

The NAVie app

User manual for your Viking or Insync e-bike

Your Viking or Insync e-bike comes with a smartphone app that lets you control your bike and track your rides. For this you use the "Navie" app.

What you can do with the NAVie app

- Adjust the assistance level (default: level 3)
- Turn the light on or off (default: light on)
- View the battery charge level
- Navigate and save your rides

1. Installing the app

Follow these steps to install and set up the NAVie app:

1. Search for "NAVie" in the App Store (iOS) or the Play Store (Android), or scan the QR code below.
2. Download the app and follow the on-screen instructions.
3. Allow Bluetooth access. Without Bluetooth the app functions will not work.
4. Register an account. You can use your Apple ID, email, Google account or Facebook login.
5. Read the End User License Agreement and accept the Terms of Use and Privacy Policy (linked at the bottom of the screen).
6. Allow location access when prompted. This is required for navigation.
7. Download the user data and your preferred maps. Please note: the map for Germany requires more than 1 GB of storage.
8. Grant the required permissions.
9. Select your preferred units of measurement and enter your weight and height, so the app can calculate the range accurately.



Scan this QR code to download the NAVie app.

2. Connecting your e-bike

Turn on your e-bike and connect it to the app. During setup you will be asked for the battery data. Please enter these values:

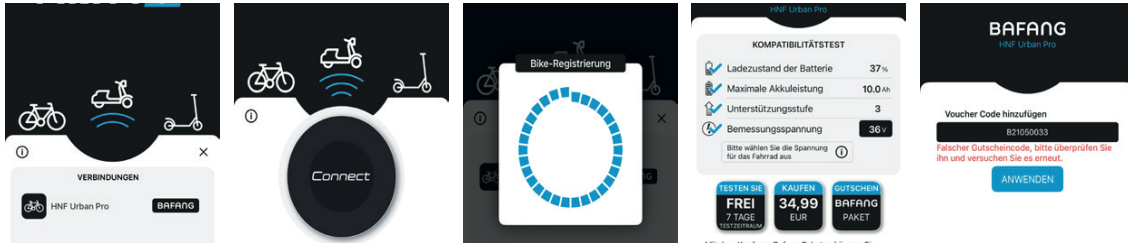
Battery data

Voltage: 36 V

Capacity: 9.7 Ah

Voucher code (frame number)

Use your frame number as the voucher code. You can find it on the seat tube, just above the bottom bracket. Please note: a maximum of three user accounts can be activated per voucher code.



Connecting runs through these steps: select connections, tap Connect, register the bike, run the compatibility check and enter the voucher code.

3. Using the app

The different sections of the app are found at the bottom of the screen: Navigate, Overview, Trips and Settings. The battery percentage and range are always shown at the top.



On the left the map view, in the middle the overview with speed and assistance level, on the right the screen for imported rides.

4. Navigation

Tap the magnifying glass on the right of the screen to search for a destination. Navigation works as follows:

1. Tap the magnifying glass and enter your destination. Confirm with "GO" under the address.
2. Start navigation with "GO" on the right of the screen. The top section shows information about the route and elevation.
3. Navigation to your destination is then displayed. At the top you see the distance and the estimated time remaining. When the navigation button is red, the ride is being recorded.
4. On arrival you can save the recorded ride. Tap the pause icon on the left, then tap the stop icon to end the recording.



The four navigation steps: choose a destination, start the route, on the way and arrival.

5. Dashboard and overview

The overview screen shows the most important ride information:

- Speed information
- Turn the light on or off
- Select a different assistance level
- The current battery level and the estimated remaining range
- During navigation the relevant route instructions appear here
- Swipe left or tap "Trip Tools" for more ride details

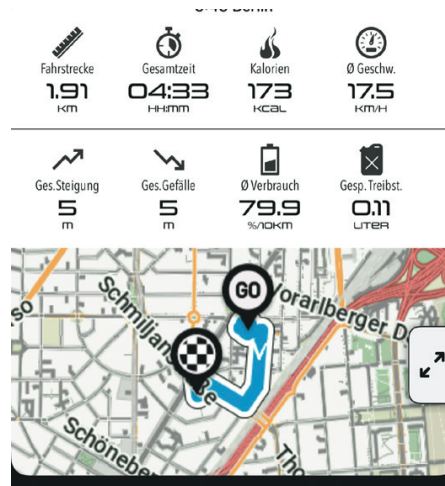
All information fields can be customized. Long-press a field to see the available options.



The overview, a route instruction on the way, the Trip Tools with ride data and the data field selection.

6. Trips

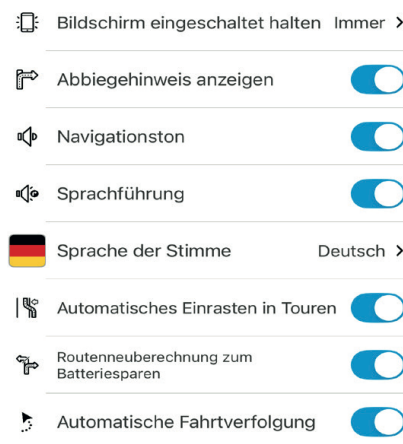
Under Trips you manage your recorded rides. Tap the arrow icon to open a recorded route. With "GO" you can ride that route again. You can also import existing routes (GPX files) from your smartphone into the app.



The Trips screen with ride statistics and the saved route on the map.

7. Settings

Under Settings you manage the options for navigation, e-bike, maps, account, language and units of measurement.



The settings screen with, among others, turn instructions, sound and the voice language.

8. Privacy

Your personal data is processed with care and in accordance with the EU General Data Protection Regulation (GDPR). Only the data needed for the app to function is processed, such as registering your bike via the frame number, linking it to your account and providing the basic app functions (for example showing ride information or battery status). Your data is stored securely and is not shared beyond what is necessary.

Full details about the NAVie app can be found at navie.app/manual. The Matrabike privacy policy is available at matrabike.nl and the NAVie privacy policy at navie.app/privacy-policy.