

THEcore

Customer Service:

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USER QUICK GUIDE

USING THE GUIDE

This guide has been specifically designed to guide you through the basic functions of the scooter The Core.

- Read this guide carefully before using your scooter to ensure safe and proper use.
- Keep this guide for future references.
- For any questions regarding the operation/use of the scooter which has not been answered in this guide, contact the technical service +34 652 846 220.

going
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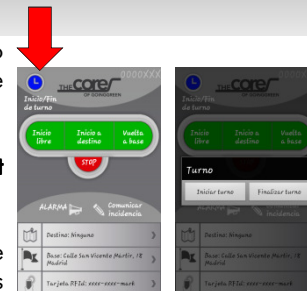
Enter and exit the App

- When starting the application it asks for your code. Once entered, press the ENTER button will change to blue and press it again.
- While using the application, leave the phone on stand-by mode by pressing the power button. If you want to use another phone functionality, use the HOME button. That will not close the application.
- If you close the application and want to re-enter, it will ask you for re-identification.



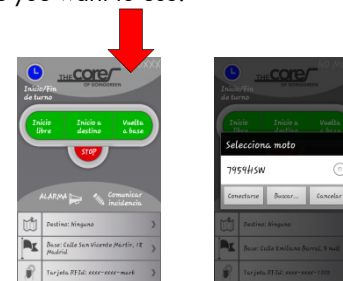
Start and End shift

- Press the blue button "Start / End Shift" and then "Start Shift" to declare that you are ready to start working. The button will change to "Shift ON".
- Press the same button to end shift. The button will change to "Shift OFF".
- While not declaring you in shift, you can turn ON and OFF the bike (eg. to drive to the base or to a workshop) but not movements (deliveries, km, ...) for the purposes of labor statistics will be counted.



Select and drop off a scooter

- Press the registration plate icon of the bike to "see" the bikes that are around you. While not connected to any bike, the plate number to be displayed will be "0000XXX".
- Select the bike you want to use. The registration plate of the bike appears in the upper-right corner of the screen. At that time you can already activate or block that bike.
- If you want to select another bike, you must first leave the current bike by clicking on the plate number icon and saying you want to leave it. Then, press the 0000XXX icon again and select the new bike you want to use.



Important: When you finish working, although you will continue using the bike (eg to drive it to the garage) end the shift.

When you leave the bike definitely "release" the same as explained in the previous paragraph and close the application. If you do not close the application, another person may access your phone and use your ID code.

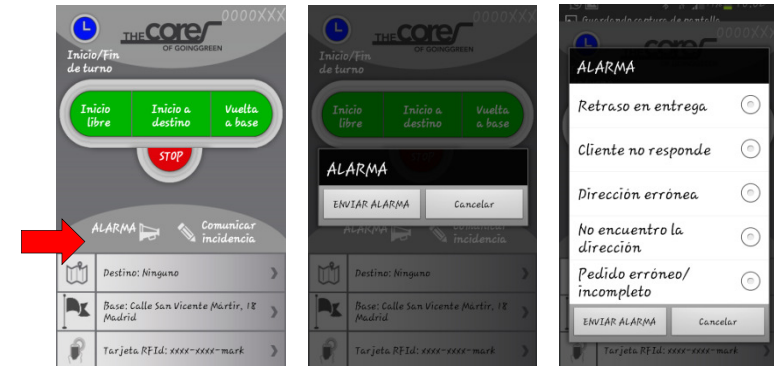
Activation and Lock of the scooter

- Once you have connected to a scooter (started shift or not), you can activate it.
- In order to activate the scooter, you have three options:
 - "Free Start"**: the bike will be activated but the navigator will not show any route.
 - "Start to destination"**: the bike will be activated and the navigator displays the route to the address that was selected on the tab **"Destination"**.
 - "Back to base"**: the bike will be activated and the navigator displays the route to the address that was selected on the tab **"Base"**.
- Once the bike is unlocked, on your screen you will see the "Ready" state. Now you can press the red button ON / OFF on the handlebar. The screen will switch to ON state.
- To turn OFF the scooter, switch OFF the red button on the handle and then the STOP button on the mobile application, the screen will change to OFF state. **ATTENTION, if you do not press the OFF button on the application, the bike remains active (READY) and anyone can take it by switching ON the red button on the handlebar.**



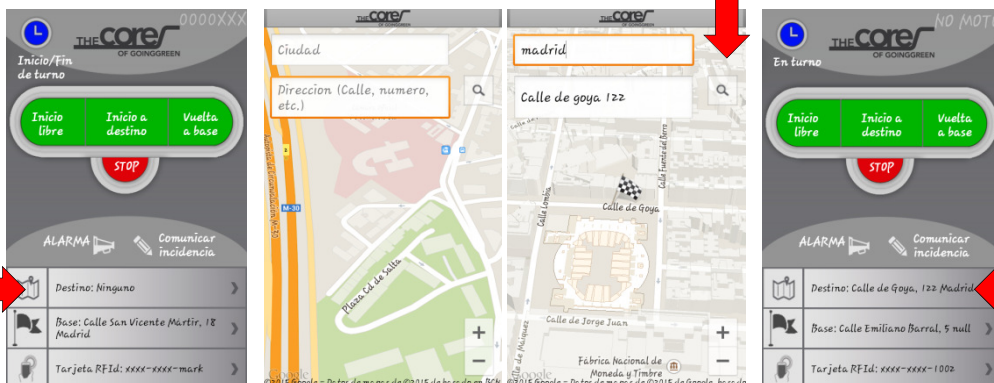
Sending alarms and events

- In case of an accident or a breakdown that makes it impossible to continue using the bike, you can send an **"Alarm"** by pressing the appropriate button. The application will prompt delivery confirmation.
- If you have an issue you want declare but does not assume a definite stop of the bike, you can **"Report a problem"** and select the kind of that incident.



Select Destination or Base

- To select a destination, press the tab **"Destination"**.
- Google Maps screen will appear, enter the desired address.
- At the moment you locate the address on the map, press the magnifying glass icon and a flag on the desired address will be shown. At this time the address is already saved and you can return to the main screen of the application.
- You can check that the destination is correctly selected because it is shown on the destination tab in the main screen.



- The process to select a **"Base"** is exactly the same as **"Destination"**. The only difference is that in this case the application will ask you for confirmation that you really want to change the location of the base.

Troubleshooting

- The message "Unable to connect to device" appears:

| Cause | Solution |
|---|--|
| There are more than one phones connected to the same bike | Disconnect or remove from the scope of the motorcycle the mobiles that are not being used. If the error persists, restart the dashboard. |

- The message "No connection to the 0000XXX bike. Is it far or off "? appears:

| Cause | Solution |
|--|---|
| There is a problem with Bluetooth connectivity | Make sure that you are within the scope of Bluetooth service of the scooter (<5m) Make sure that the Bluetooth visibility time of your mobile is set to "always visible". If the error persists, restart your smartphone. |