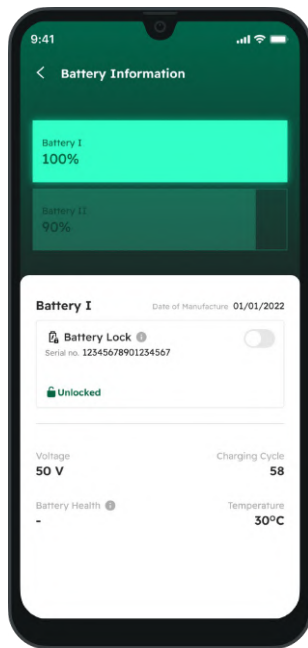
/// Battery Information

My ALVA **Battery Information (CERVO)**

Only on CERVO



Select Battery

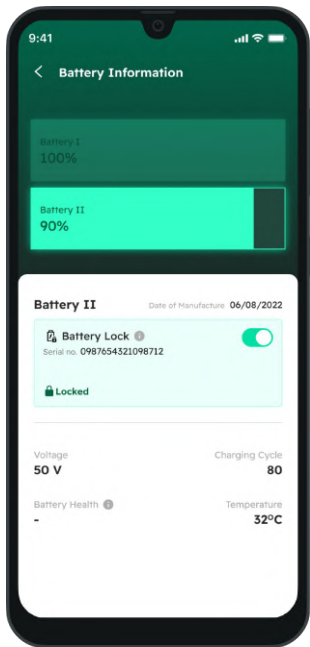


Battery Information

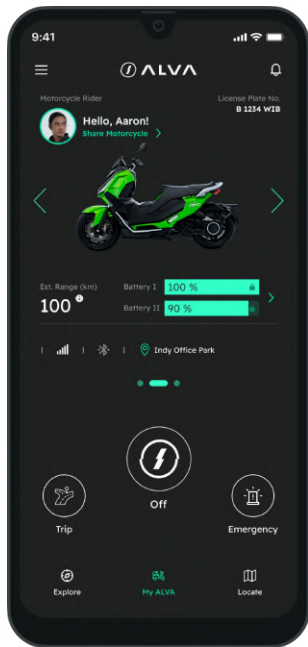
View Battery Information by clicking the battery bar on My ALVA

You will be able to see the battery serial number and other battery details such as voltage, charging cycle, battery health & temperature

Only on CERVO



Lock the Battery



When locked, will show the lock icon on battery

To maximize battery safety, you can lock the battery.

When locked it will:

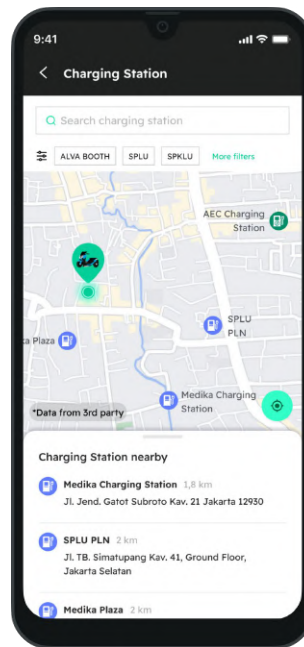
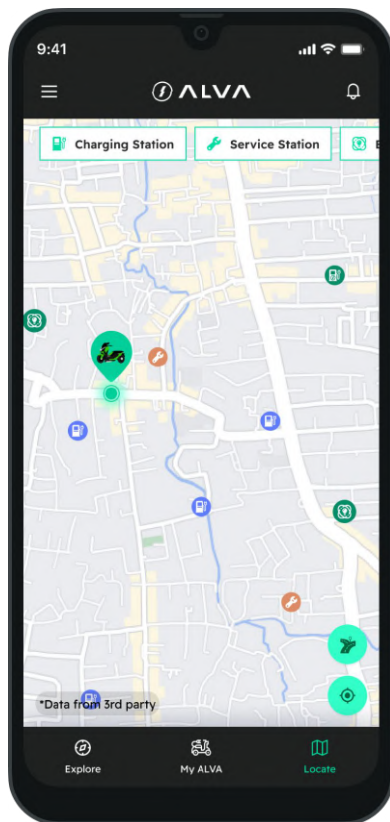
1. Be mapped to the current motorcycle
2. Not be usable on another motorcycle
3. Trigger a notification to you whenever it is installed on another motorcycle

Locate

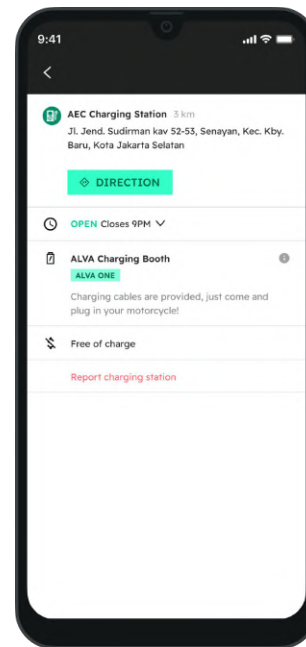
Locate your motorcycle location and the nearest charging stations

View the motorcycle's location, nearest charging station, service station & ALVA Experience Center

Select "Charging Station" to see the nearest Charging Station



Charging Station Nearby

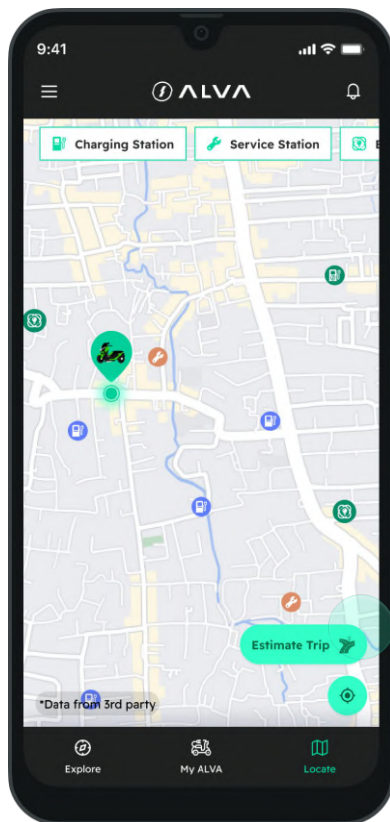


Selected Charging Station

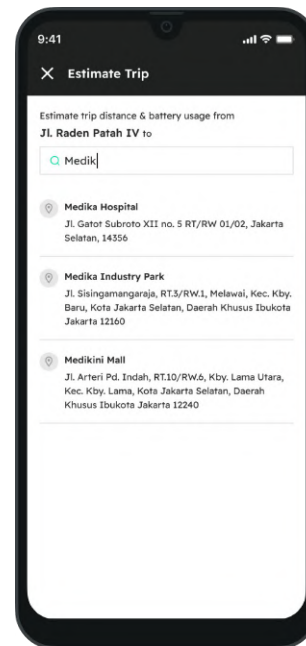
Estimate Trip

LOCATE

Estimate your future trip and see how much battery it will take to go to the destination



Search



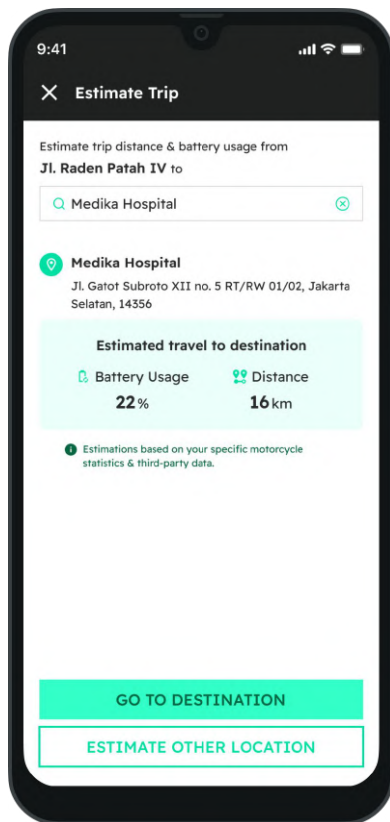
Select Destination

Estimate Trip

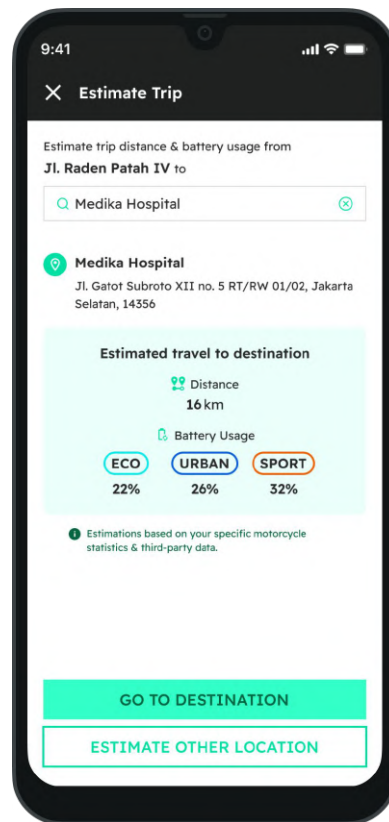
LOCATE

The trip estimated will be different for each model

There will be also information about the battery usage based on the Riding Modes



ALVA ONE



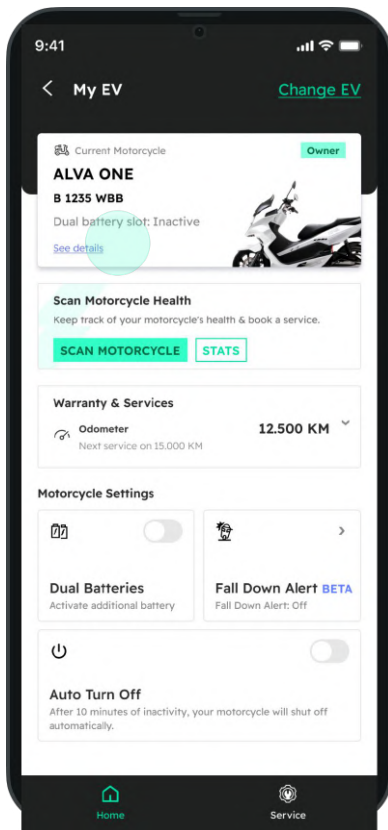
ALVA CERVO

My EV

Your ALVA motorcycle settings, warranty status,
health check

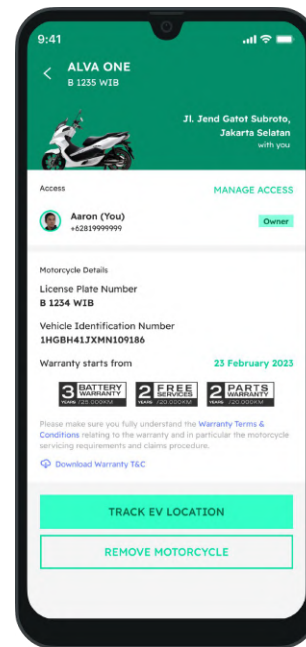
View the motorcycle details on My EV from Settings, Health Check, Stats for Nerds, and Warranty & Services

Each model has differences in settings depending on its specs & features



Motorcycle settings,

- 1. DUAL BATTERIES**
Activate dual battery
- 2. FALL DOWN ALERT**
Alert your emergency contact in case of fall down
- 3. AUTO TURN OFF**
Turning off your motorcycle after 10 minutes of activity

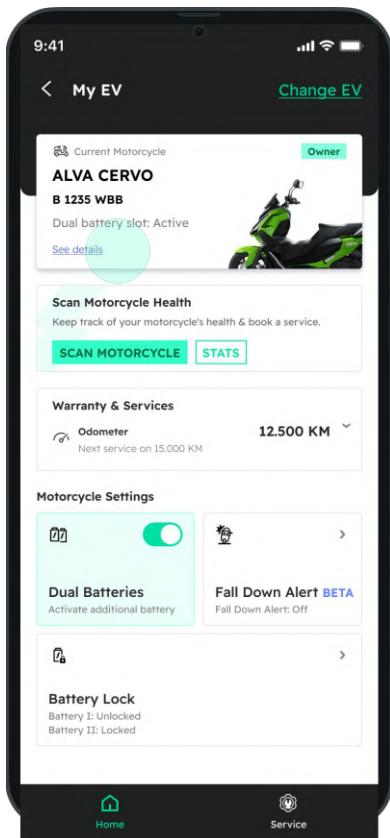


See details

On details, you can also see the motorcycle details, track EV location & remove motorcycle from account

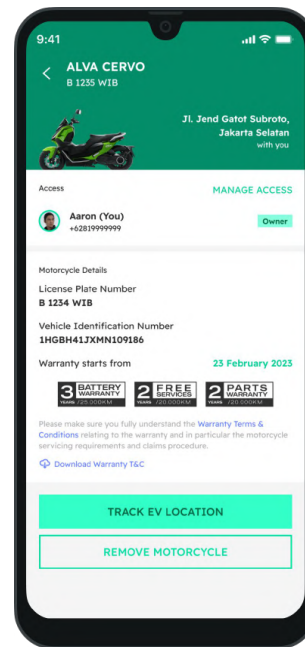
View the motorcycle details on My EV from Settings, Health Check, Stats for Nerds, and Warranty & Services

Each model has differences in settings depending on its specs & features



Motorcycle settings,

- 1. DUAL BATTERIES**
Activate dual battery
- 2. FALL DOWN ALERT**
Alert your emergency contact in case of fall down
- 3. BATTERY LOCK**
To maximize battery safety



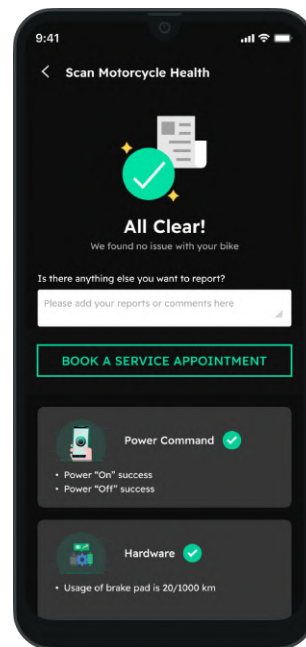
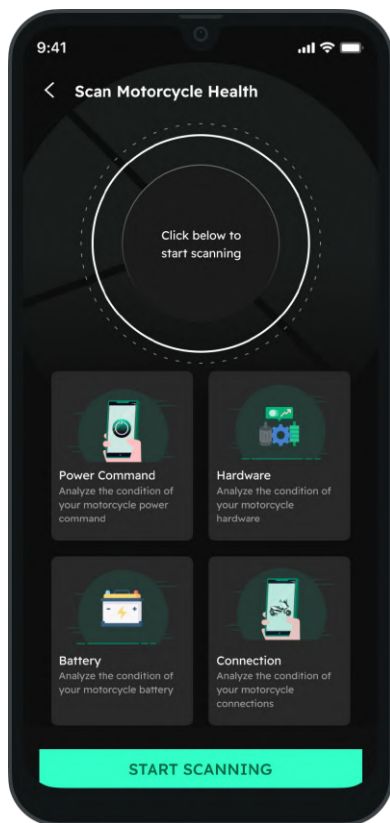
On details, you can also see the motorcycle details, track EV location & remove motorcycle from account

See details

Scan Motorcycle Health

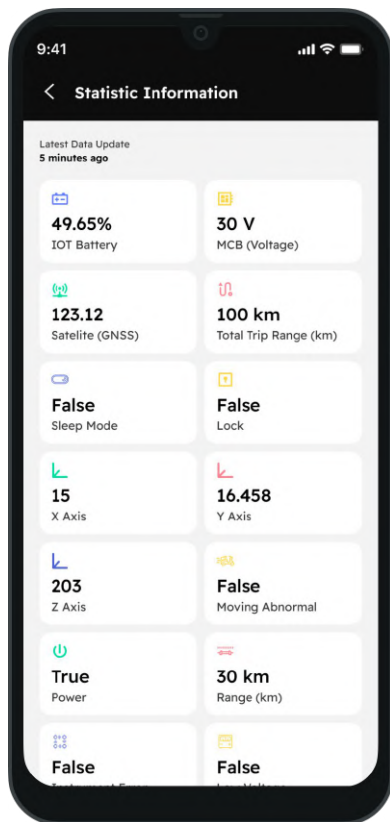
My EV Scan Motorcycle Health

Scan the motorcycle health



Scan Result

View the motorcycle's statistic information

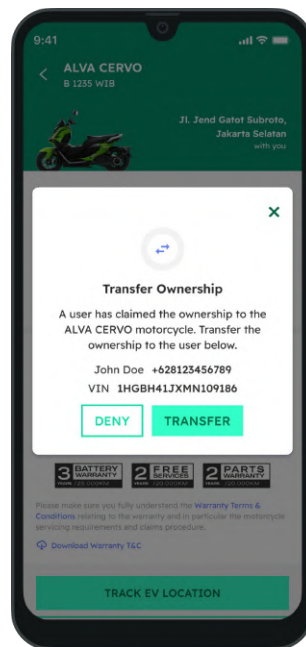
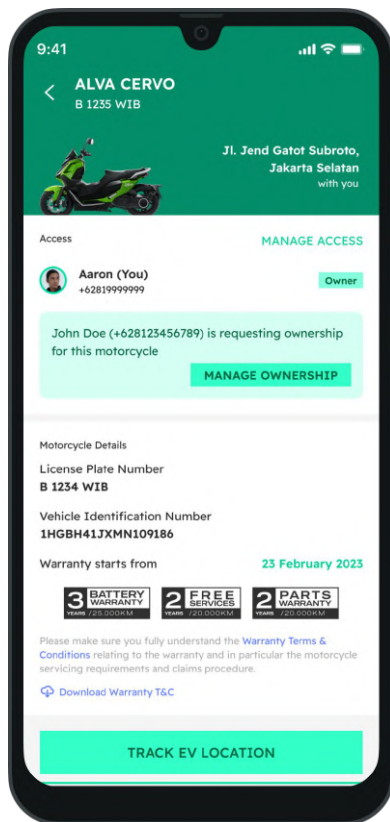


Transfer Motorcycle Ownership

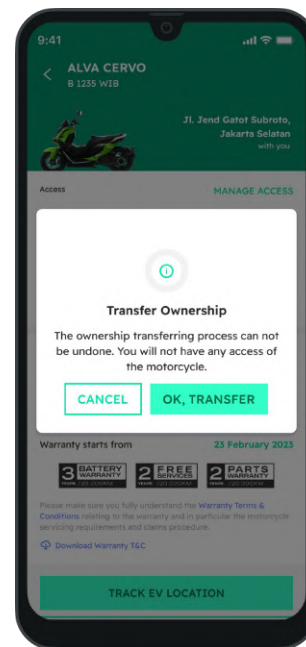
My ALVA Transfer Ownership

Go to See Details to Manage Ownership

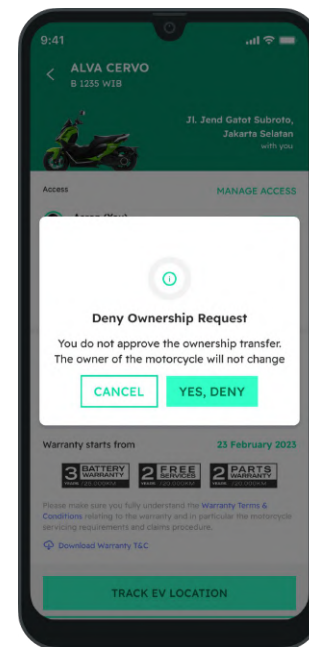
On details, you can manage ownership (approve/deny transfer ownership)



Manage Ownership



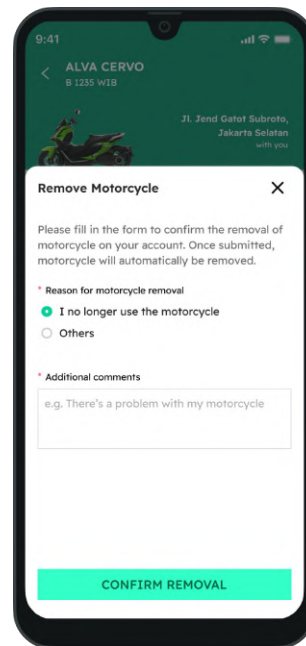
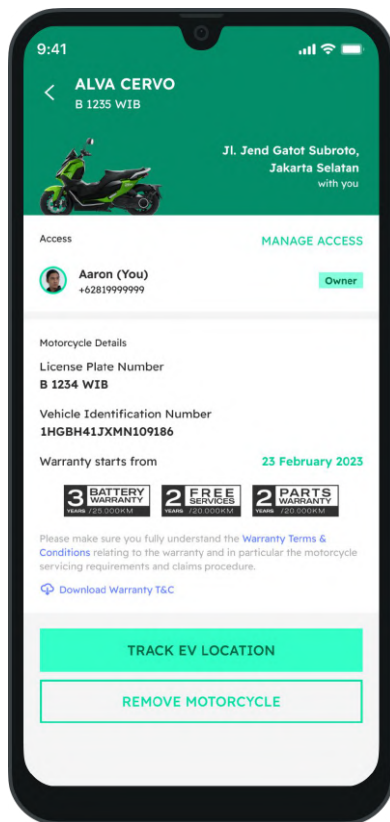
Approve Request



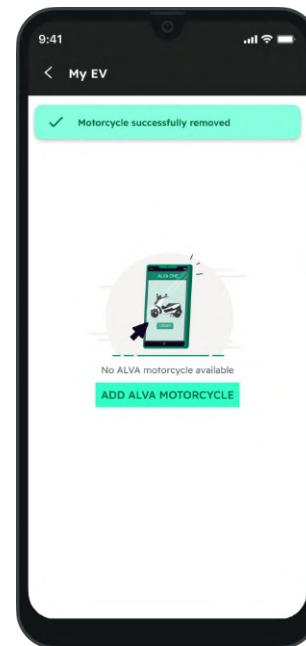
Deny Request

Go to See Details to Remove Motorcycle from Account

On details, you can remove motorcycle from account. Fill in the reason of removal and click Confirm



Remove Motorcycle

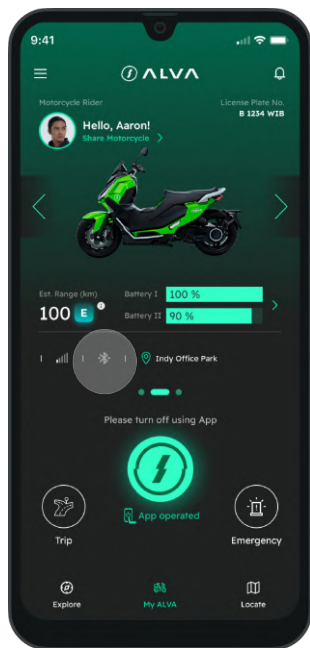


Successfully Removed

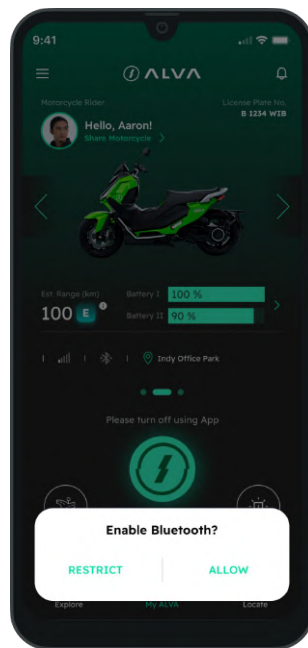
CONNECTIVITY

Establish bluetooth connection

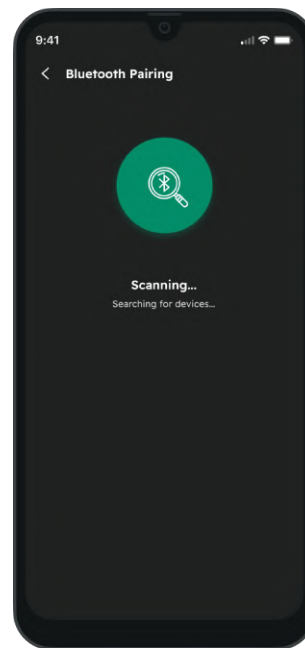
Connect to the App using Bluetooth when Network Connection is not good



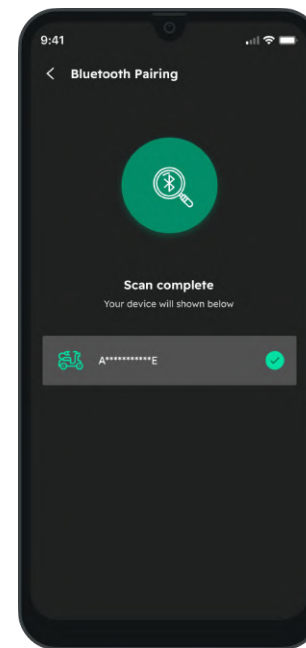
Enable Bluetooth



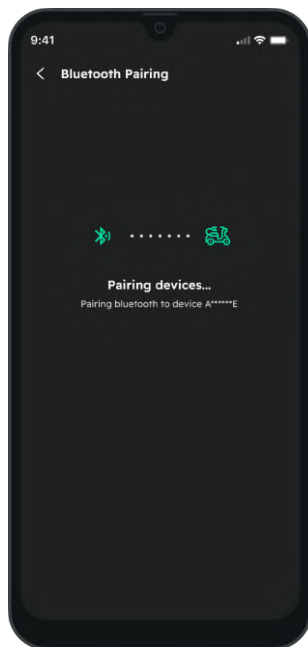
Scanning



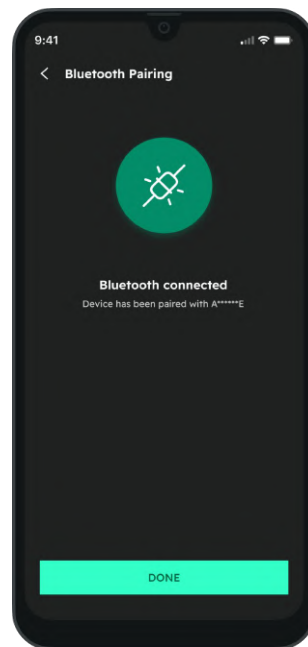
Scan Complete



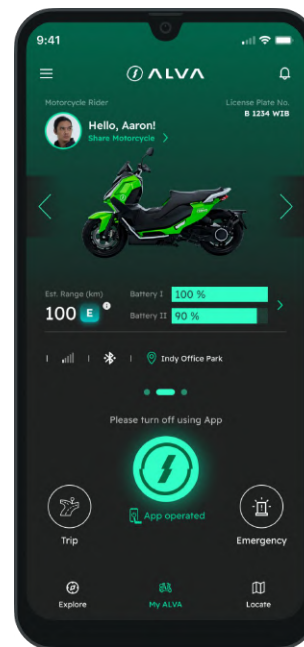
Connect to the App using Bluetooth when Network Connection is not good



Pairing

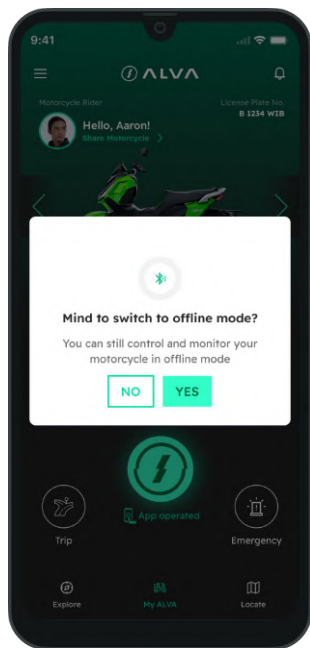


Bluetooth Connected

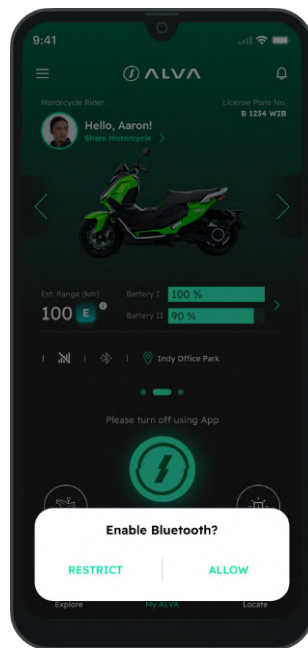


My ALVA
using Bluetooth

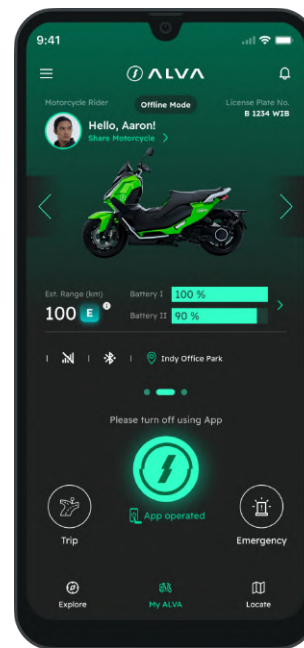
When you don't have any network connection, we will suggest to switch to offline mode



Pop Up Offline Mode



Enable Bluetooth

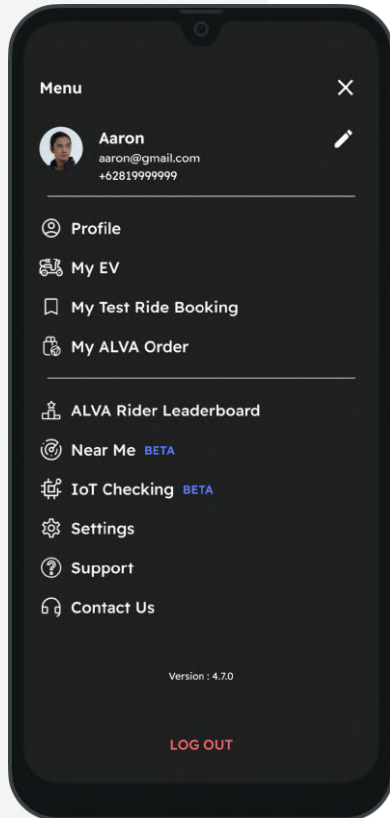


My ALVA
using Bluetooth
Offline Mode

MORE FEATURES

Features that are hard to miss

More Features on My ALVA App on the Side Menu



Side Menu

- ALVA RIDER LEADERBOARD**
Ride your ALVA motorcycle throughout the city, and get ranked on our Leaderboard
- NEAR ME**
Discover other ALVA riders up to 3 km away. Interact with other ALVA riders!
- IOT CHECKING**
View other ALVA ONE motorcycle battery percentage

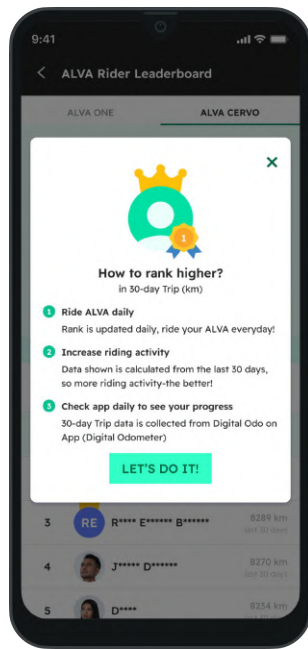
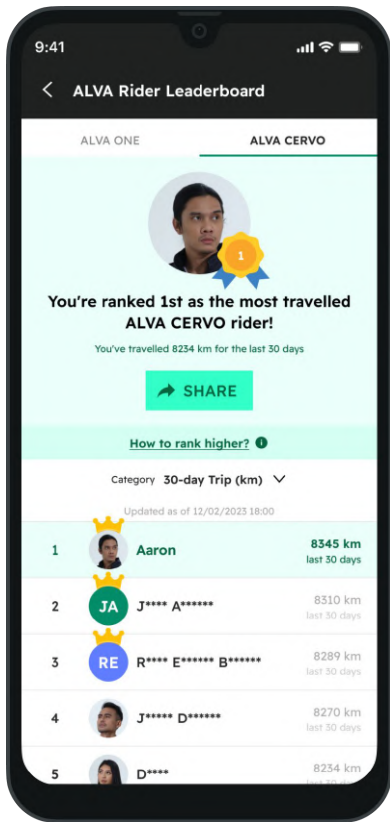
Features

ALVA Rider Leaderboard

Ride your ALVA motorcycle throughout the city, and get ranked on our Leaderboard

Be The Top Rider

Ride your ALVA motorcycle throughout the city, and get ranked on our Leaderboard!



How to rank higher

Daily-calculated from the last 30 days, giving you an accurate data of the top active riders.

Advance to higher levels by riding ALVA motorcycle everyday

View leaderboard category:

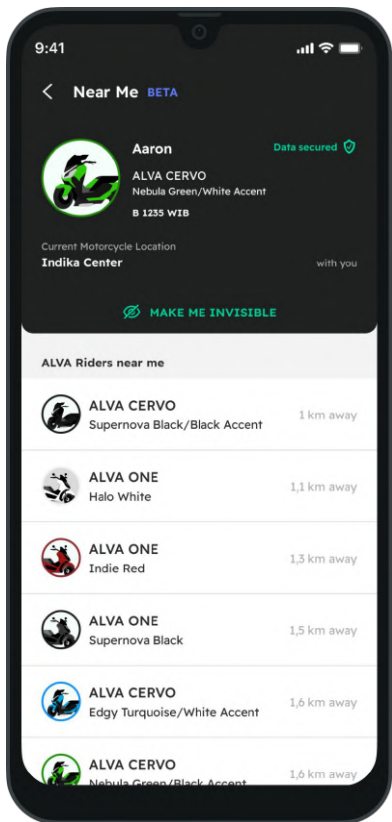
- 30-day Trip
- Efficiency (km per 1% per battery)
- Efficiency (km/kWh)

Features

Near Me

Discover other ALVA riders up to 3 km away

Discover other
ALVA riders up to
3 km away

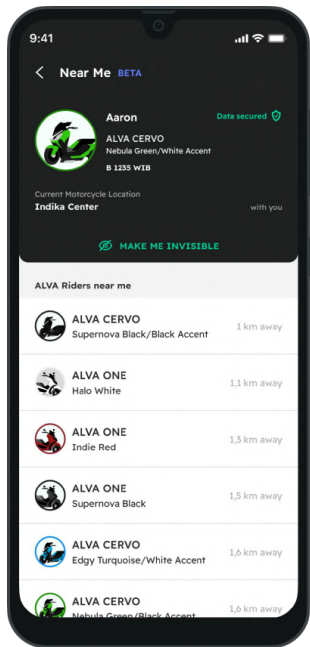


Discover other riders near you. As you can see other ALVA riders, they can also see you anonymously

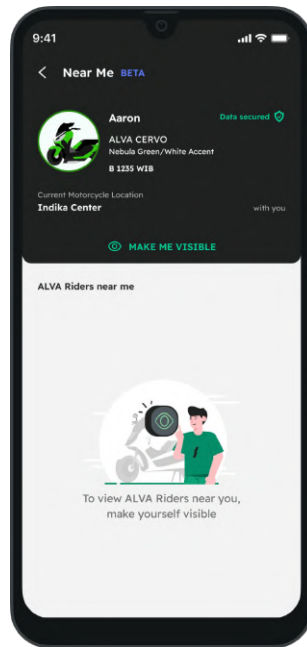
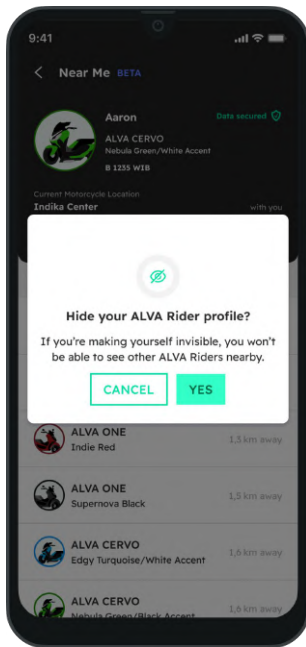
Near Me shows 10 (ten) ALVA Riders up to 3 km nearest to you

ALVA Rider data is secured.
Rider information is anonymous, meaning the name, phone number, and exact location will not be made public.

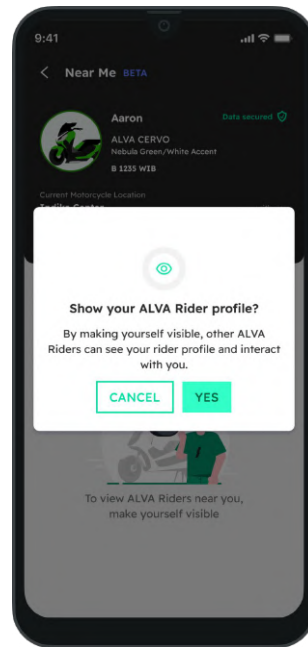
Make your ALVA motorcycle visible to public or make it invisible



Near Me Visible



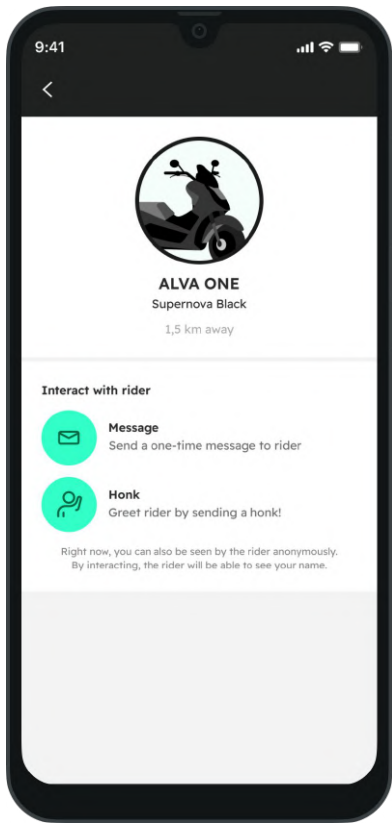
Near Me Invisible



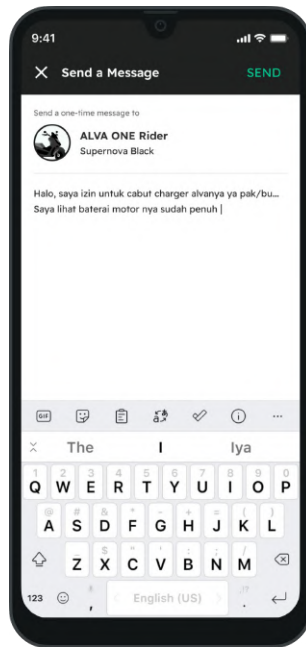
Interact with other ALVA Riders! They will be notified and can reply in return

You can:

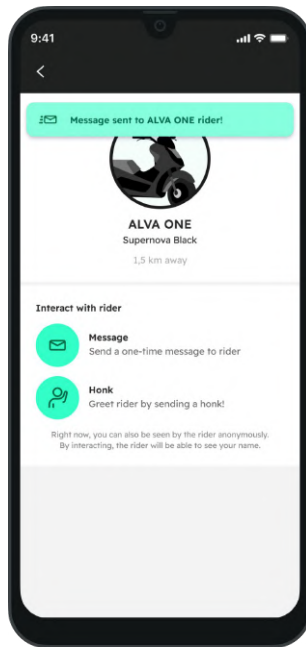
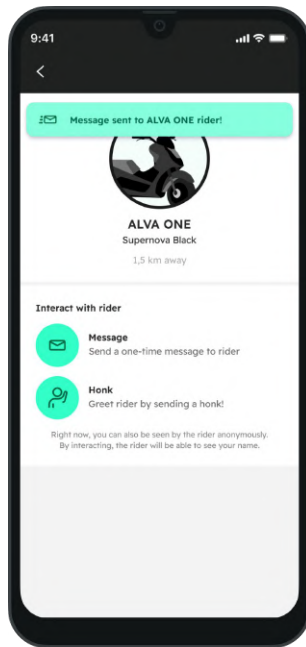
1. Send a one-time message to rider
2. Honk to greet other riders near you



ALVA Rider details



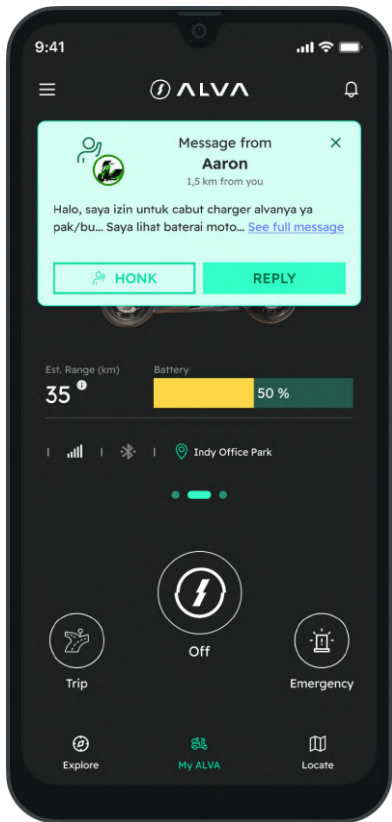
Message



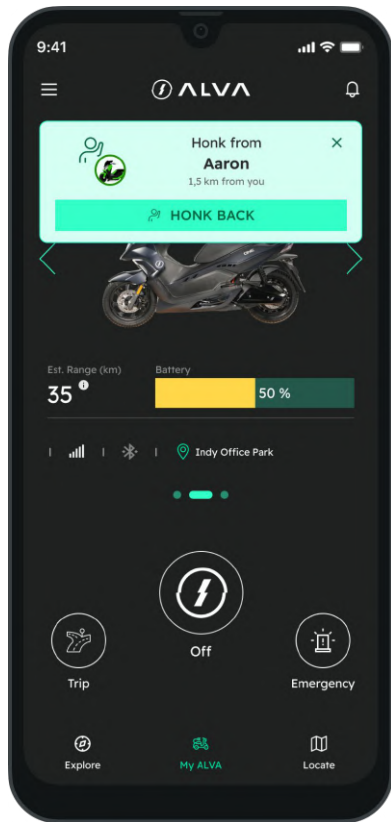
Honk

One time message/nearby rider/day

Your message or honk will show up on the Rider - and they will be able to honk back / reply the message



Message Notification



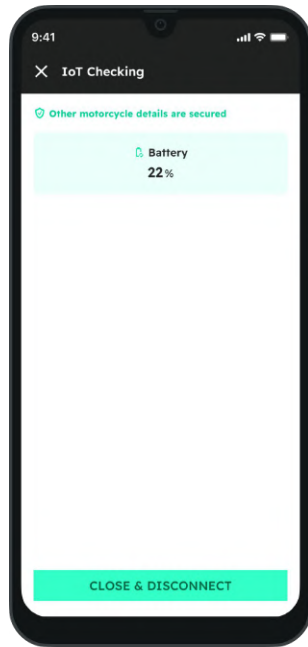
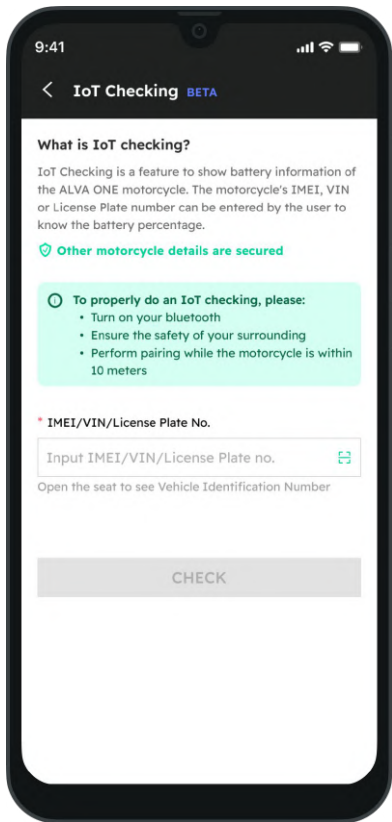
Honk Notification

Features

IoT Checking (ONE)

[View other ALVA ONE motorcycle battery percentage](#)

Only on ONE



IoT Checking Result

IoT Checking is a feature to show battery information of the ALVA ONE motorcycle. The motorcycle's IMEI or VIN can be entered by the user to know the battery percentage.

FAQ

Frequently Asked Questions

1. Will I be charged for SMS upon login using mobile number?

No cost will be charged by your mobile operator to receive SMS OTPs from us, but please make sure that your mobile subscription is still active.

2. How can the My ALVA app get data from my motorcycle?

Your motorcycle is smart and connected to your apps over Internet.

3. If I don't have any active internet/data subscription on my phone, can I still use the remote on/off using the app?

Yes, you can still use the remote on/off using the bluetooth connectivity. However, since this is bluetooth you need to be near the bike (1-2 meters).

4. Can I transfer the app connectivity to other users?

Yes. You can transfer control of the app to other user (temporarily) using [Sharing Feature](#). For permanent transfer, [Use Request Transfer Ownership](#) - new owner needs to input VIN/scan QR under the seating using camera and request for approval from previous owner.

5. Will the motorcycle stop when I press the stop button upon moving?

No. For security purpose, the motorcycle won't stop if you press the stop button while the motorcycle is moving. Nobody wants to get hurt!

Contact Us



150 590

Note: You might need to add the Area Code before the number



628881112708



customercare@alvaauto.com



PT. Ilectra Motor Group (IMG)

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