VINFAST EBIKE APP

User Manual

Version: 1.8

Release date: 15.04.2024

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VINFAST

01

INTRODUCTION

VINFAST E-BIKE APPLICATION

The VinFast e-bike application serves as a specific tool, facilitating seamless connectivity and remote control of the VinFast electric bike via a mobile device.

You can effortlessly connect to your e-bike and always remain updated on your bike's battery status, speed, and distance traveled. The app's user-friendly interface allows you to customize your ride by adjusting power levels, ensuring an optimal blend of efficiency and performance, plan a route, and discover scenic trails with turn-by-turn directions, etc

Embrace the future of e-biking with our app – the ultimate companion for those who seek a connected, customizable, and secure riding experience.
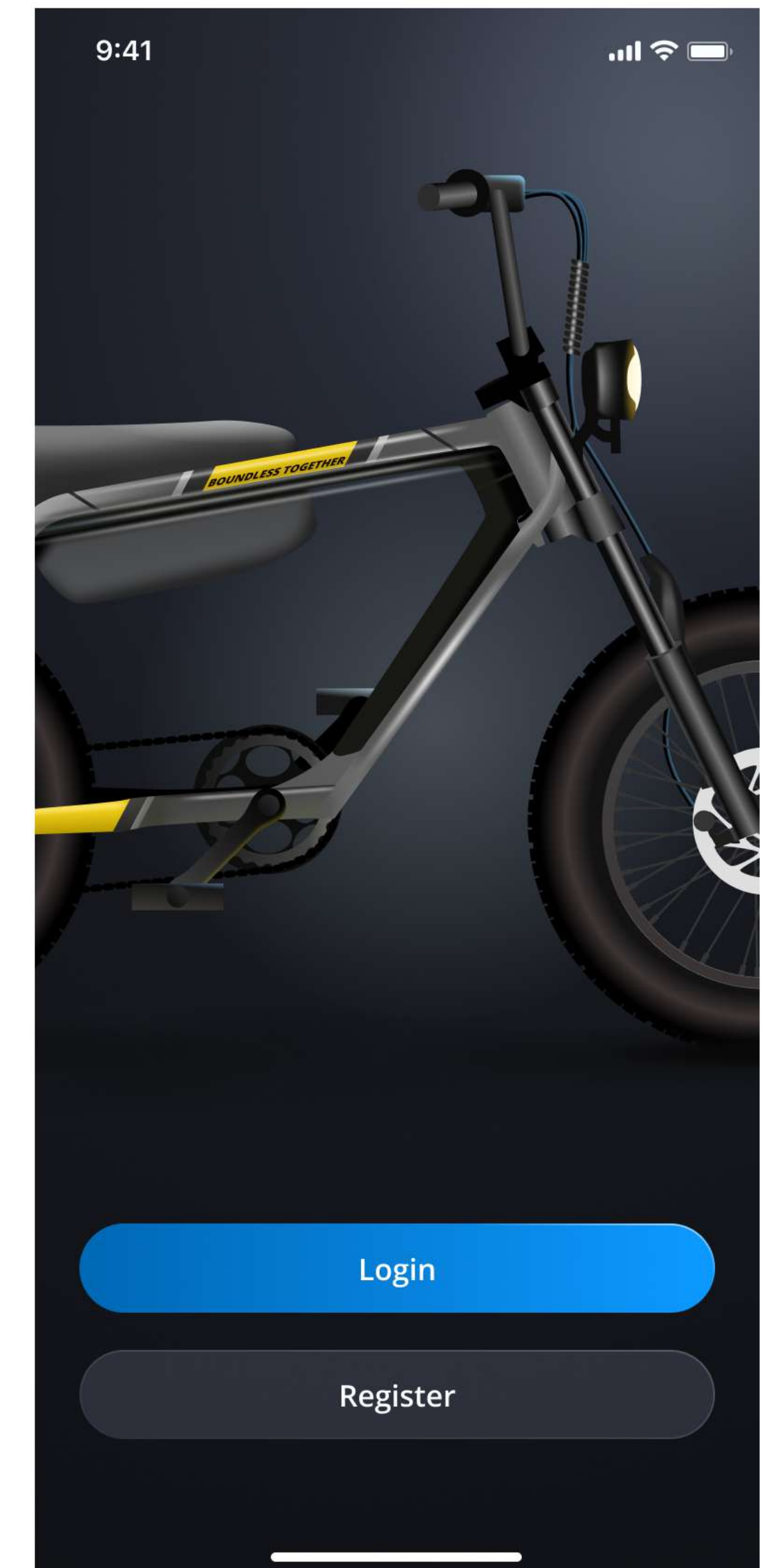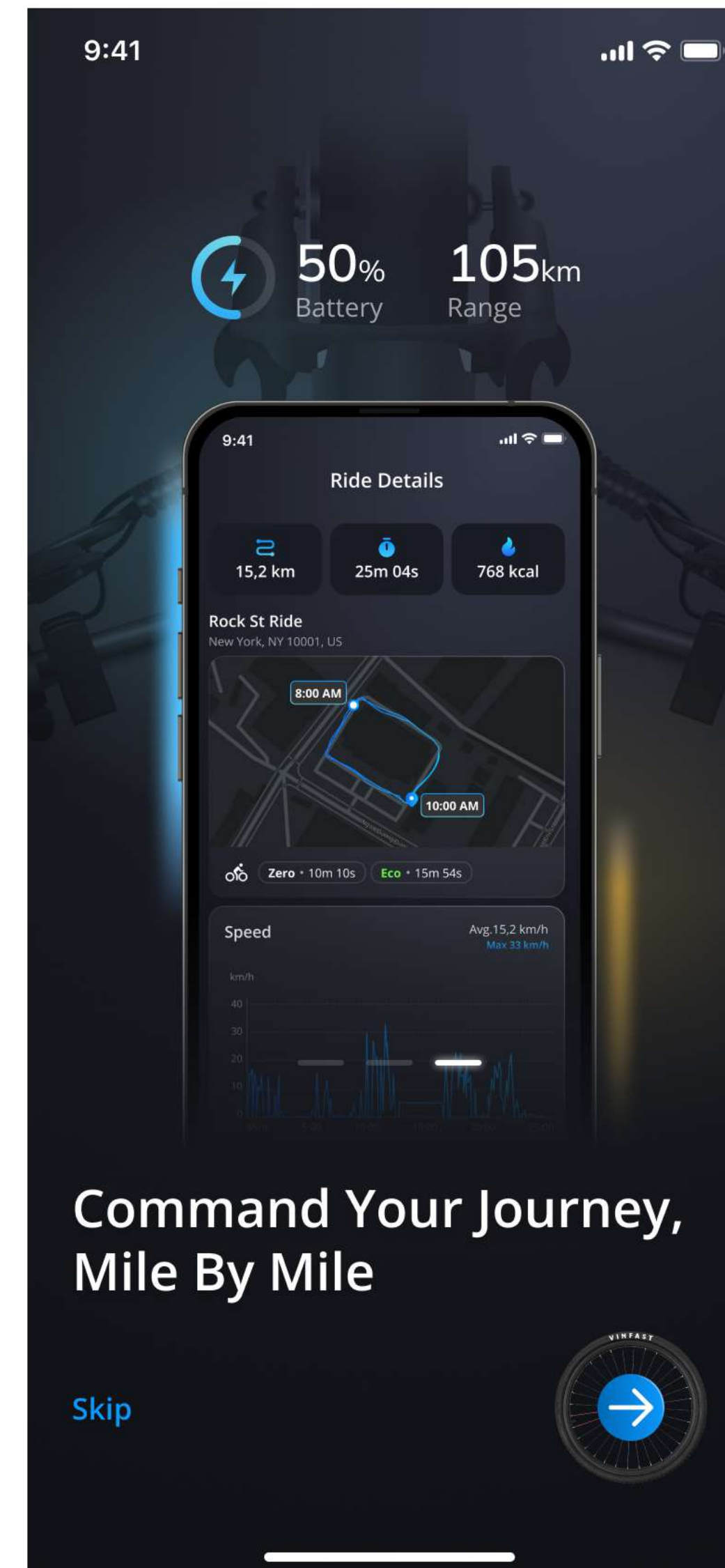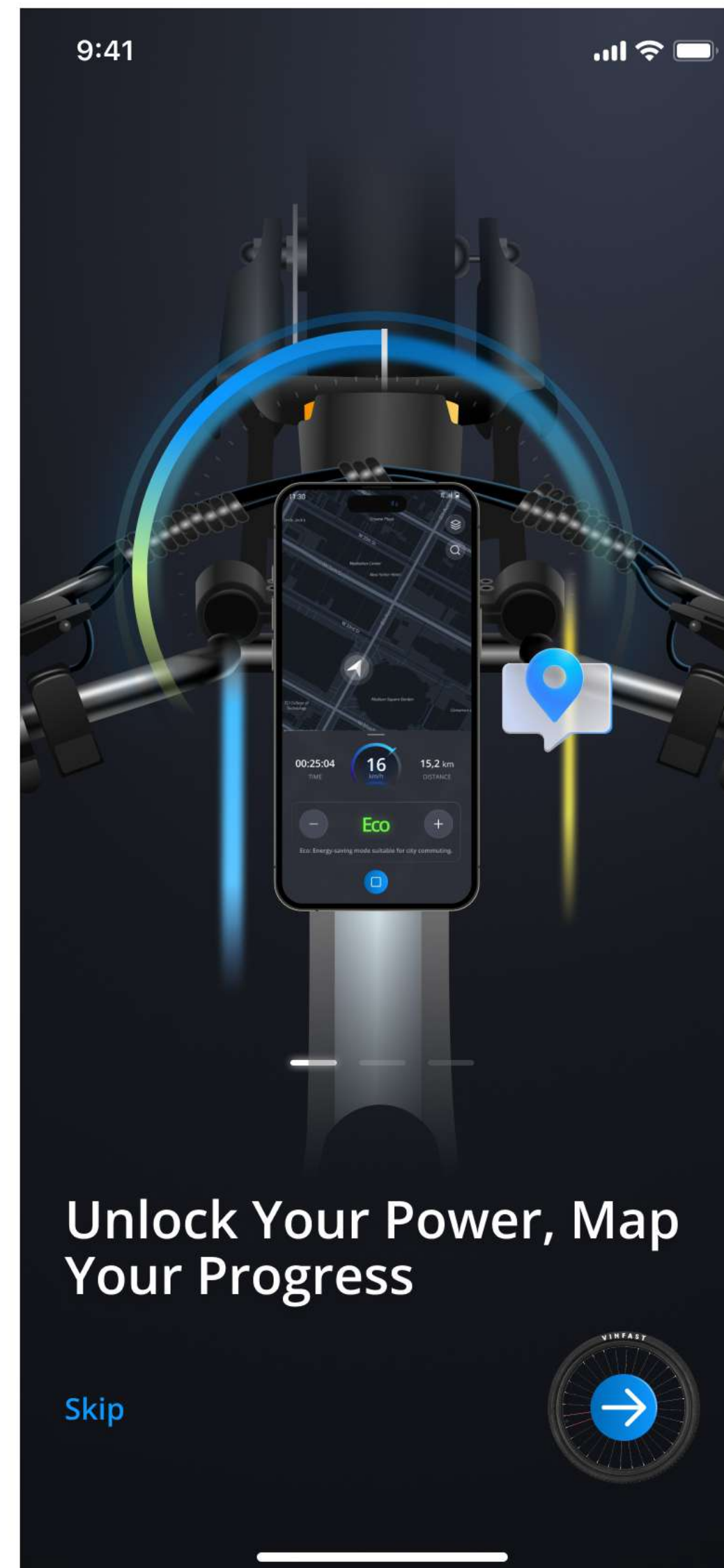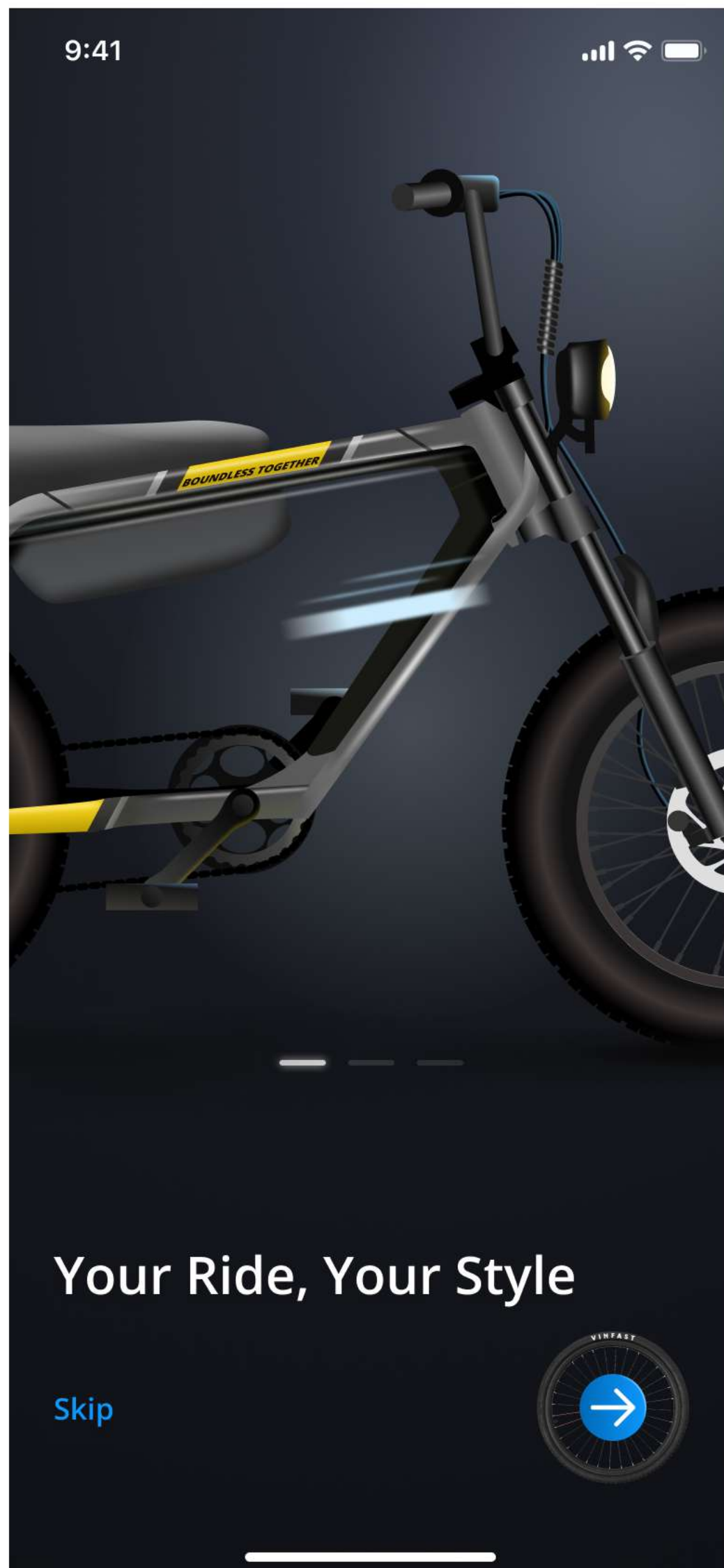
Hope you enjoy your experience with VinFast!
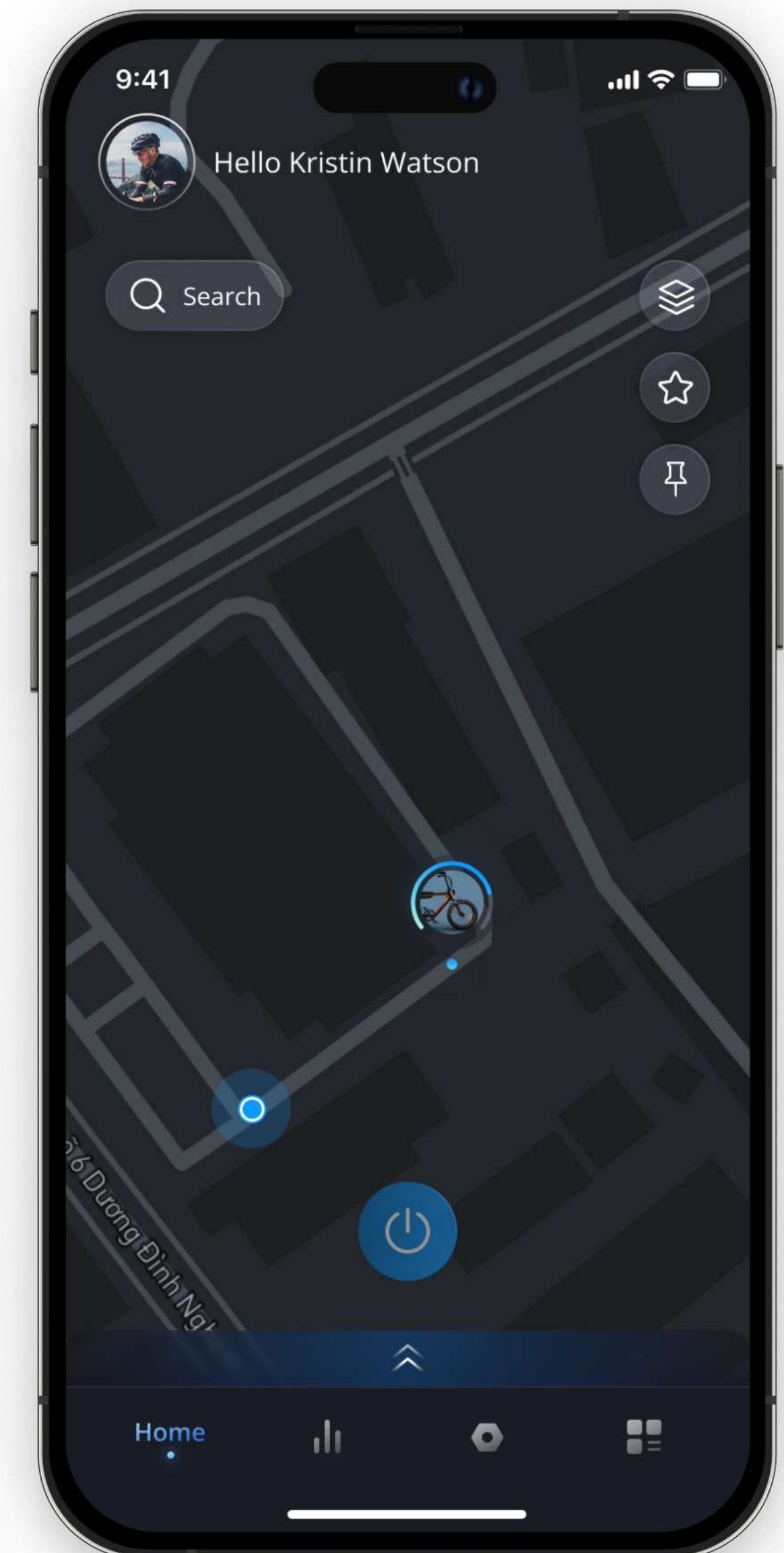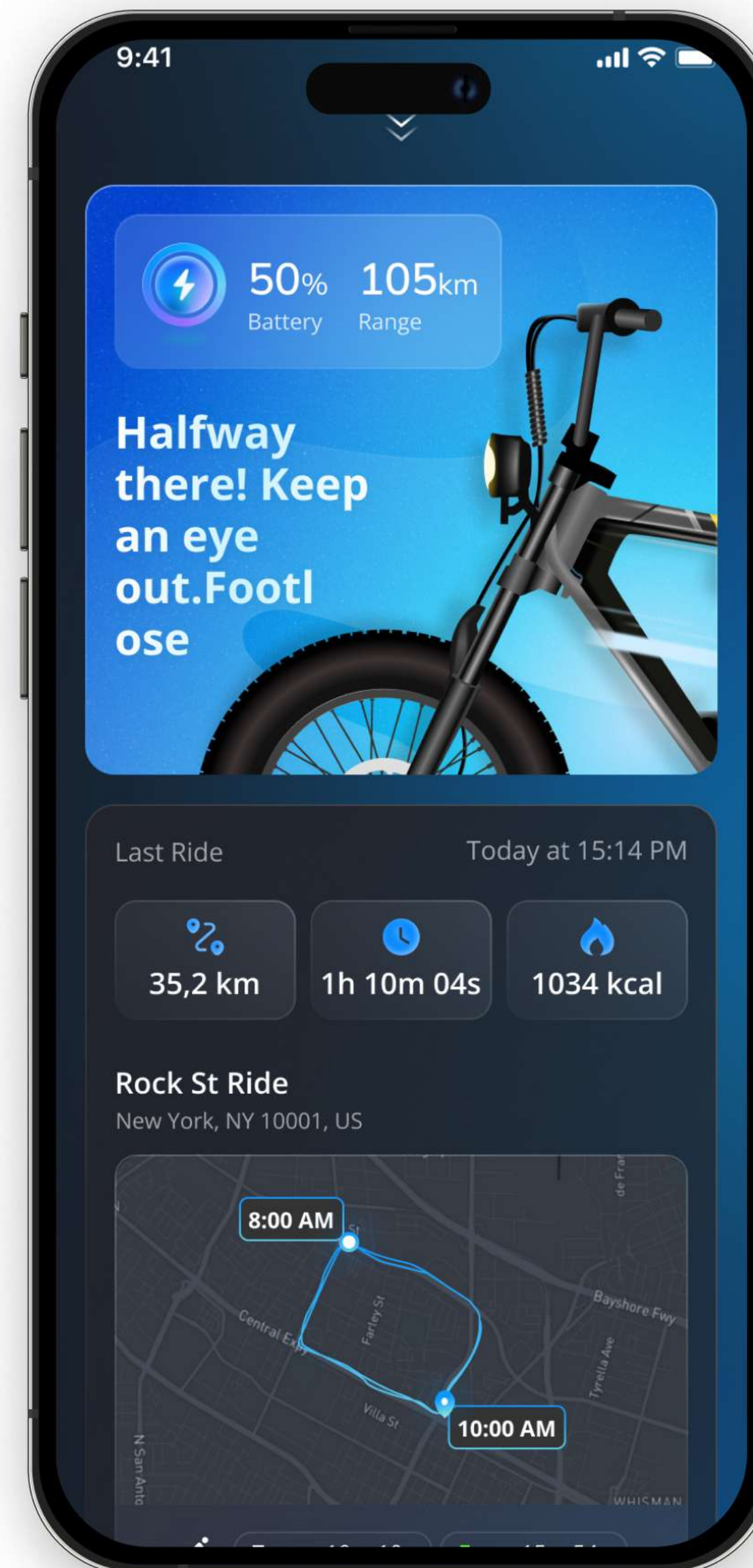
(*) Some features are not currently available for every model, region or language.
(**) Work in progress, details and illustrations may not represent the final version.

WELCOME SCREENS

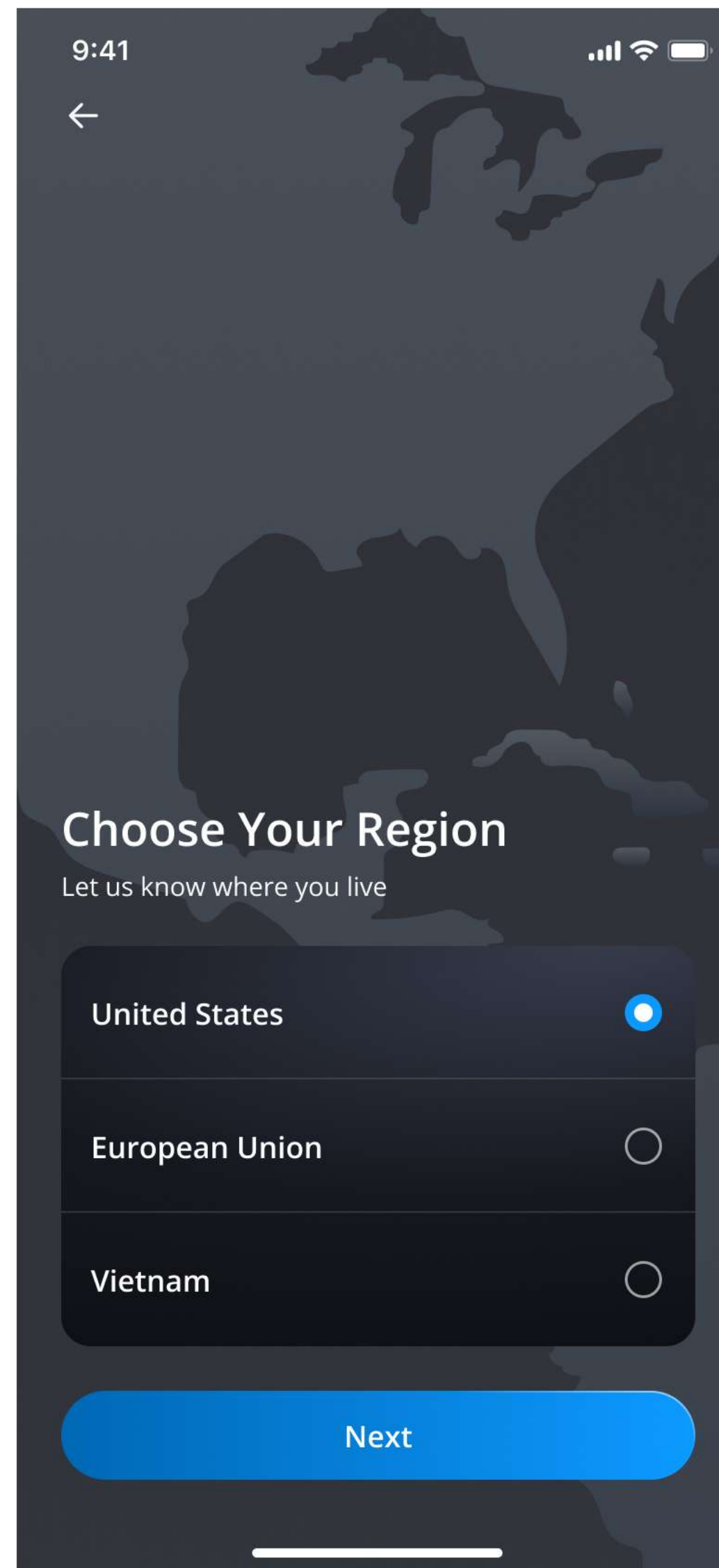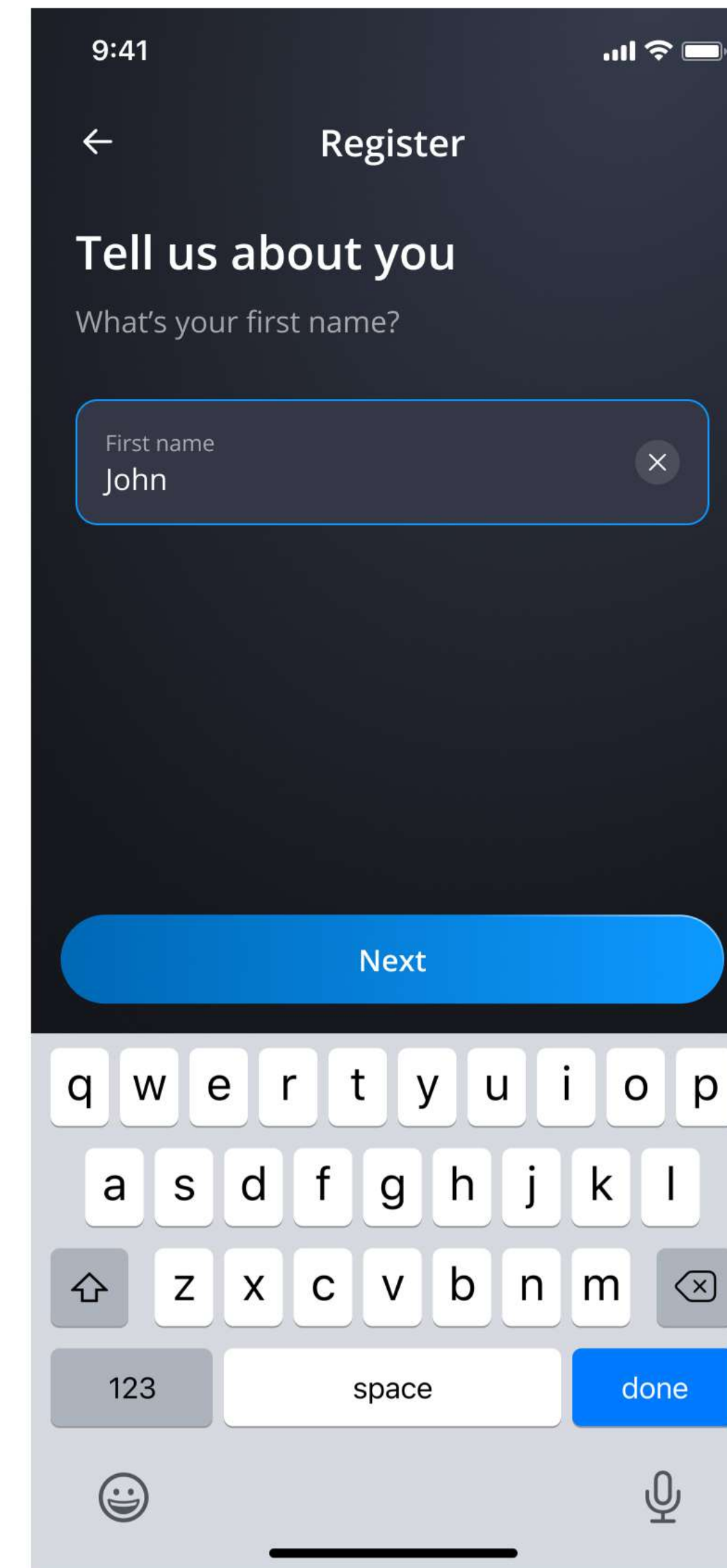After installing and opening the app for the first time, you'll see the welcome screens:

Your Ride, Your Style

Skip

Unlock Your Power, Map Your Progress

Skip

Command Your Journey, Mile By Mile

Skip

Login

Register

02

SIGN UP/LOGIN

SIGN UP

9:41

Login

Register

Tap Register on the screen

9:41

Choose Your Region
Let us know where you live

United States ⦿

European Union ○

Vietnam ○

Next

STEP 2

Choose your current region to continue*

9:41

Register

Tell us about you
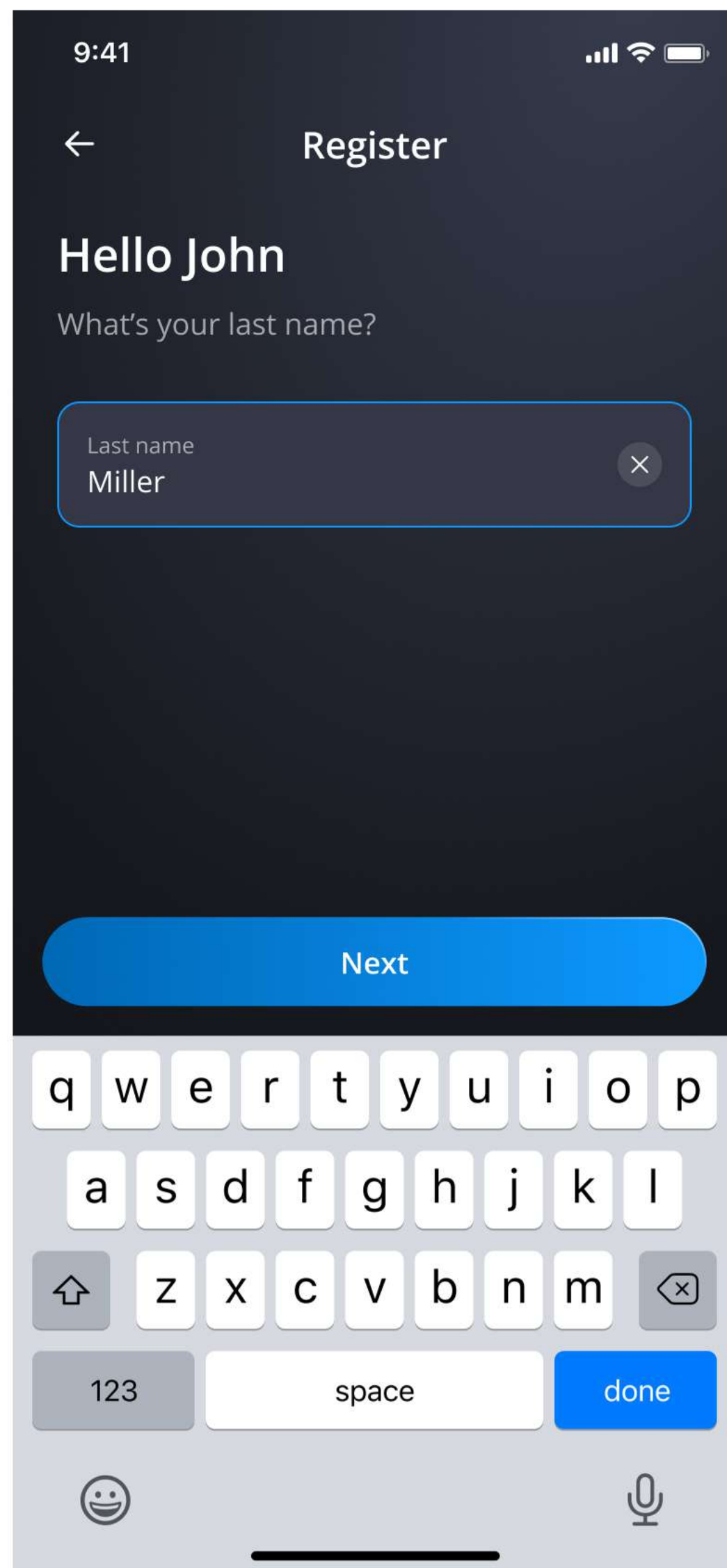What's your first name?

First name
John ✕

Next

STEP 3

Fill in your first name
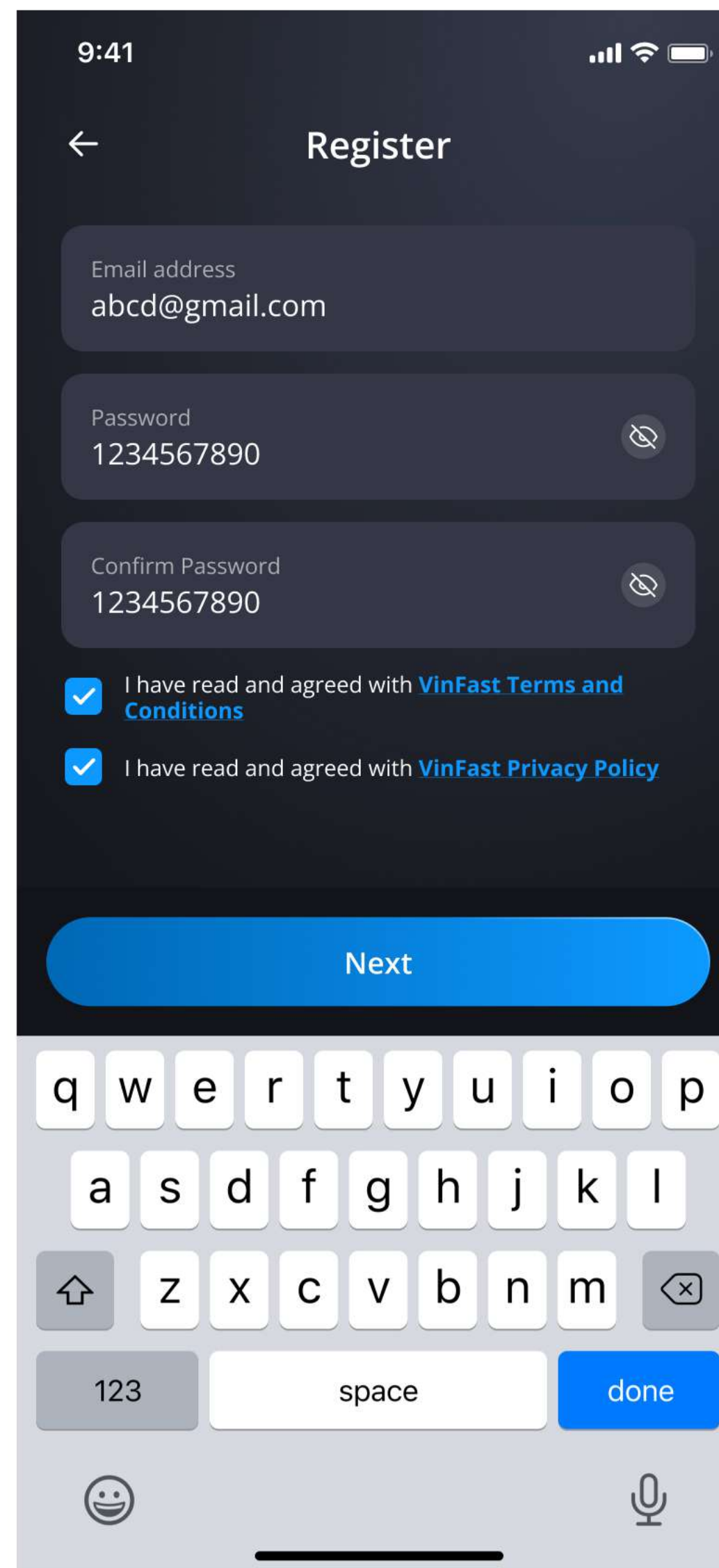
You will need to select a region for the first login, and from the second login onward, your choice will be remembered.

SIGN UP (CONT)

9:41

← Register

Hello John
What's your last name?

Last name
Miller ✕

Next

9:41

← Register

Email address
abcd@gmail.com

Password
1234567890

Confirm Password
1234567890

☑ I have read and agreed with **VinFast Terms and Conditions**
☑ I have read and agreed with **VinFast Privacy Policy**

Next

9:41

Account activation

We have sent a link to john.miller@gmail.com Please check your email and follow the instructions to activate your account.

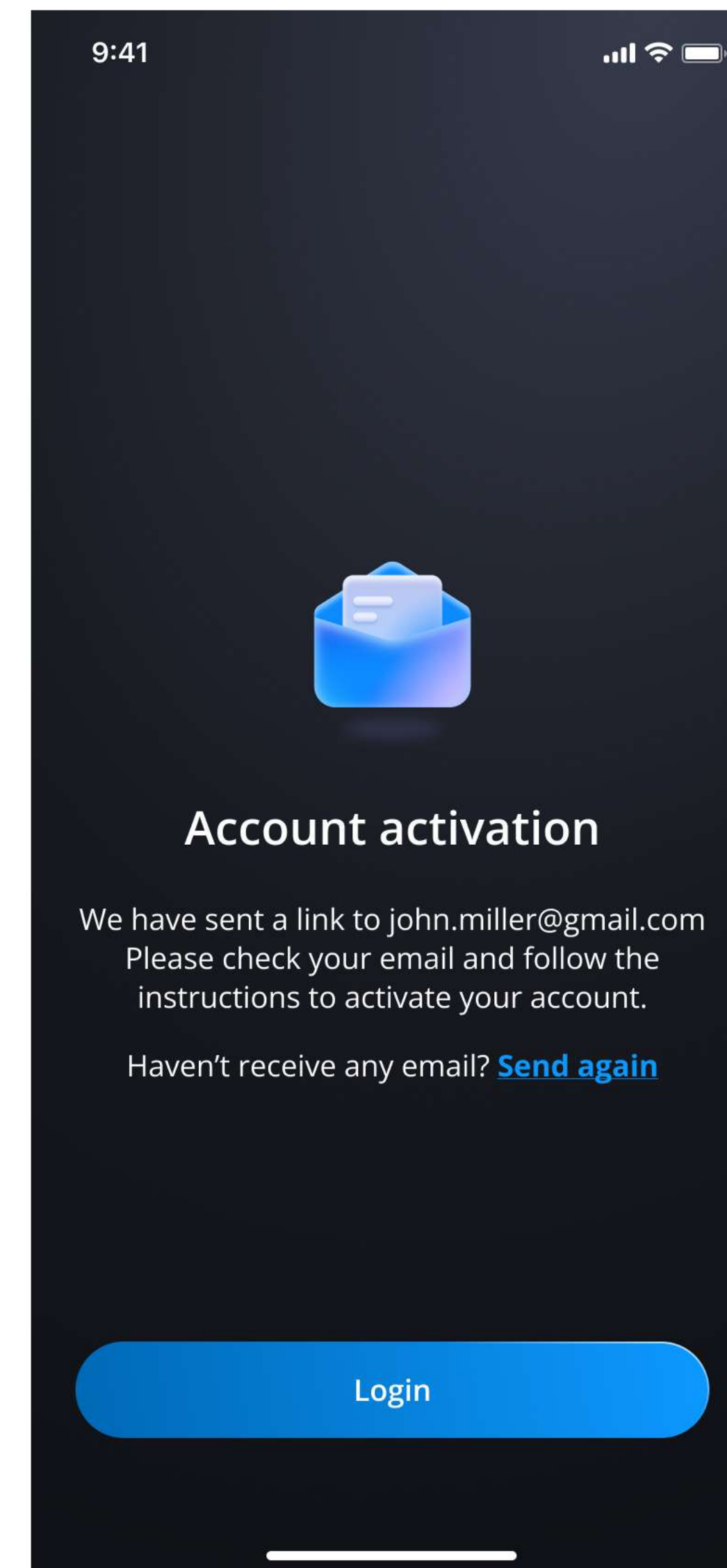Haven't receive any email? **Send again**

Login

STEP 4

Fill in your last name information

STEP 5

Fill in your email address and password, then agree with our terms to continue

STEP 6

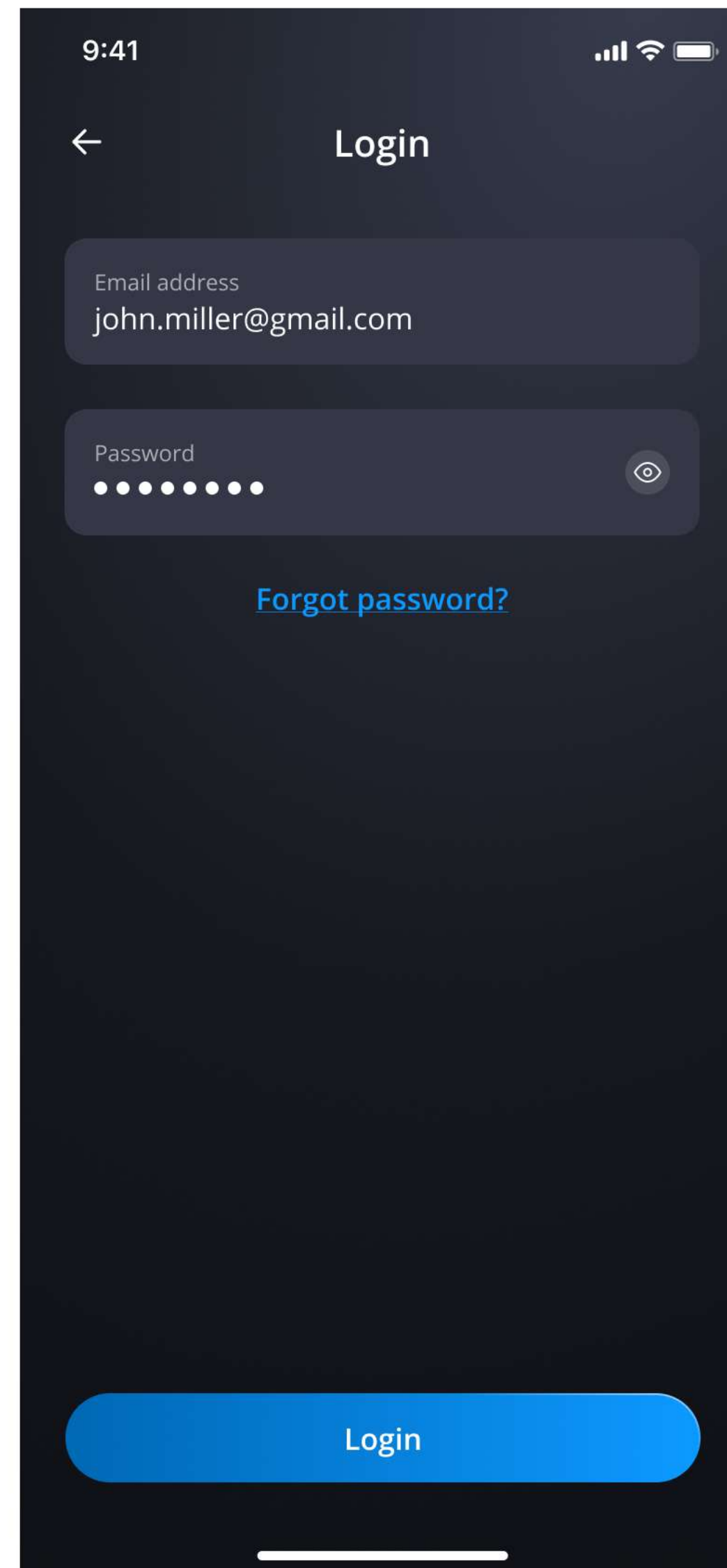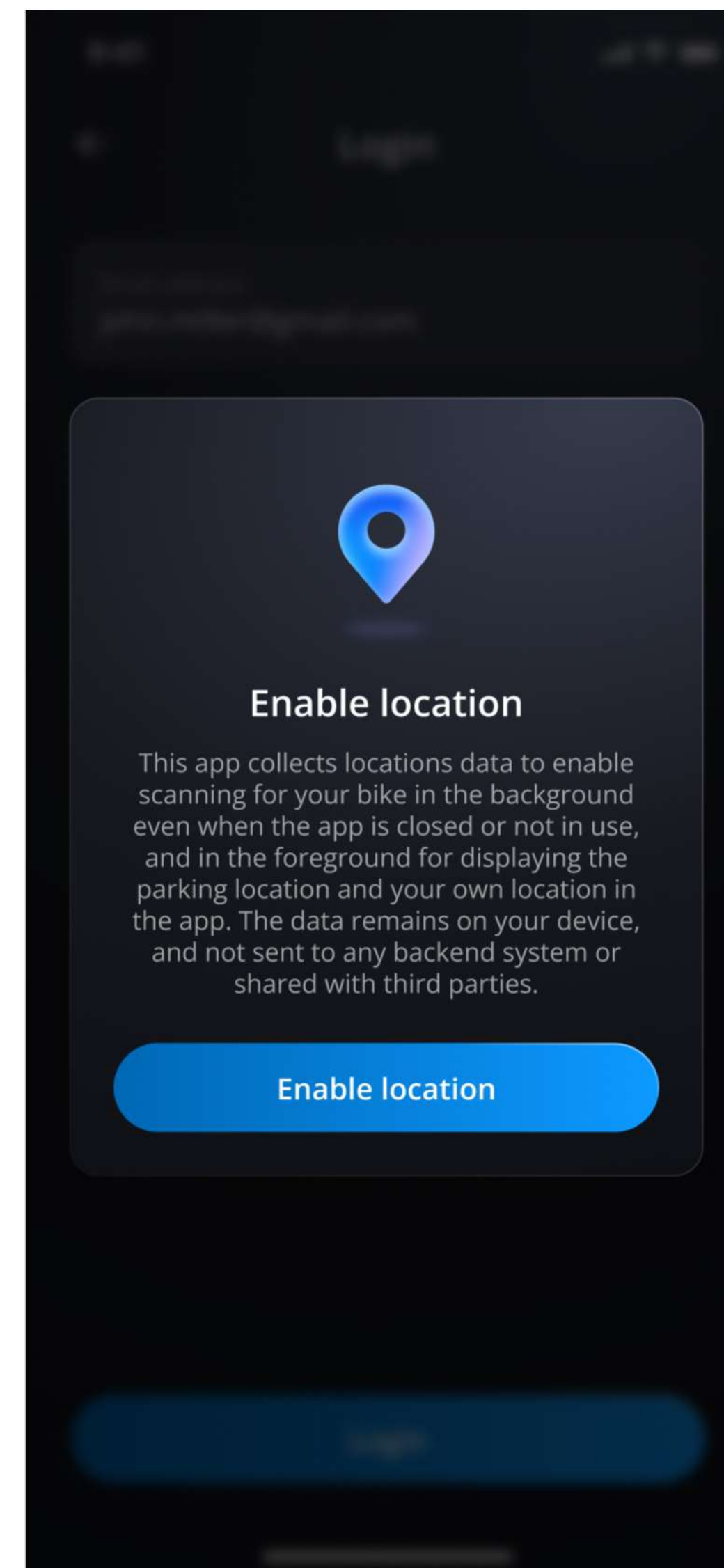Click "Confirm my account" in your email to complete registration

LOGIN

9:41

← **Login**

Email address
john.miller@gmail.com

Password
••••••••

Forgot password?

Login
Register

Login

Enable location

This app collects locations data to enable scanning for your bike in the background even when the app is closed or not in use, and in the foreground for displaying the parking location and your own location in the app. The data remains on your device, and not sent to any backend system or shared with third parties.

Enable location

Activate your account

Your account is not confirmed. Please check your email and follow the instructions to activate your account.

Resend Email   **OK**

STEP 1

Tap **Login** on the screen

STEP 2

Enter your email address and password and tap Login

STEP 3

Give permission to location access for the app for better experiencce
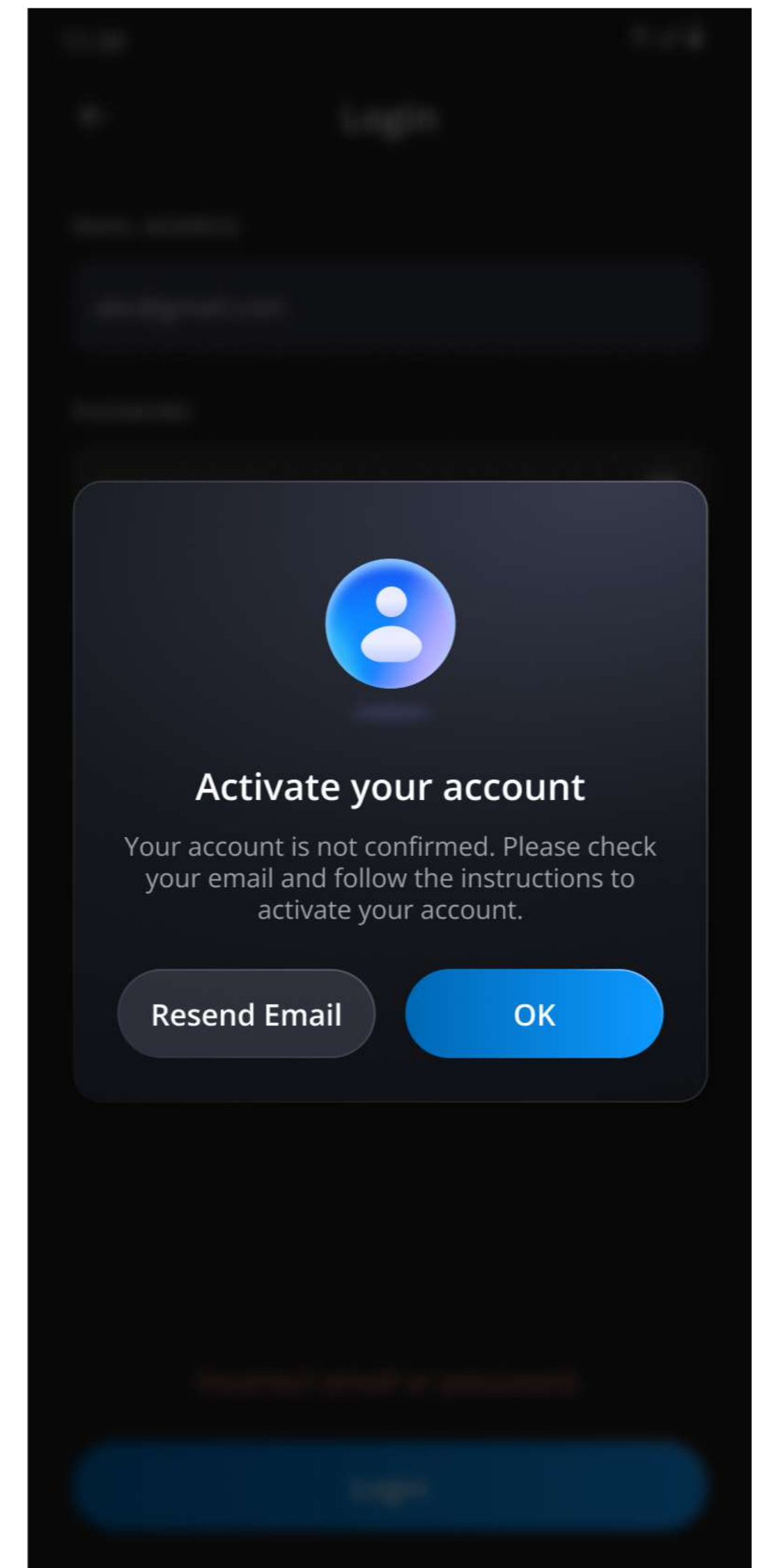
ACCOUNT NOT YET ACTIVATED

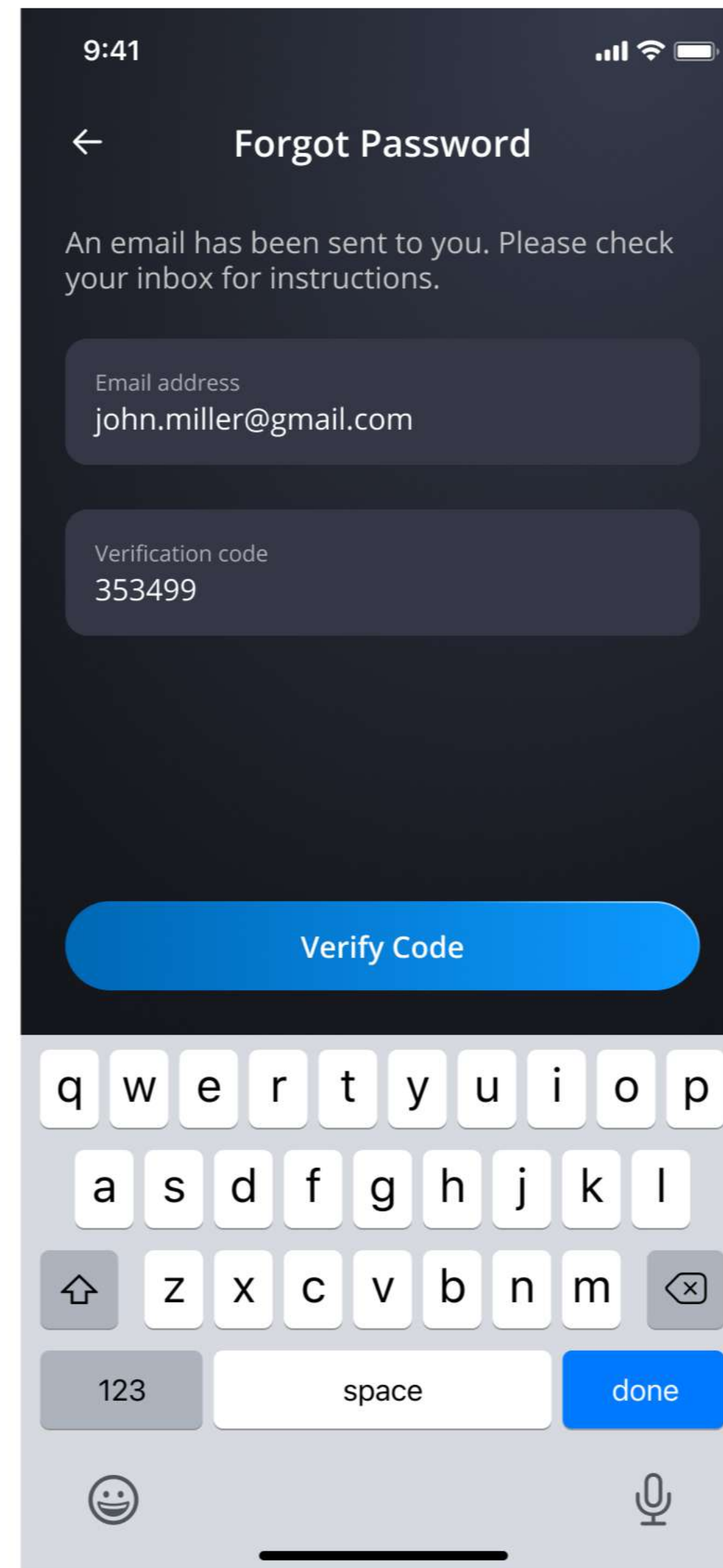In case your account is not yet activated, choose **Resend Email** and follow instructions in email to complete the registration
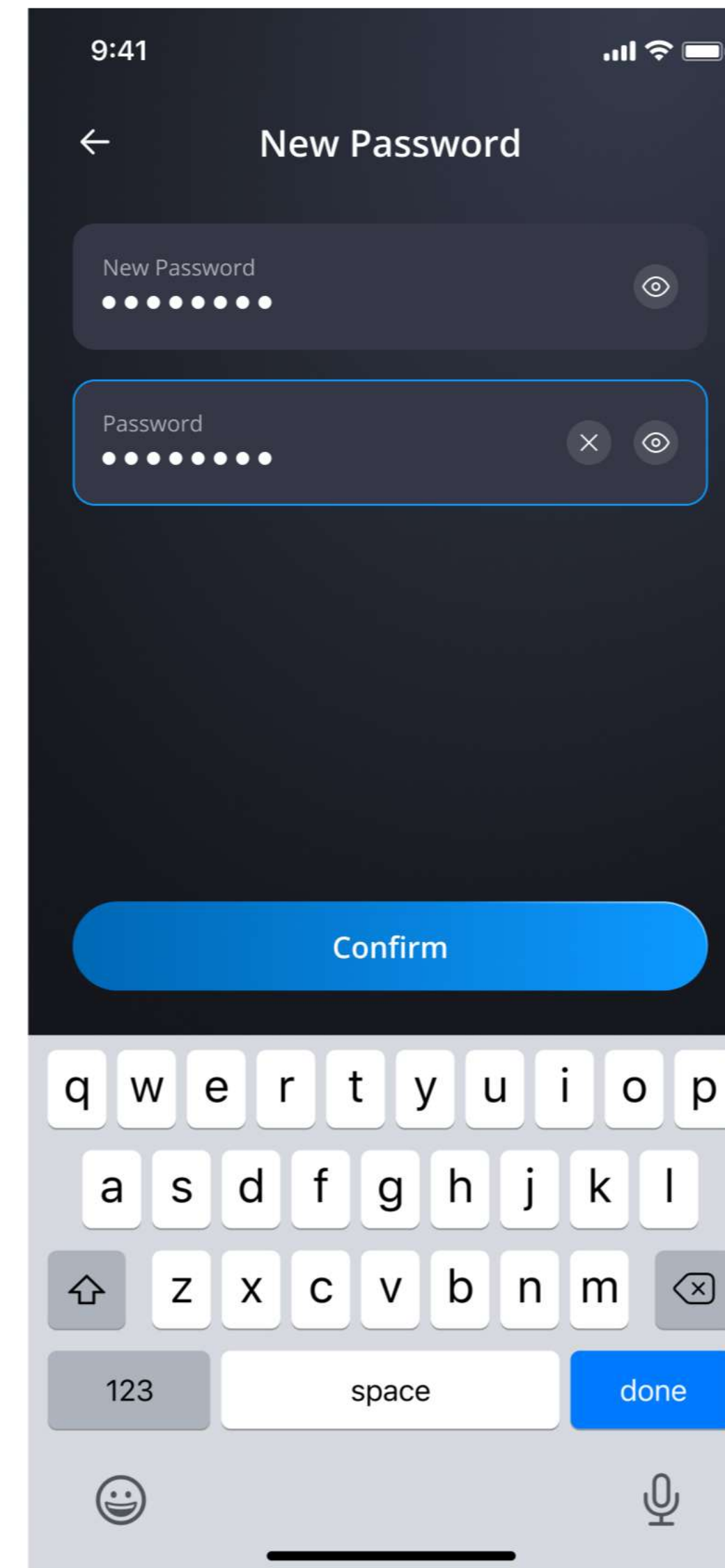
FORGOT PASSWORD
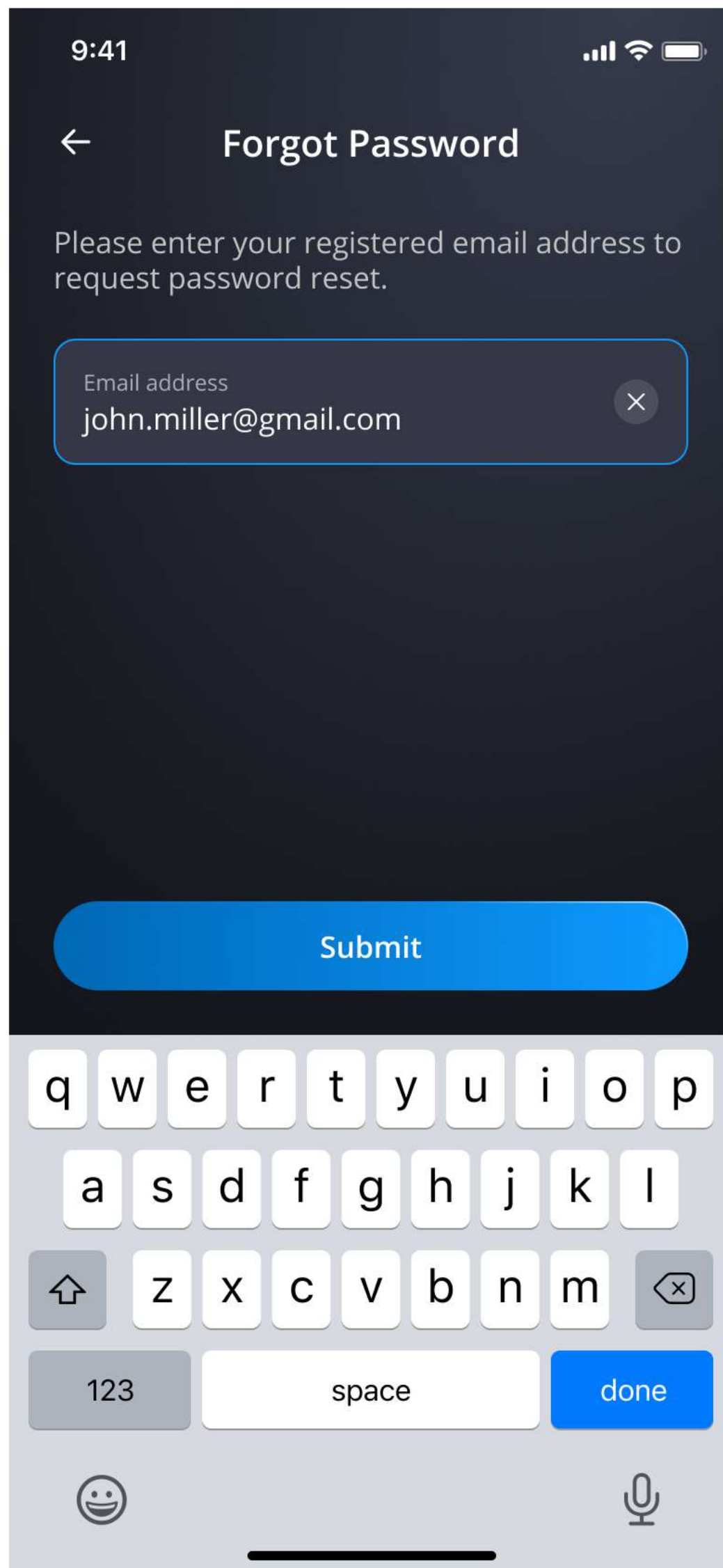
STEP 1

If you already had a VinFast account but do not remember your password to log in, choose **Forgot Password** and fill in your email
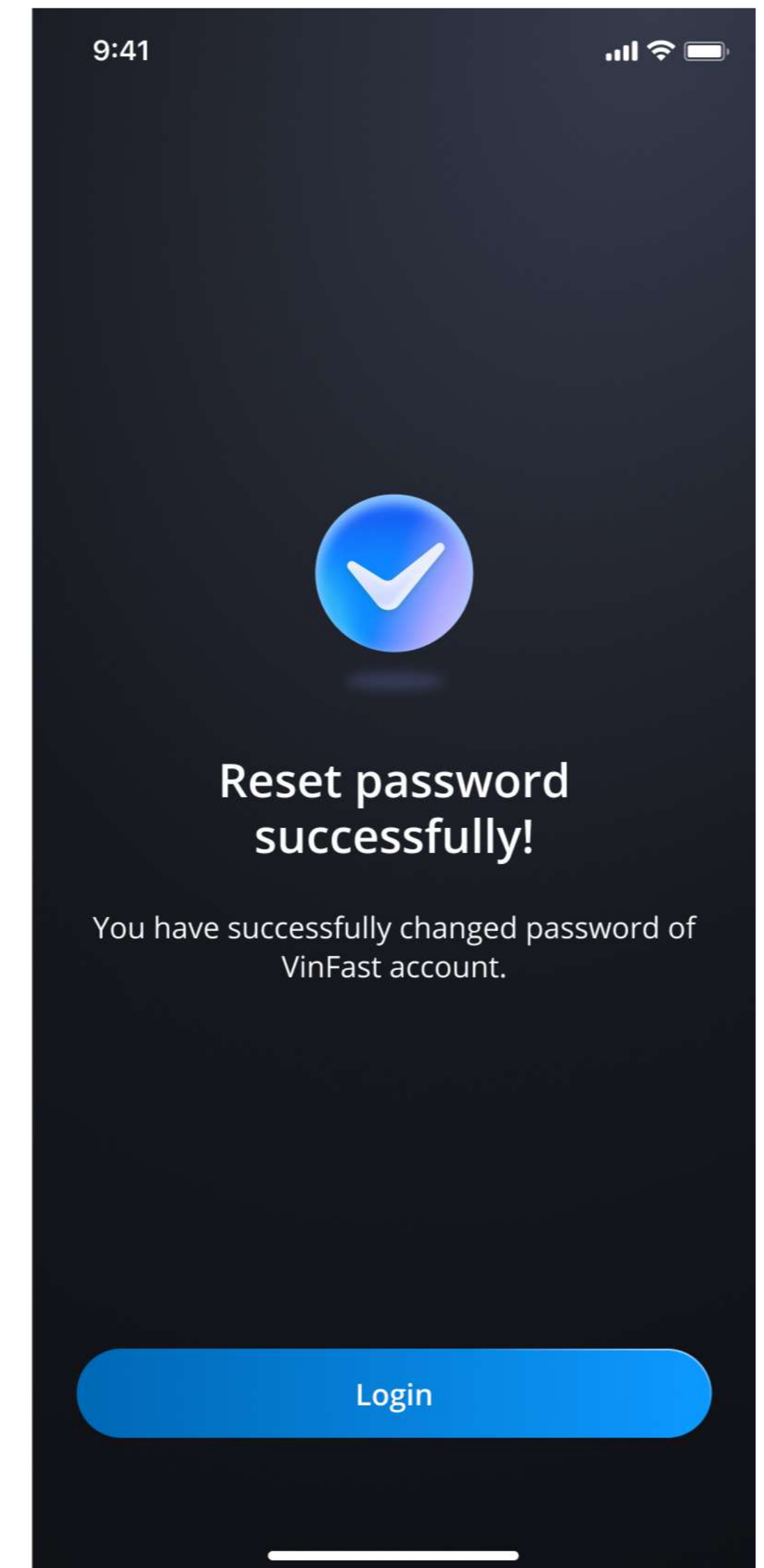
STEP 2

Fill in the verification code sent to your email to continue

STEP 3

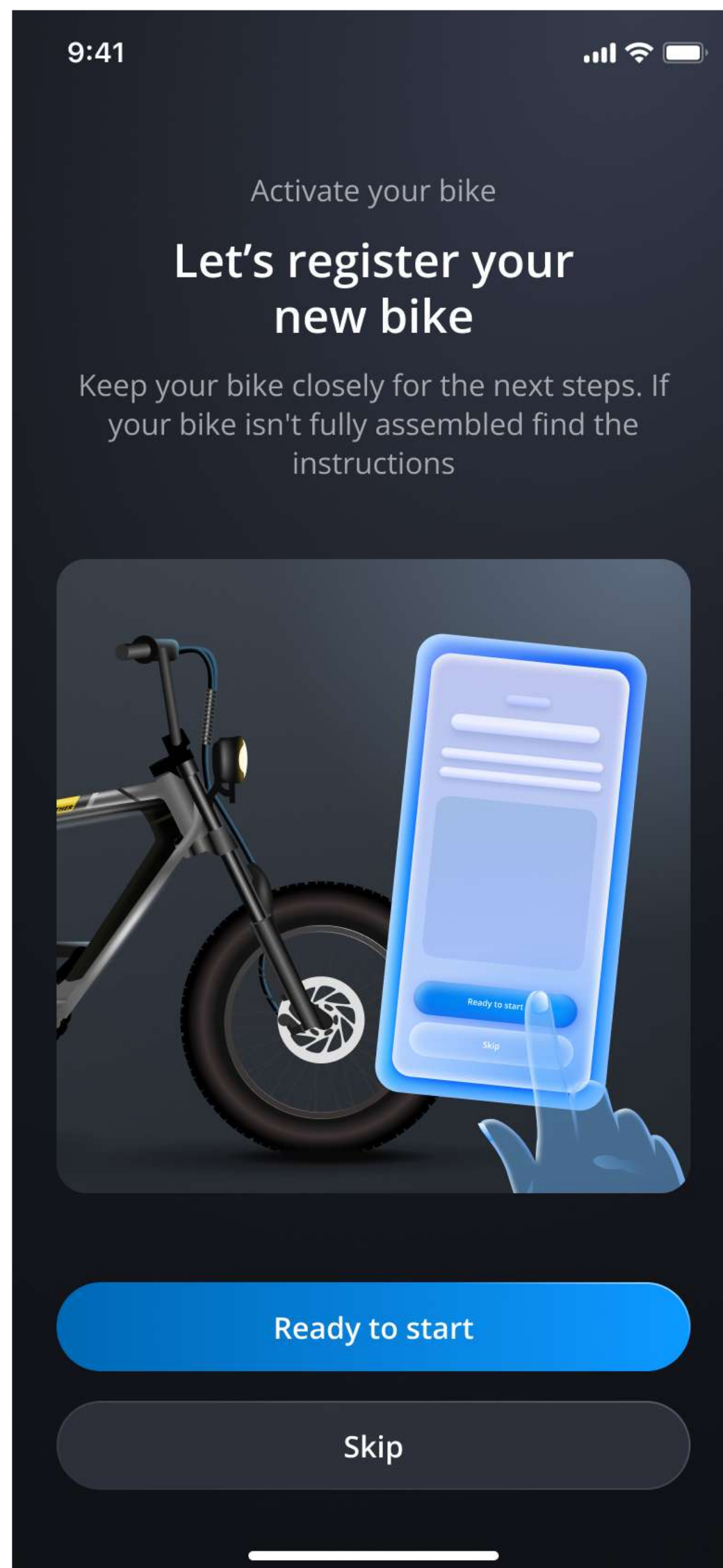If the verification code is correct, you can update your password

STEP 4

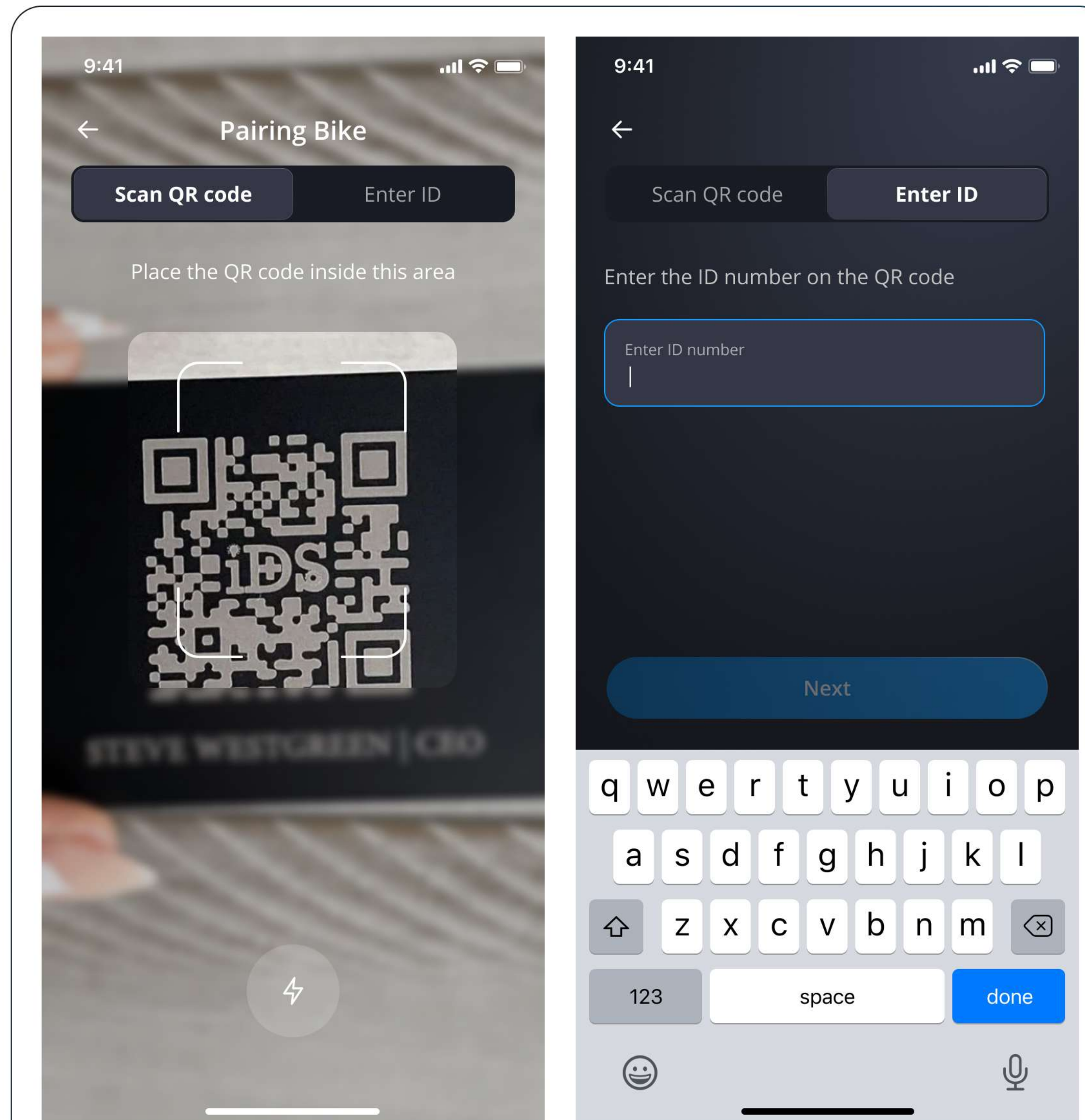Once your password is updated, you can use your new password to log in to the app
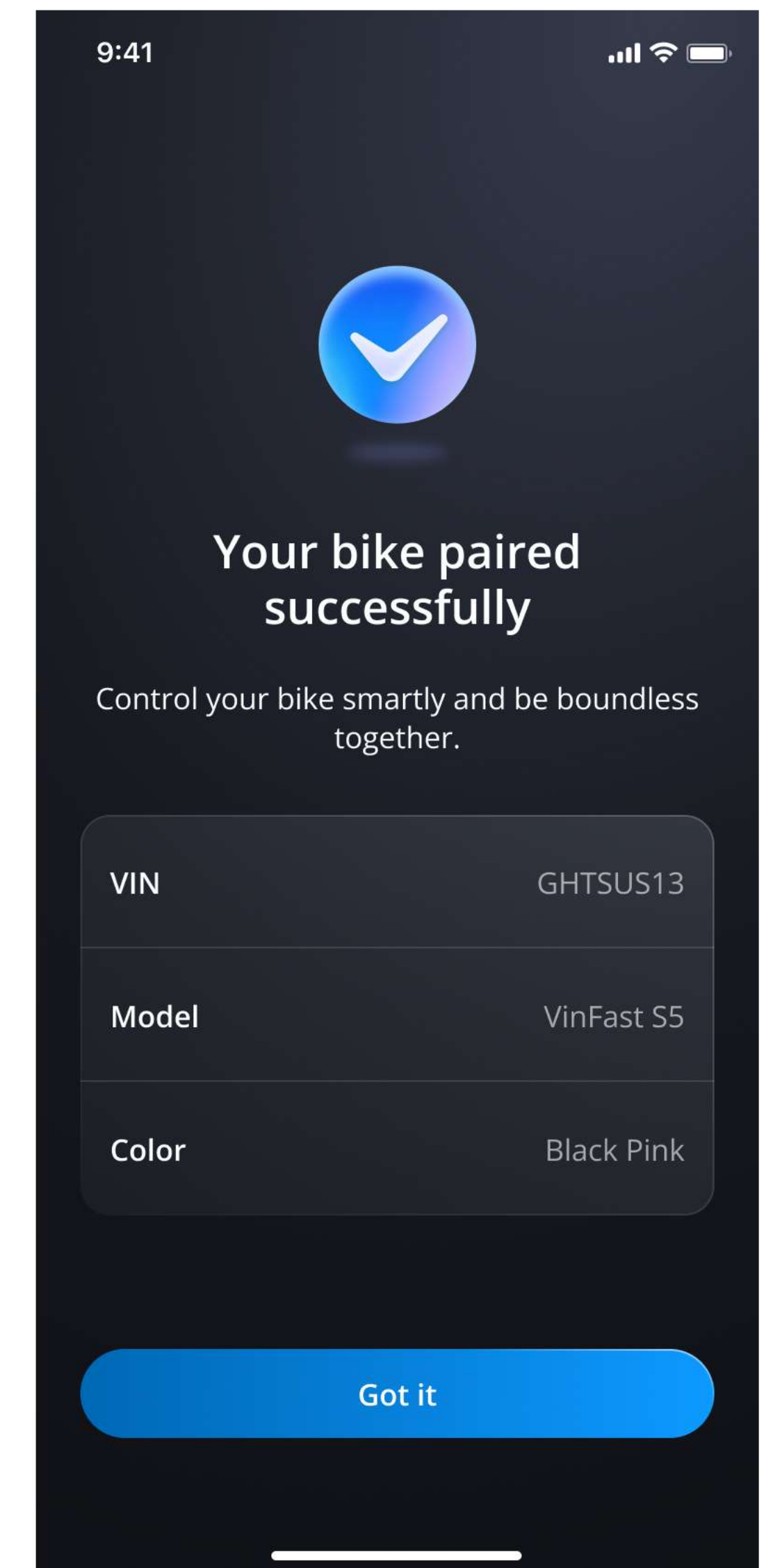
VINFAST

03

PAIRING E-BIKE WITH MOBILE APP

PAIR YOUR BIKE

Activate your bike

Let's register your new bike

Keep your bike closely for the next steps. If your bike isn't fully assembled find the instructions

Ready to start

Skip

STEP 1

Choose **Ready to start** to start connecting to your new bike

---

Pairing Bike

Scan QR code | Enter ID

Place the QR code inside this area

Scan QR code | **Enter ID**

Enter the ID number on the QR code

Enter ID number

Next

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space done

STEP 2

Make sure your device's Bluetooth is turned on, give permission to Camera access on your device and scan the QR code or input ID number of your bike to continue

---

Your bike paired successfully

Control your bike smartly and be boundless together.

VIN	GHTSUS13
Model	VinFast S5
Color	Black Pink

Got it

STEP 3

Once your bike is paired, you can check its basic information including VIN, model and color

PAIR YOUR BIKE (CONT)
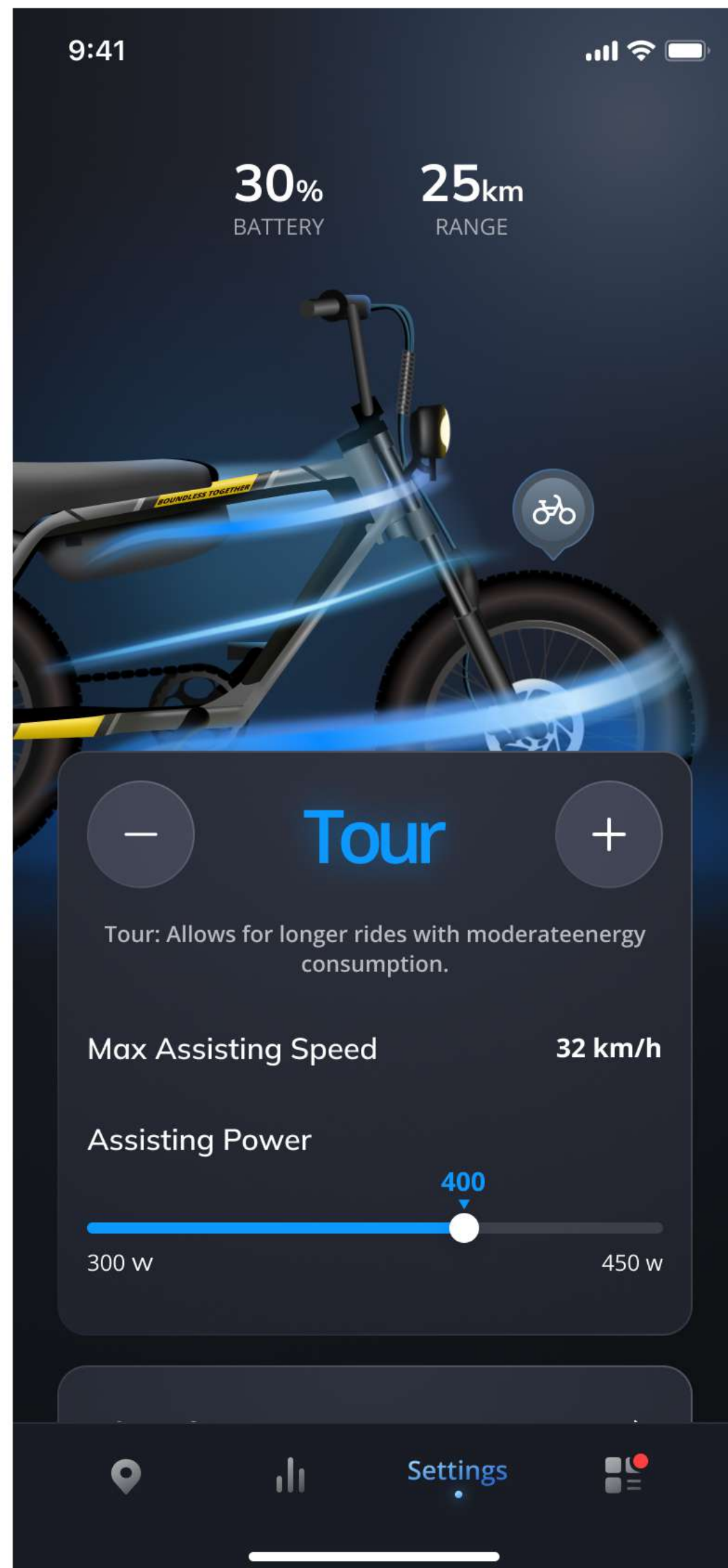
Go to **Home > Settings** and choose 🚲 next to your bike
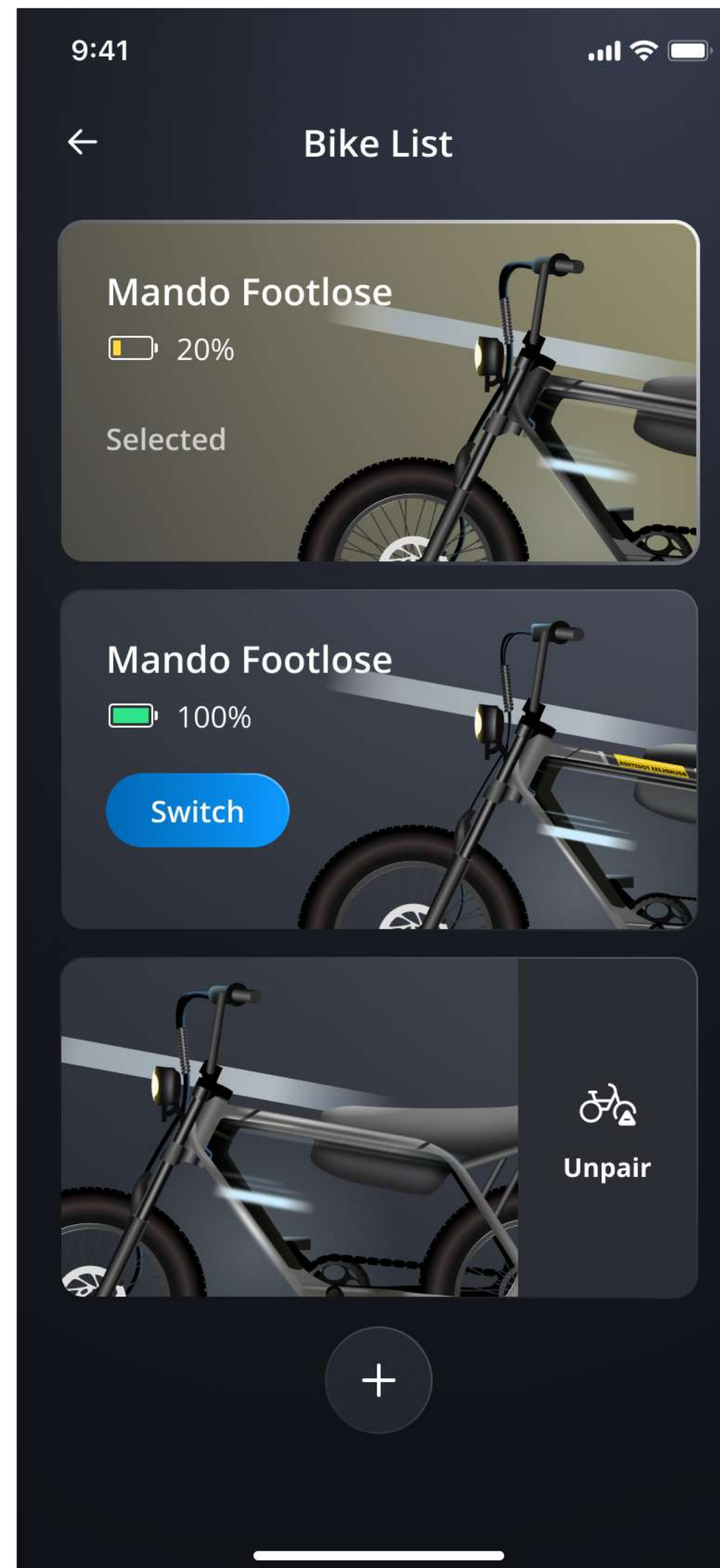
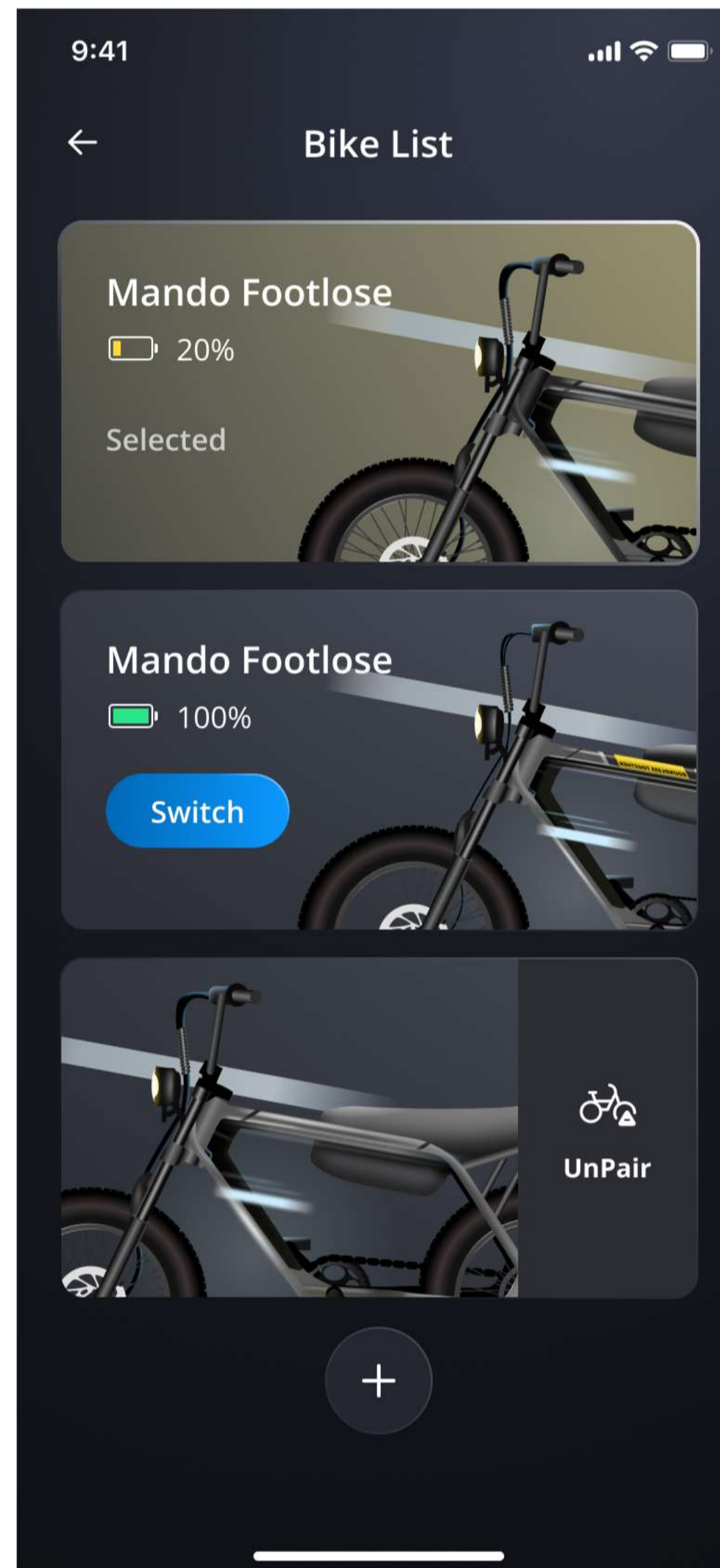Choose ➕ at the end of the screen to add another bike to your account
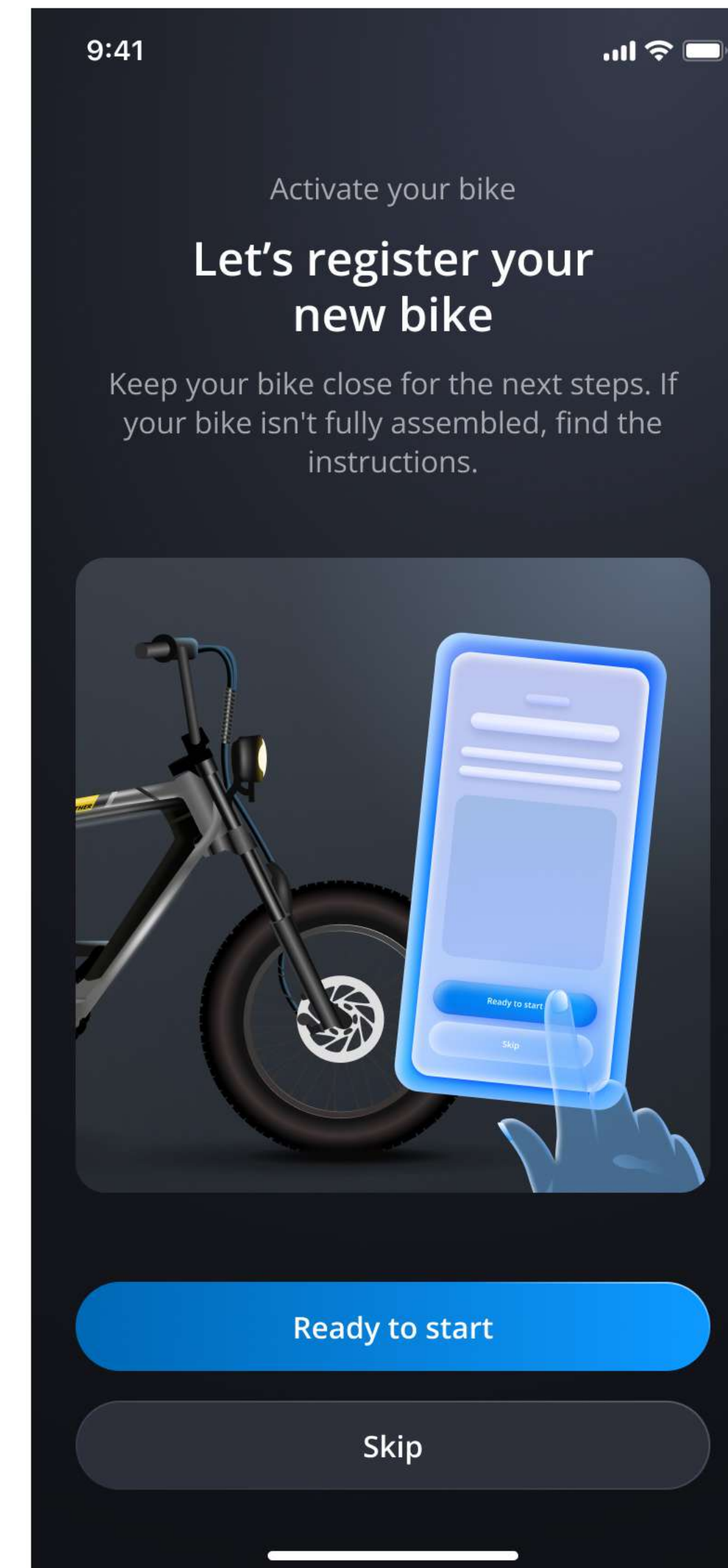
Choose **Ready to start** to start connecting to your new bike
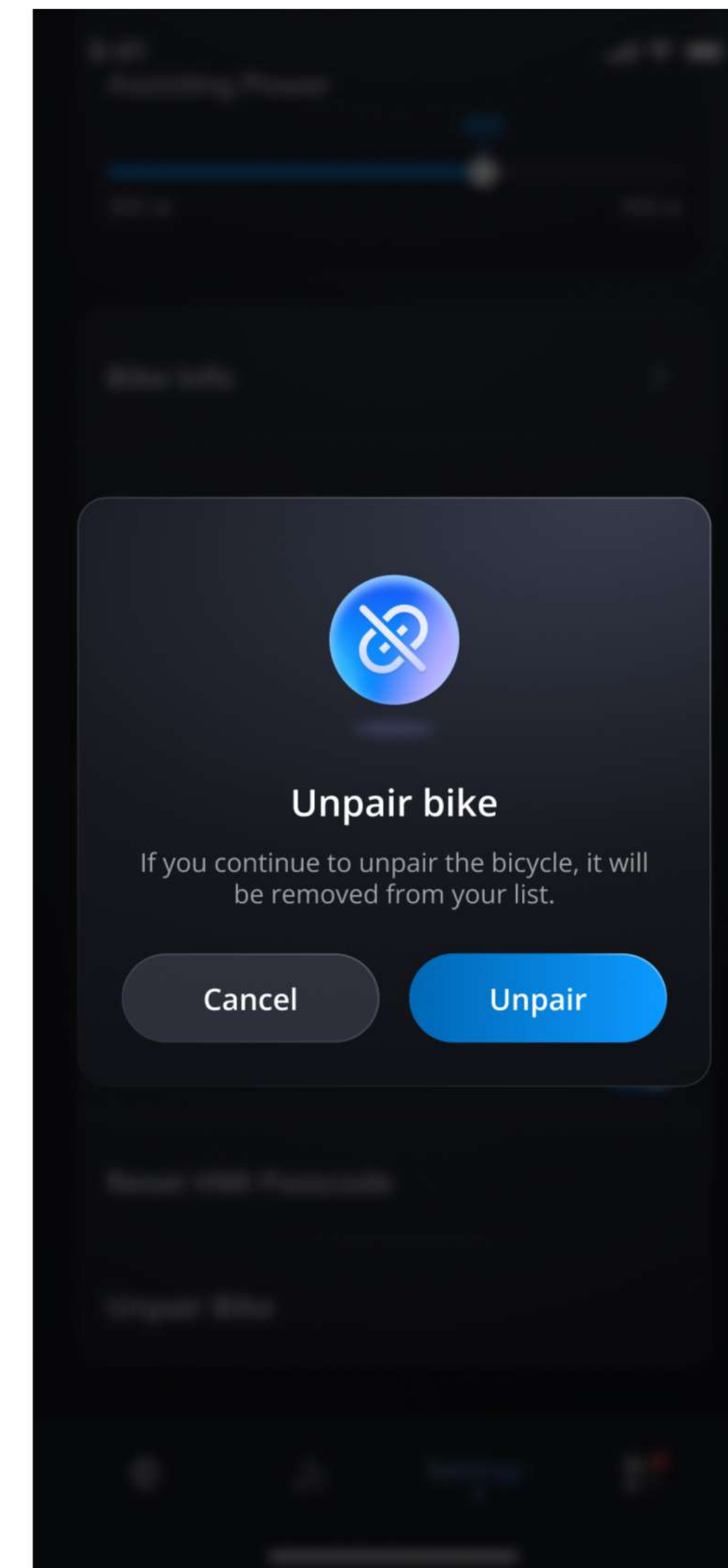
UNPAIR BIKE
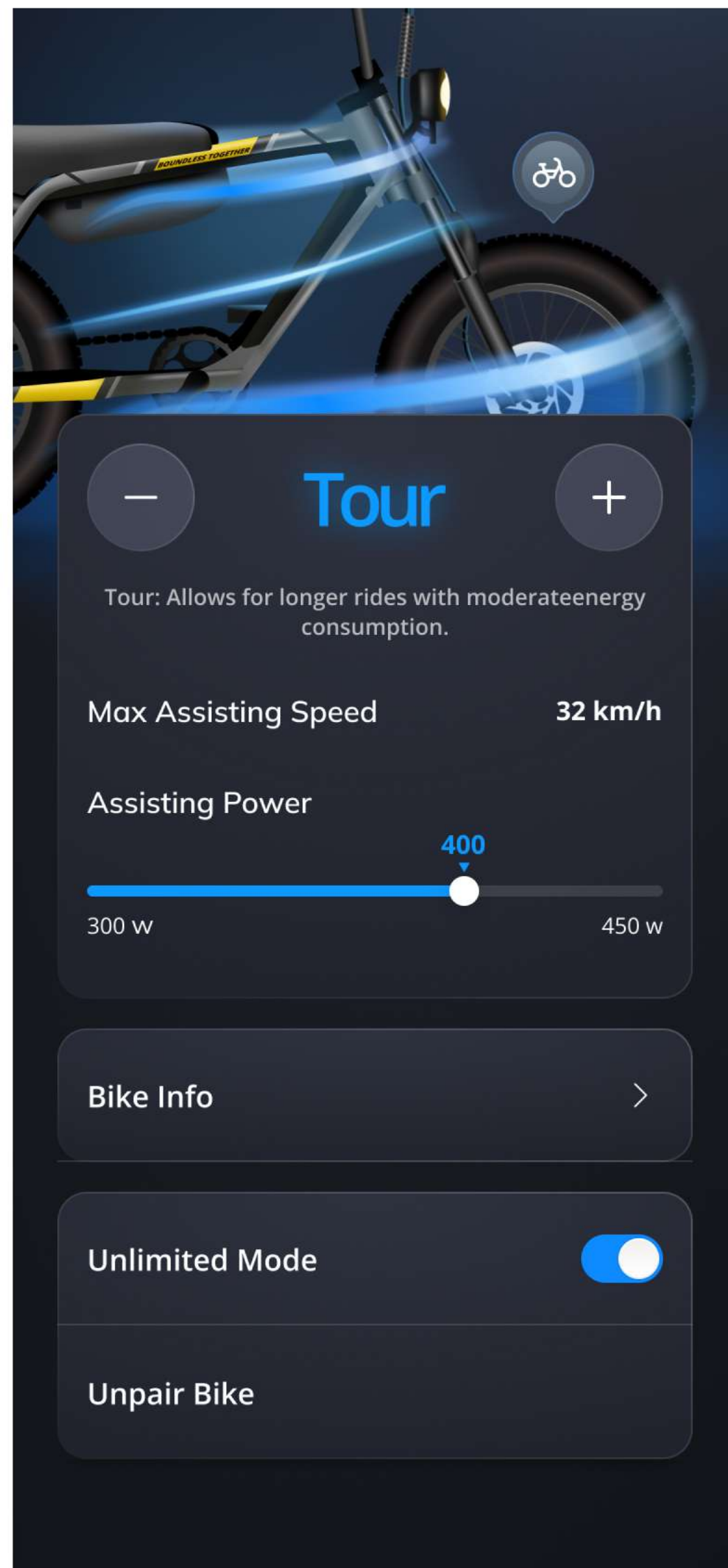
STEP 1

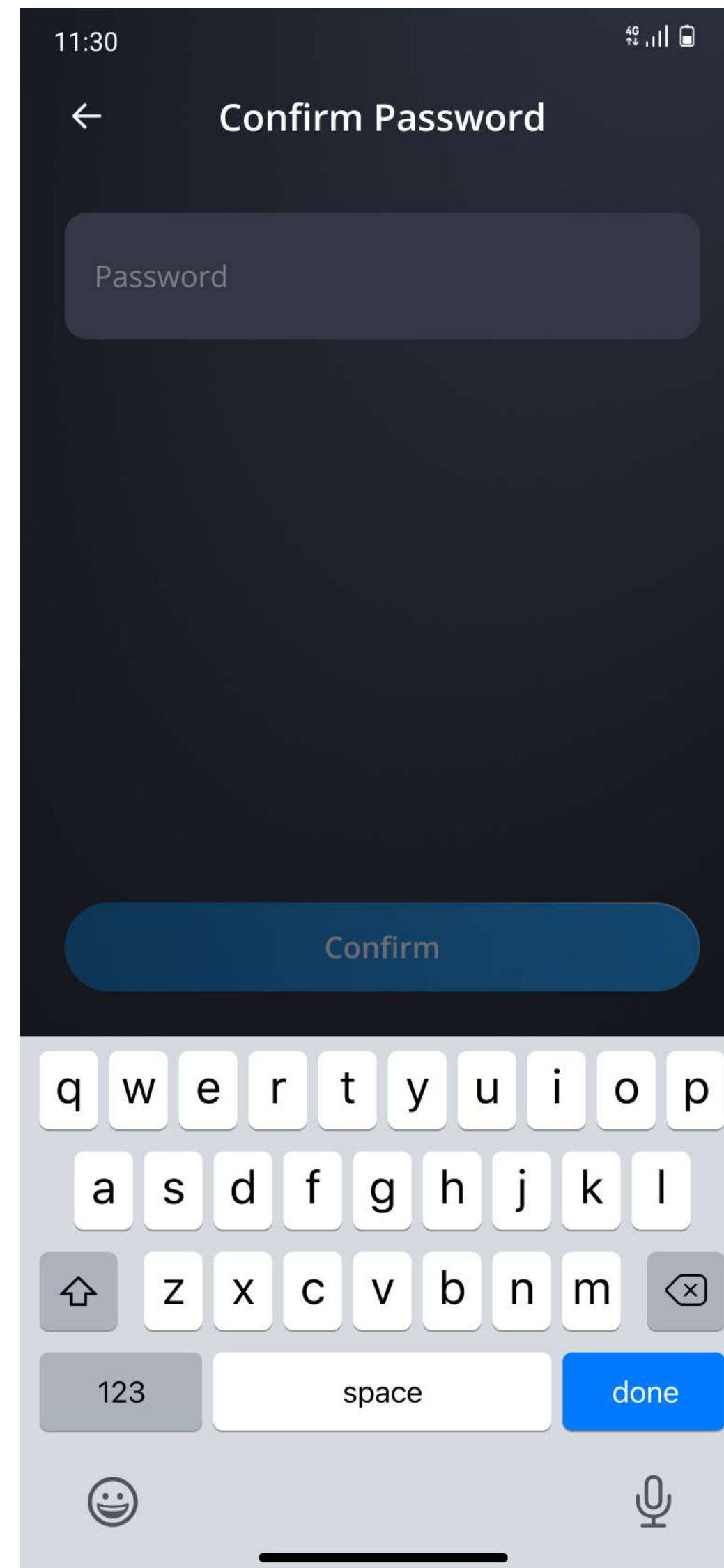Go to **Settings > Unpair Bike** at the end of the list

STEP 2

Select the vehicle that you want to remove and tap **Unpair**
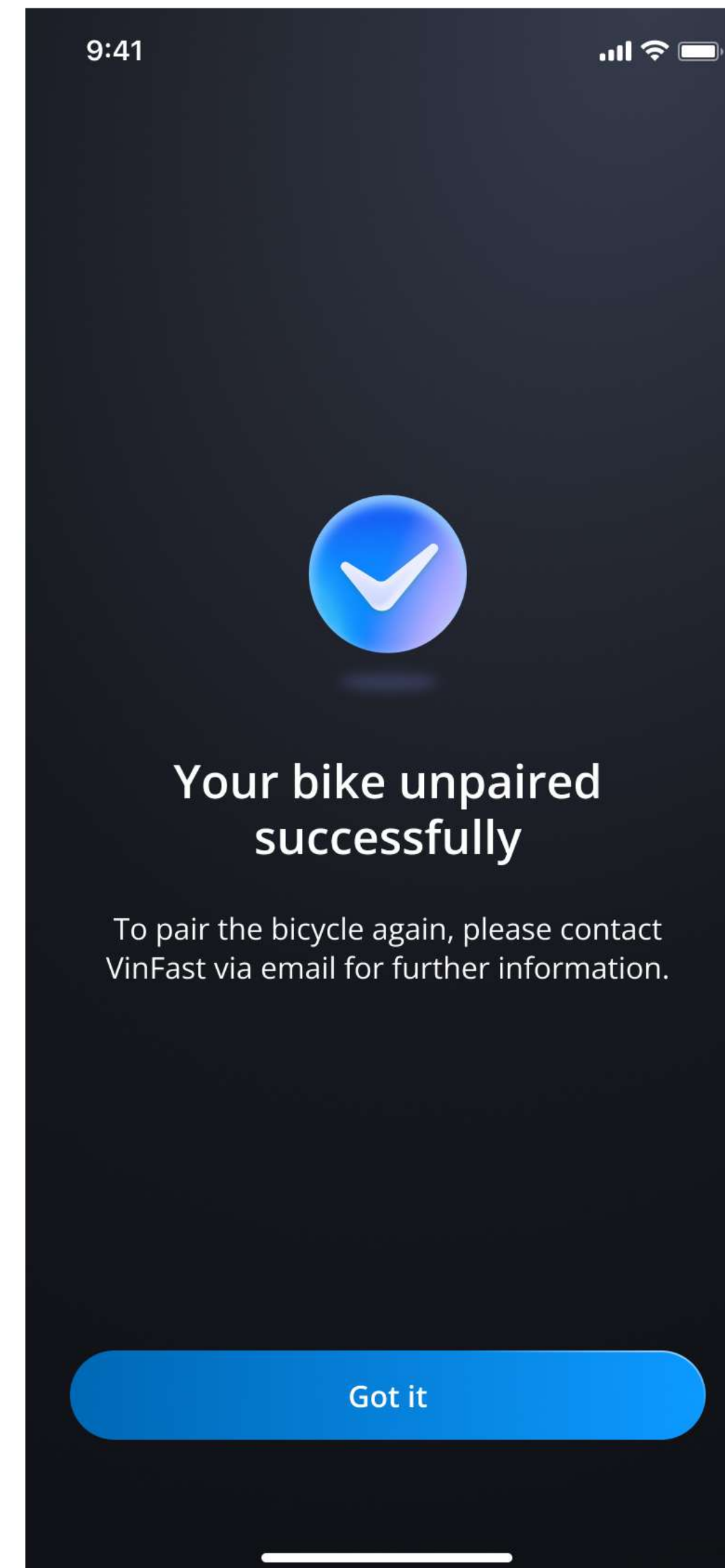
STEP 3

Choose **Unpair** to continue

UNPAIR BIKE (CONT)

STEP 4

Enter your Password for verification

STEP 5

A message is shown if the bike is unpaired successfully

04

HOME

HOME LAYOUT

Home screen includes the following features:

1 **Account**

Account information

2 **Search**

Search by POI,
POI of Category

3 **Bike**

Locate bike's location

4 **Device**

Locate mobile device's location

5 **Power Button**

Turn ON/OFF bike, start riding

6 **Widget Extension**

Quick access to some features

7 **Map Type**

Change map type view

8 **Favorite Places**

Quick access to favorite list

9 **Pinned Routes**

Quick access to favorite routes

10 **Home**

11 **Statistics**

View ride detail statistics

12 **Settings**

View and adjust bike settings

13 **More**

Account information and other
app settings

9:41

Hello Kristin Watson
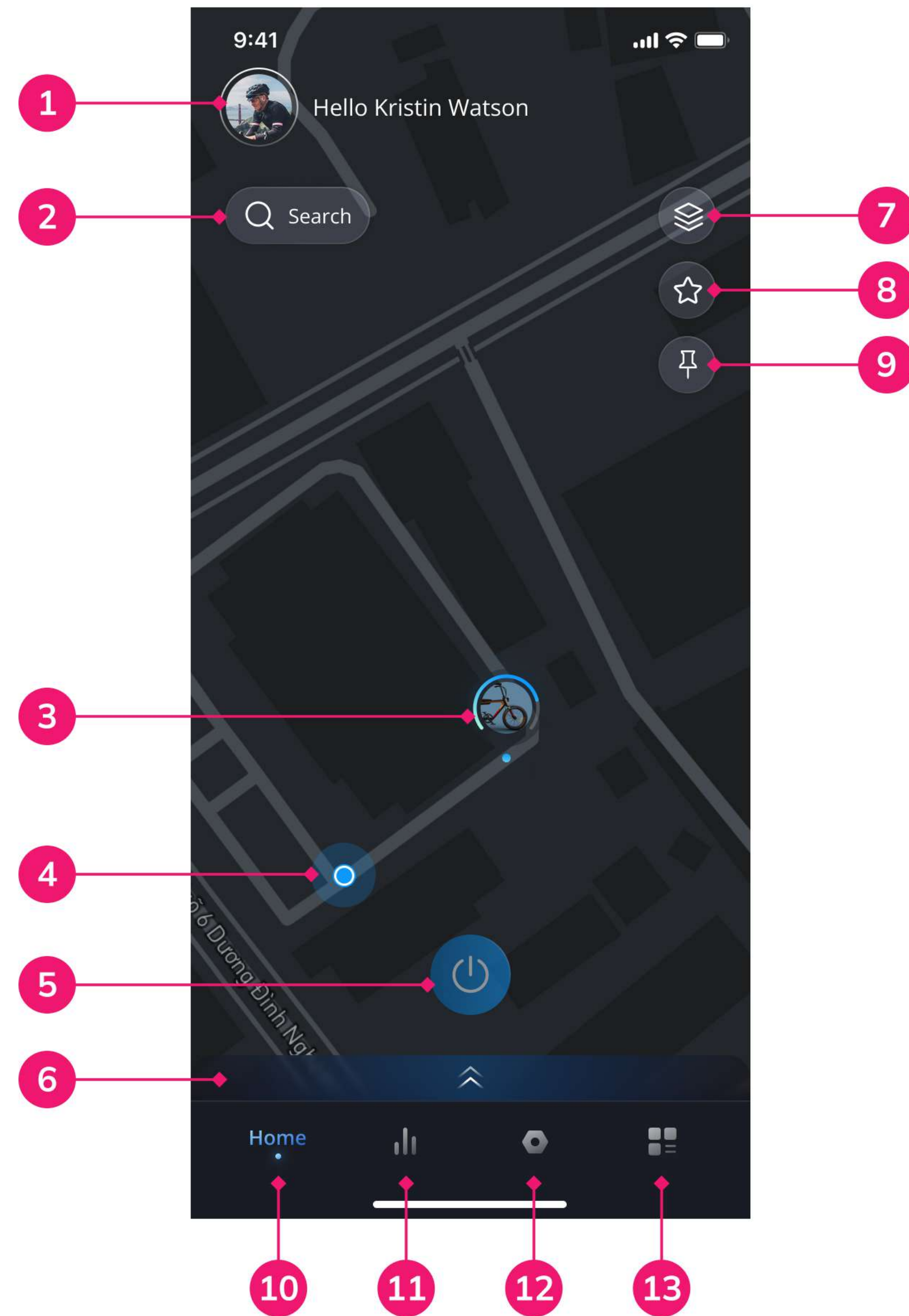
Search
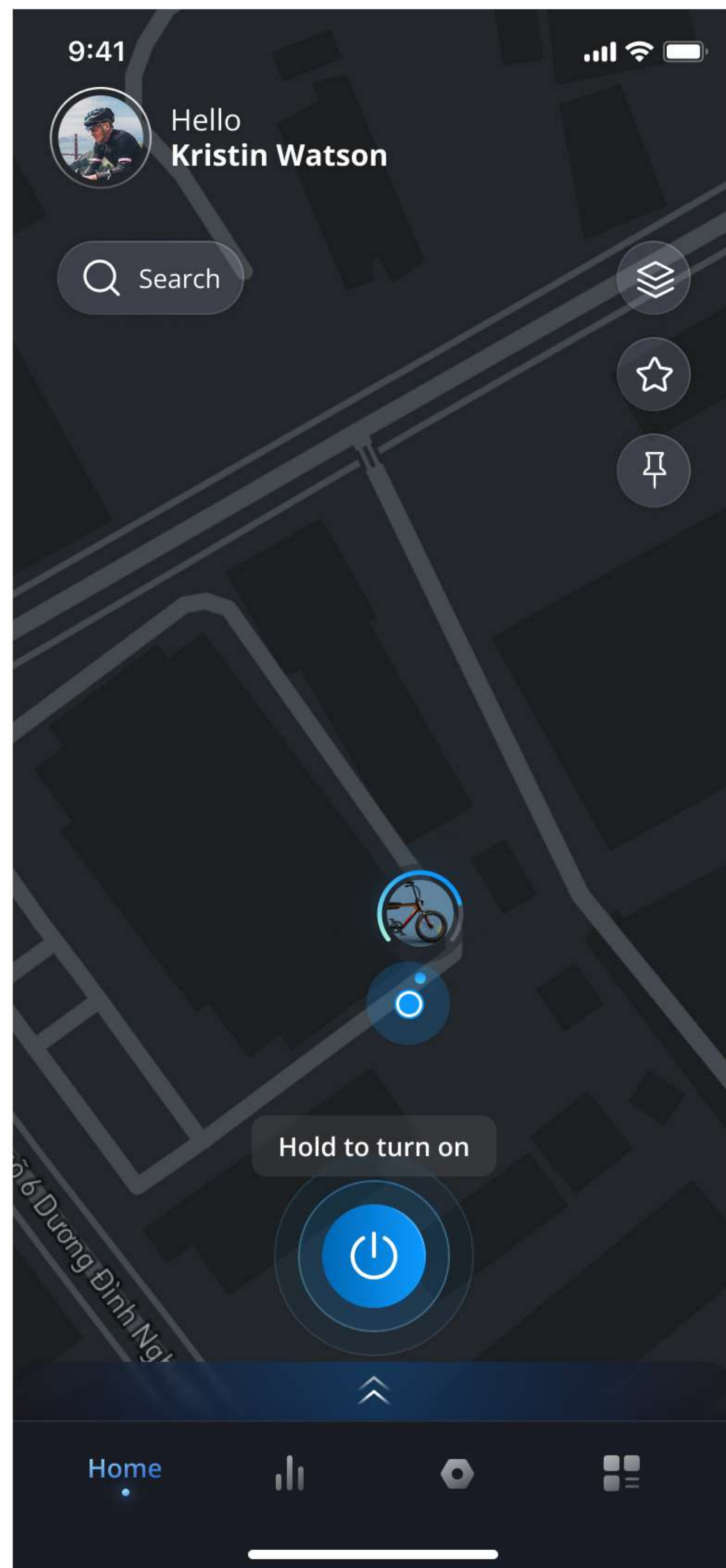
TURN ON YOUR BIKE

STEP 1

At Homescreen, hold the power button ⏻ to turn on your bike
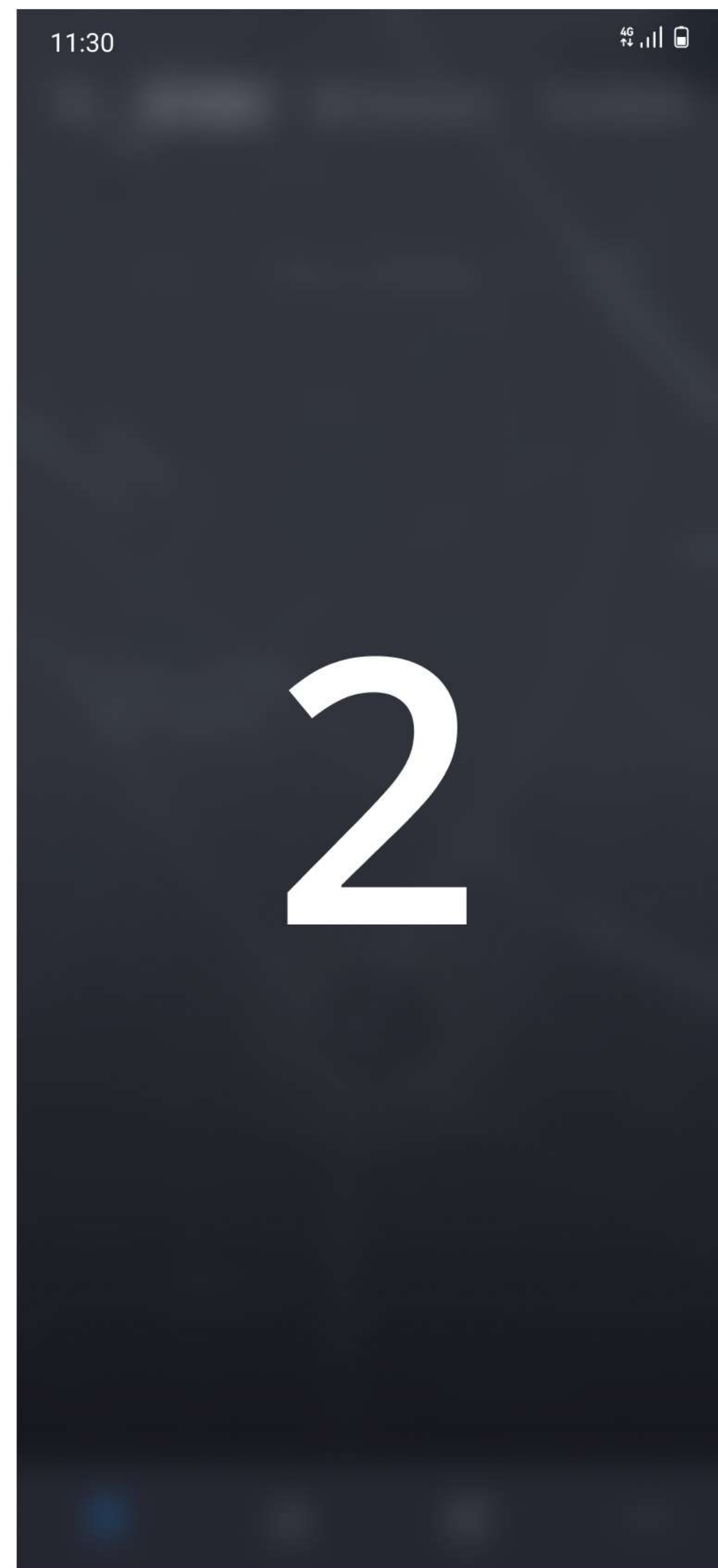
STEP 2

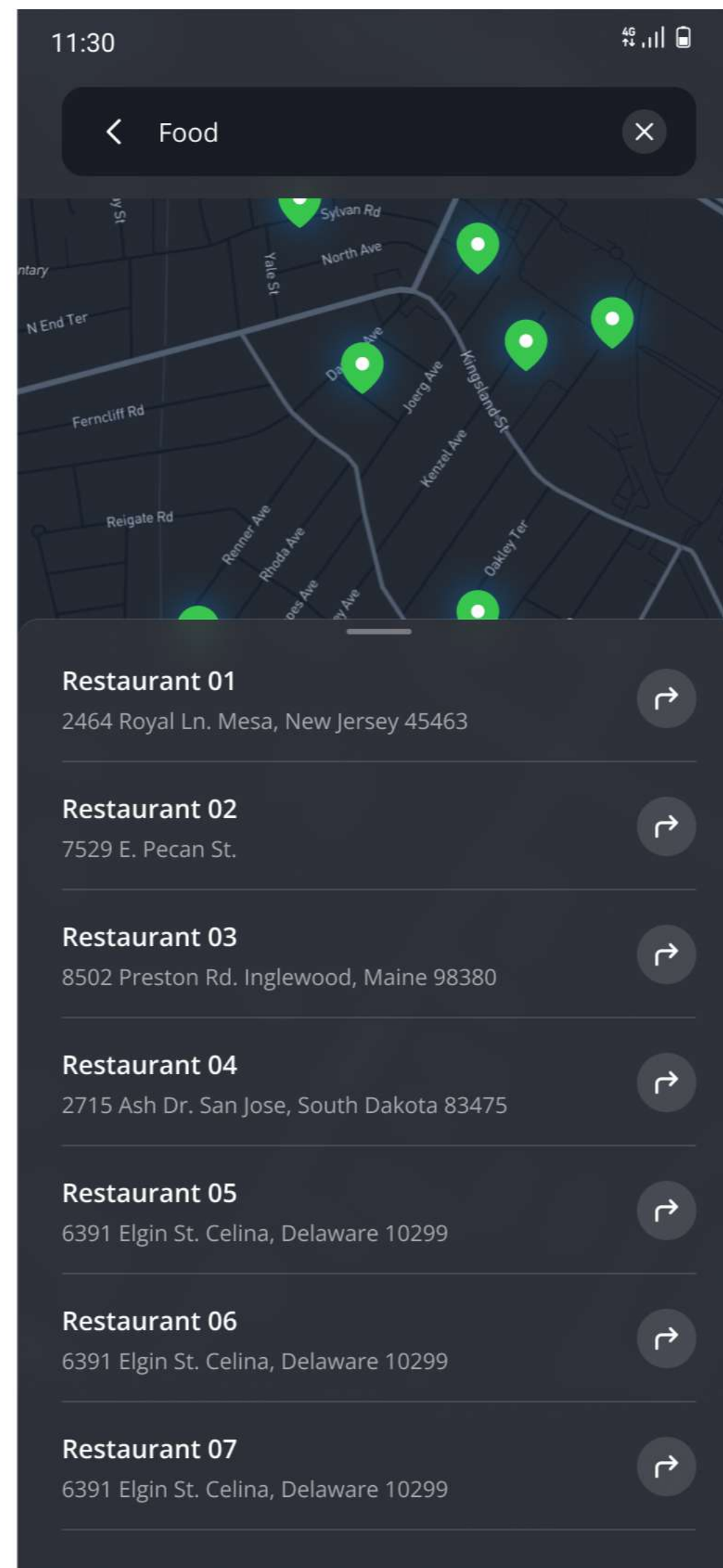Your bike will be ready for riding after 2 seconds
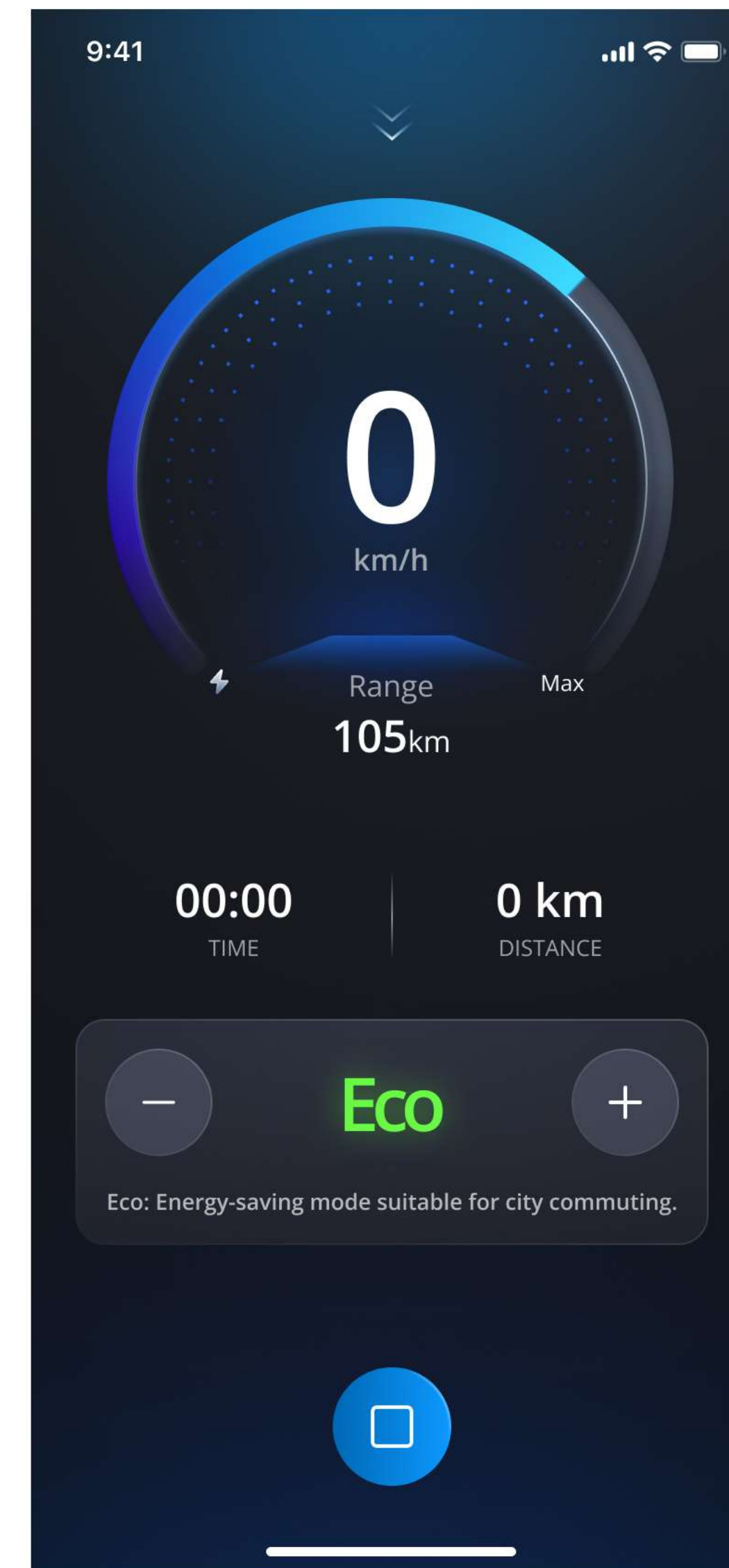
STEP 3

Screen turns into in-ride mode with real-time updated statistics
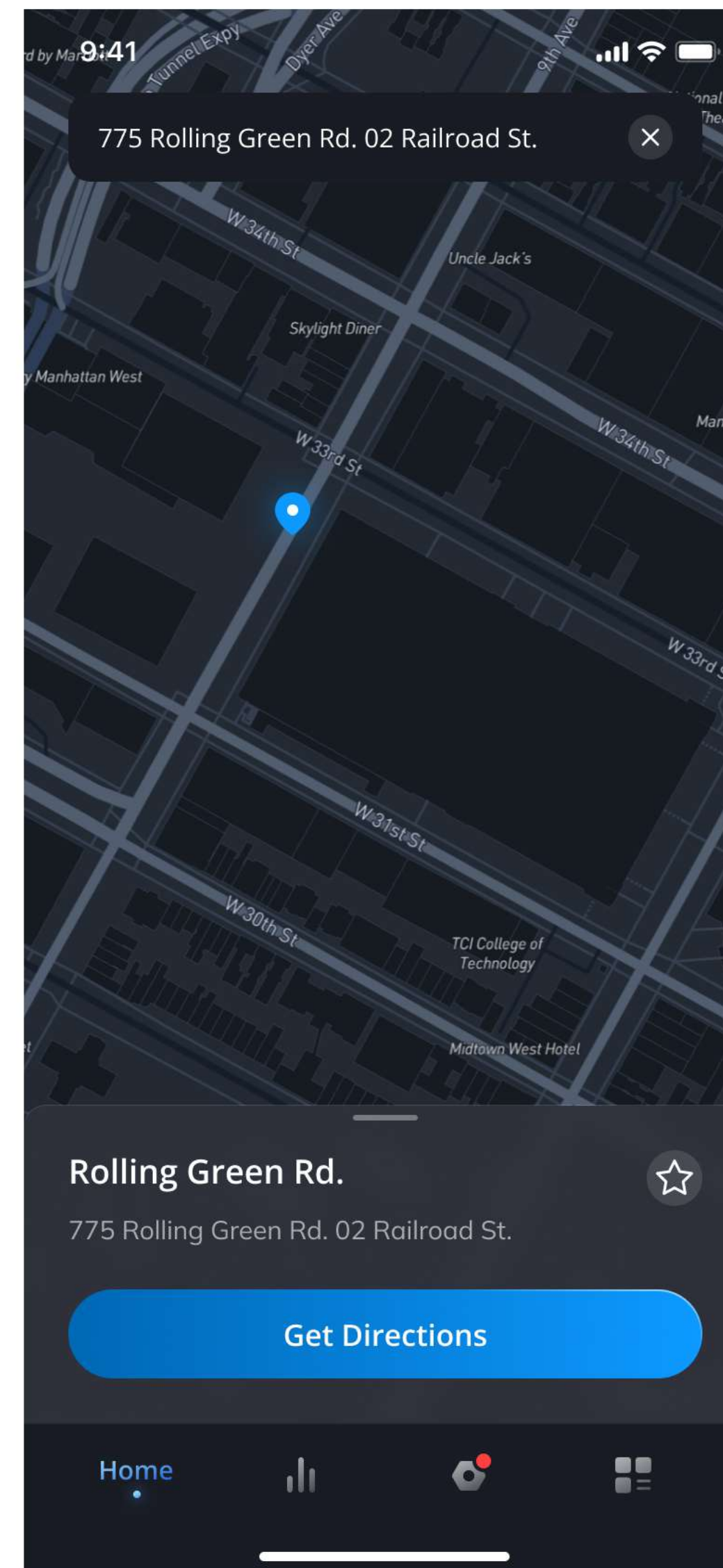
SEARCH AND NAVIGATE TO DESTINATION
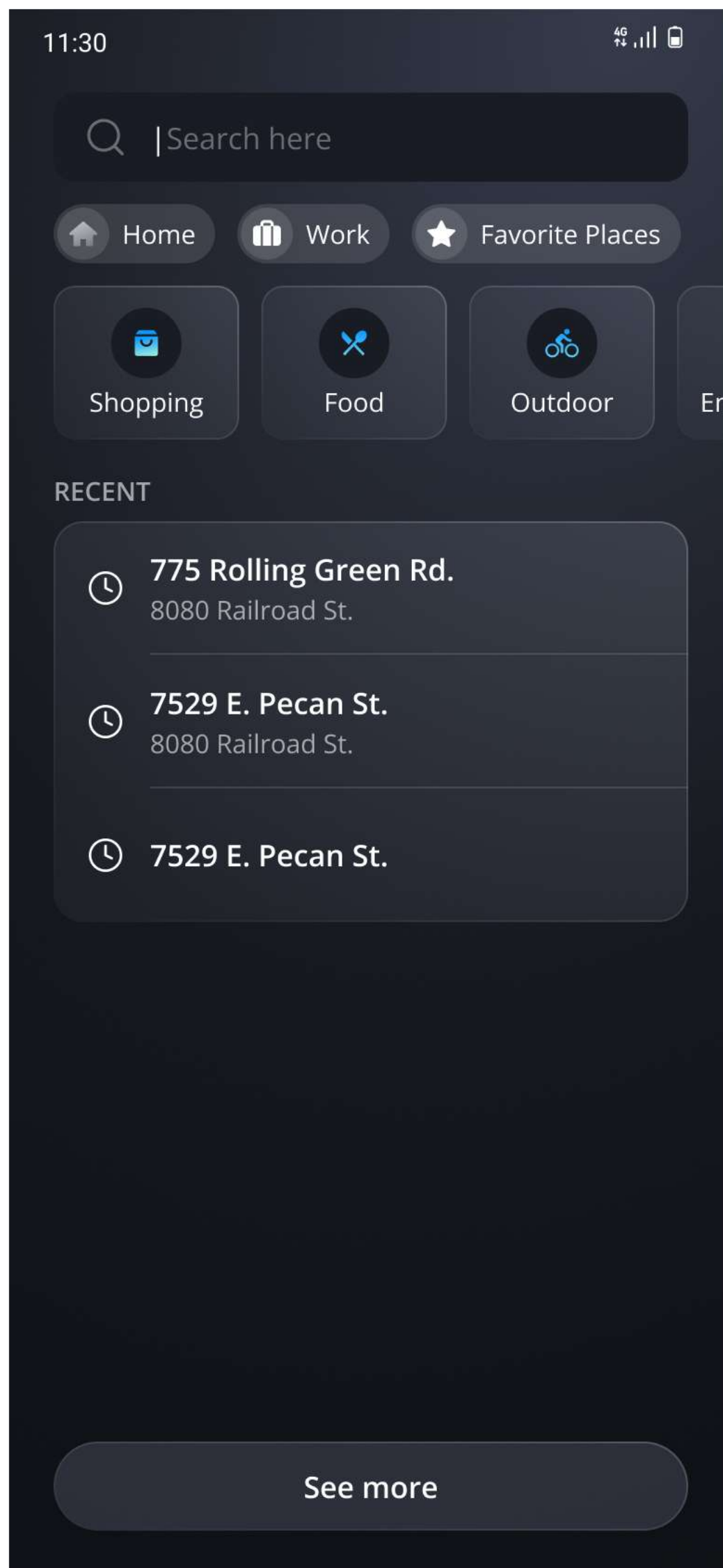
STEP 1

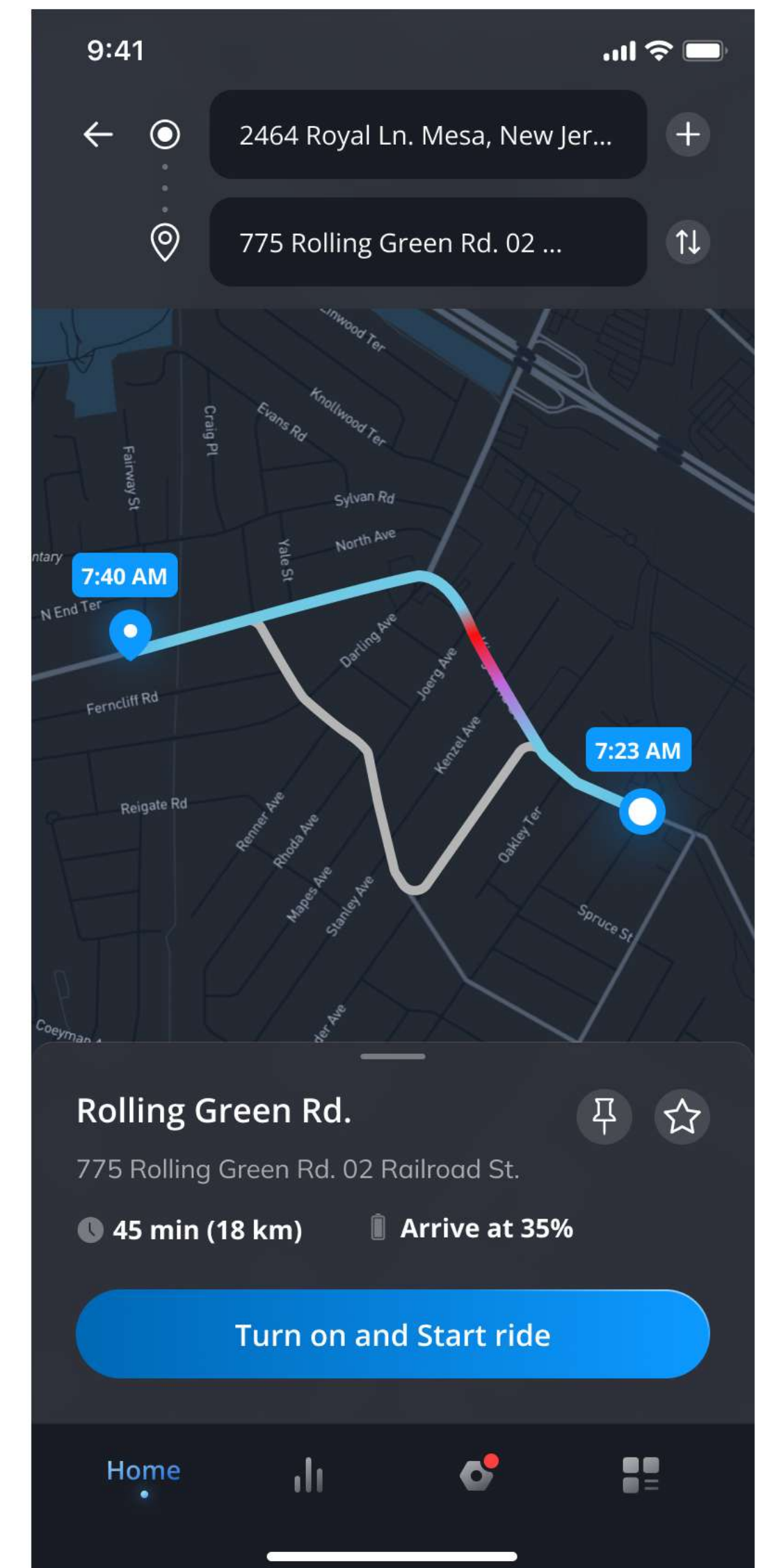Type, use voice to search or choose a place on the search bar suggestion to search for your destination

STEP 2

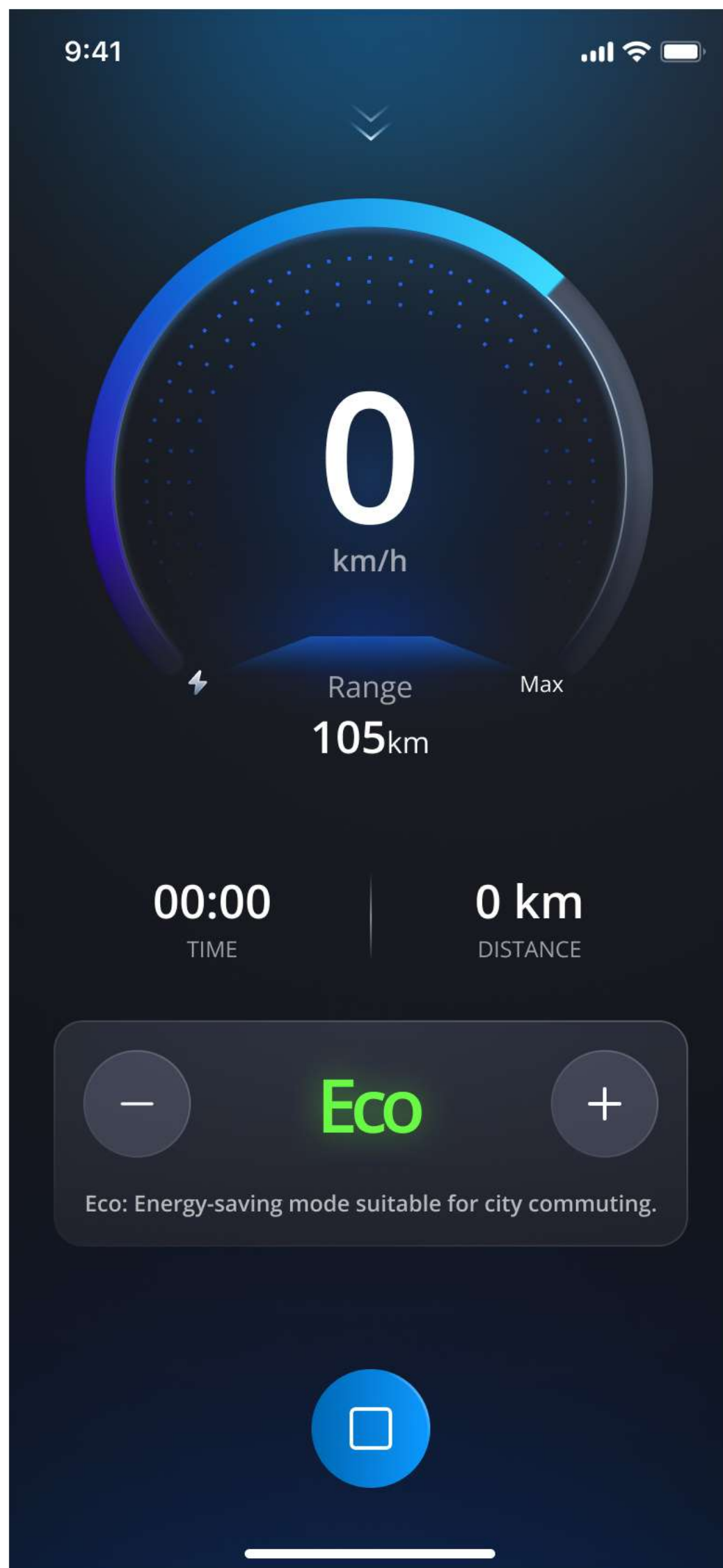The app displays a list of nearby places, choose a place you want

STEP 3

You can share the location or mark it as favorite. Choose **Get Directions** to check the route

STEP 4

Route details will show estimate time arrival and expected battery level to the destination. Choose **Turn on and Start ride**

IN RIDE

STEP 1

Screen turns into in-ride mode with real-time updated statistics, riding mode can also be adjusted from this screen. You can swipe down from the top of the screen to navigate to destination.
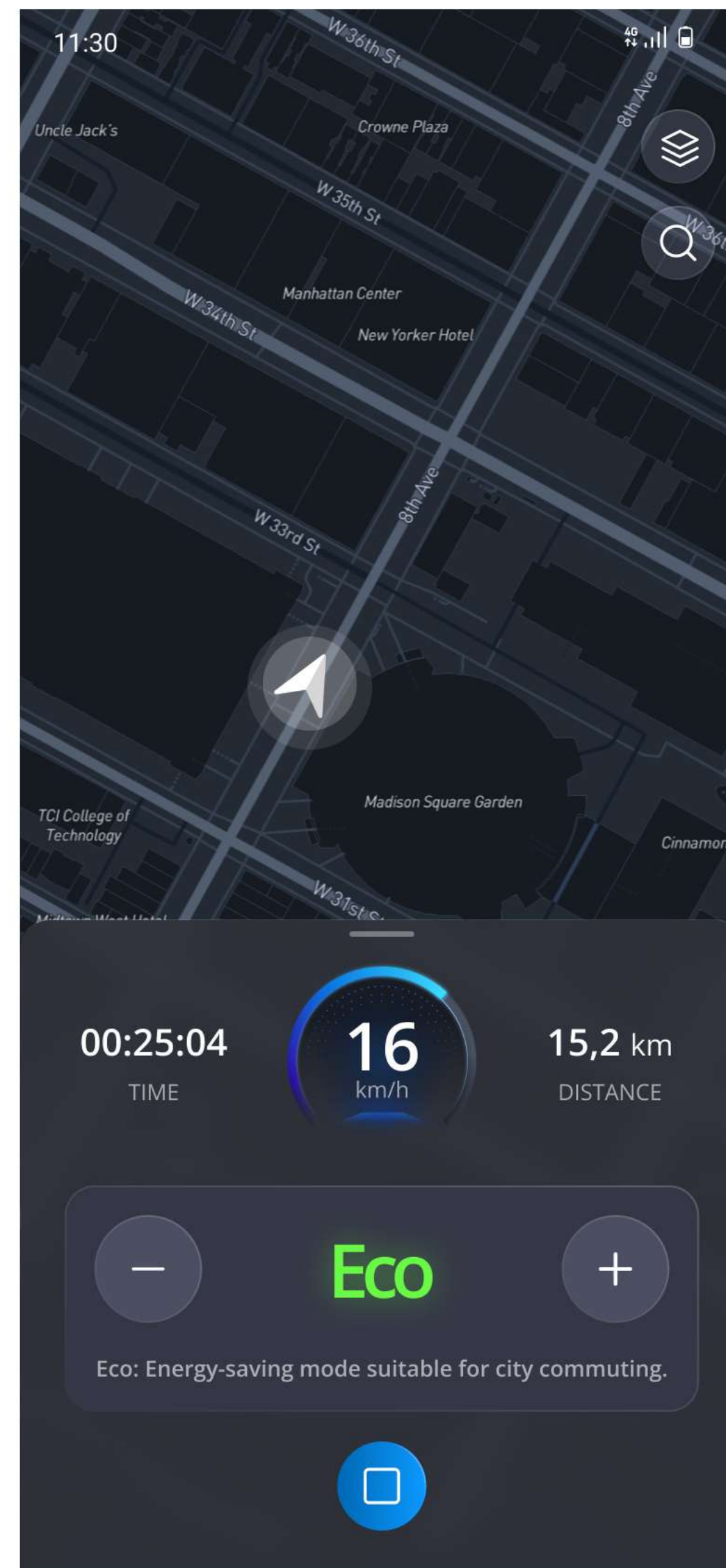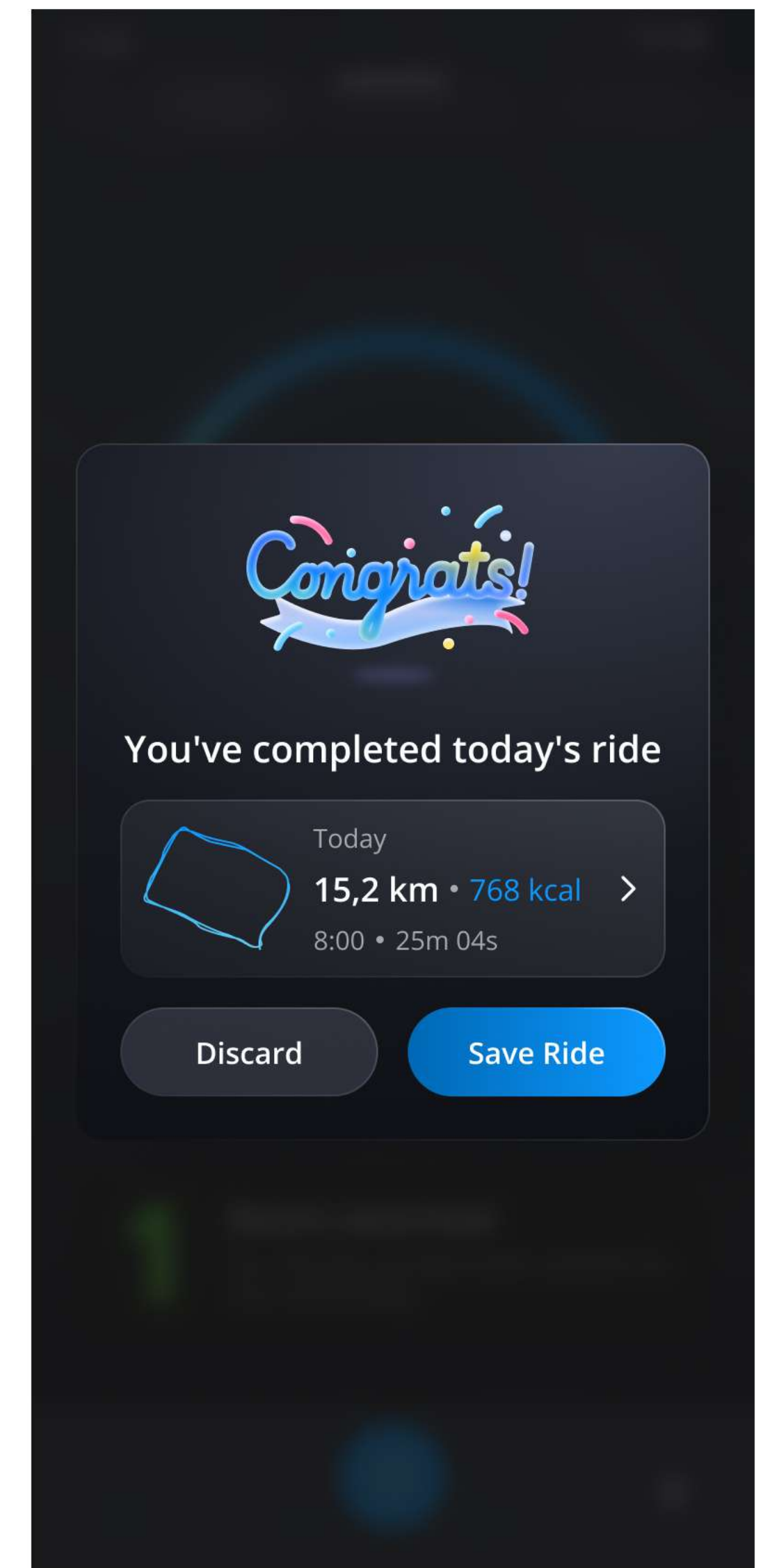
STEP 2

Follow the navigation on the map while check on real-time update stats. Tap ⬚ to pause the ride
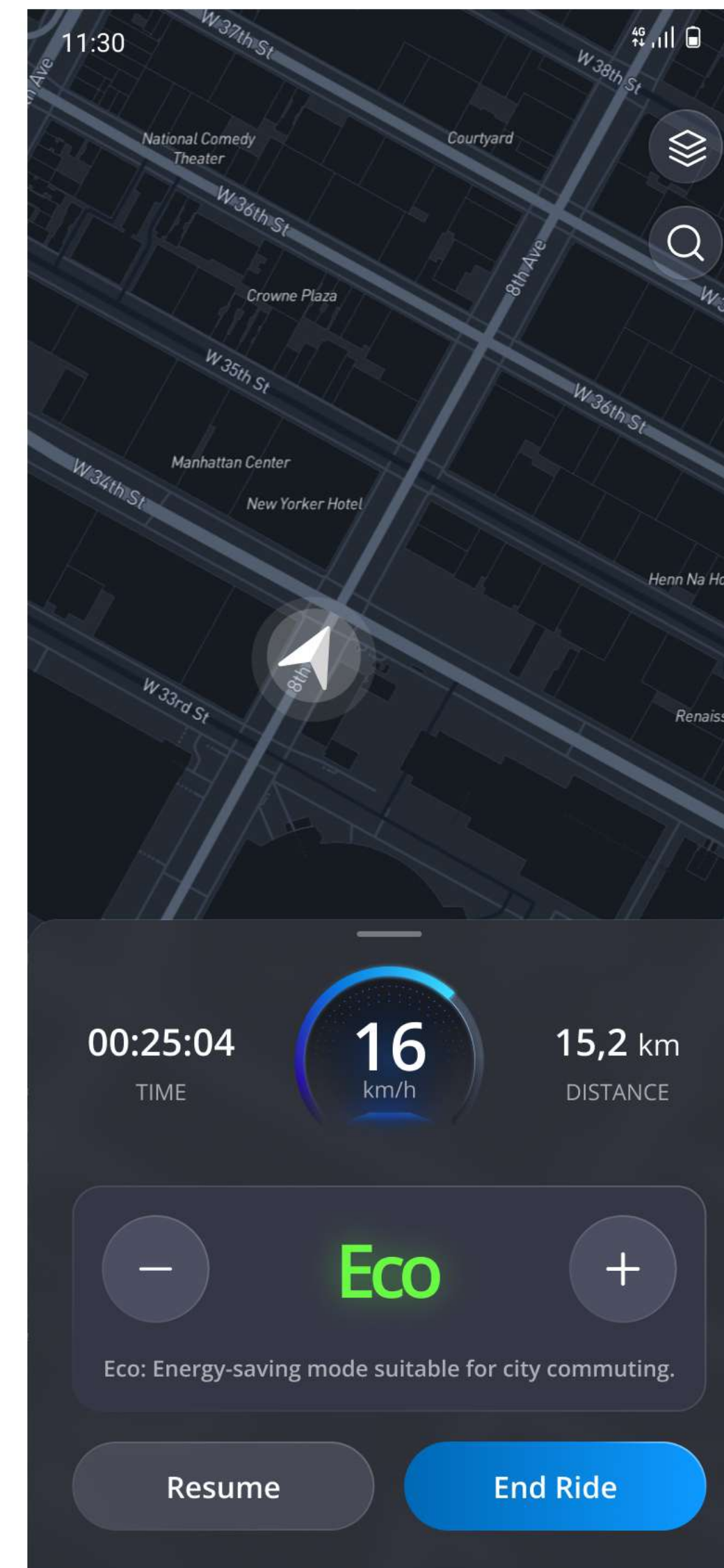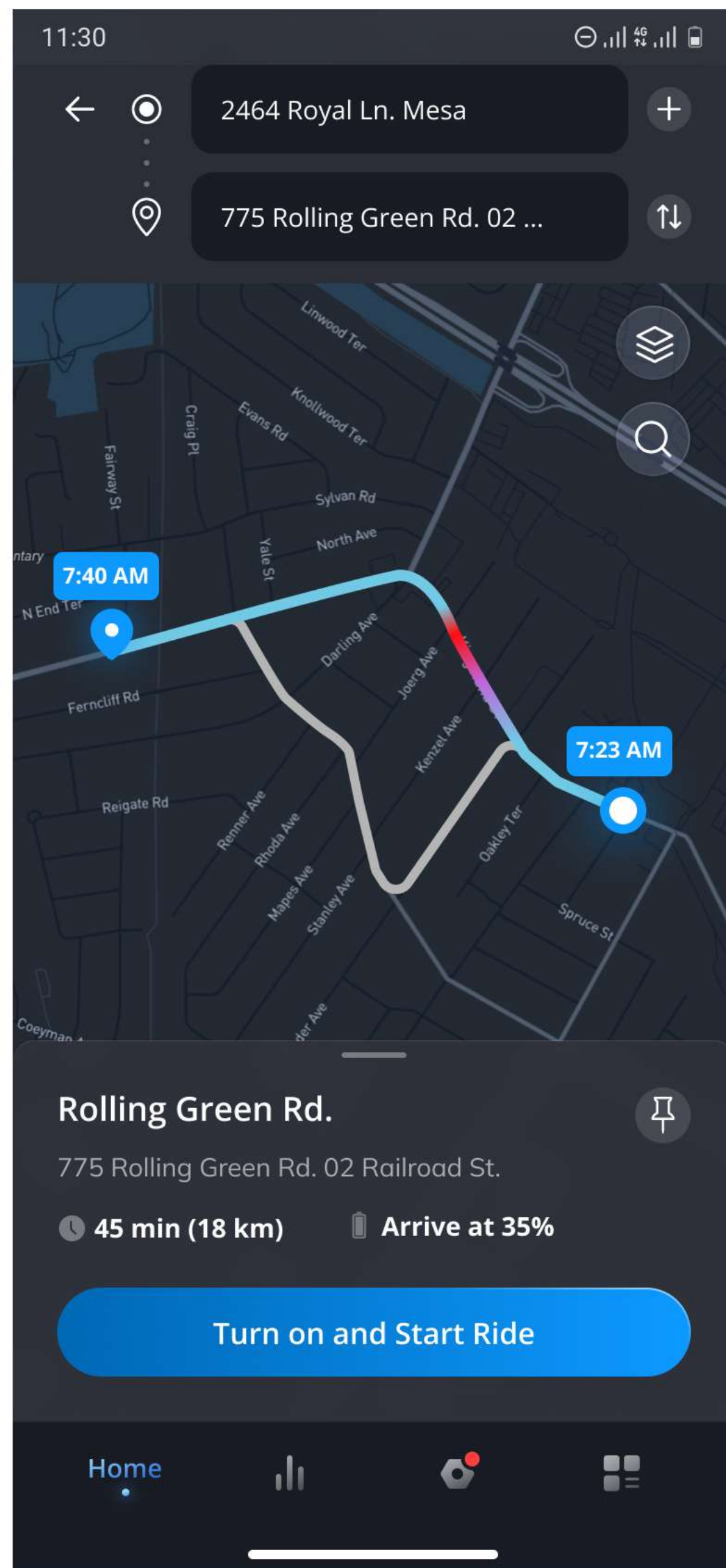
STEP 3

If you choose Resume, there is a countdown screen to go back to in-ride mode. You can also end the ride at this screen.
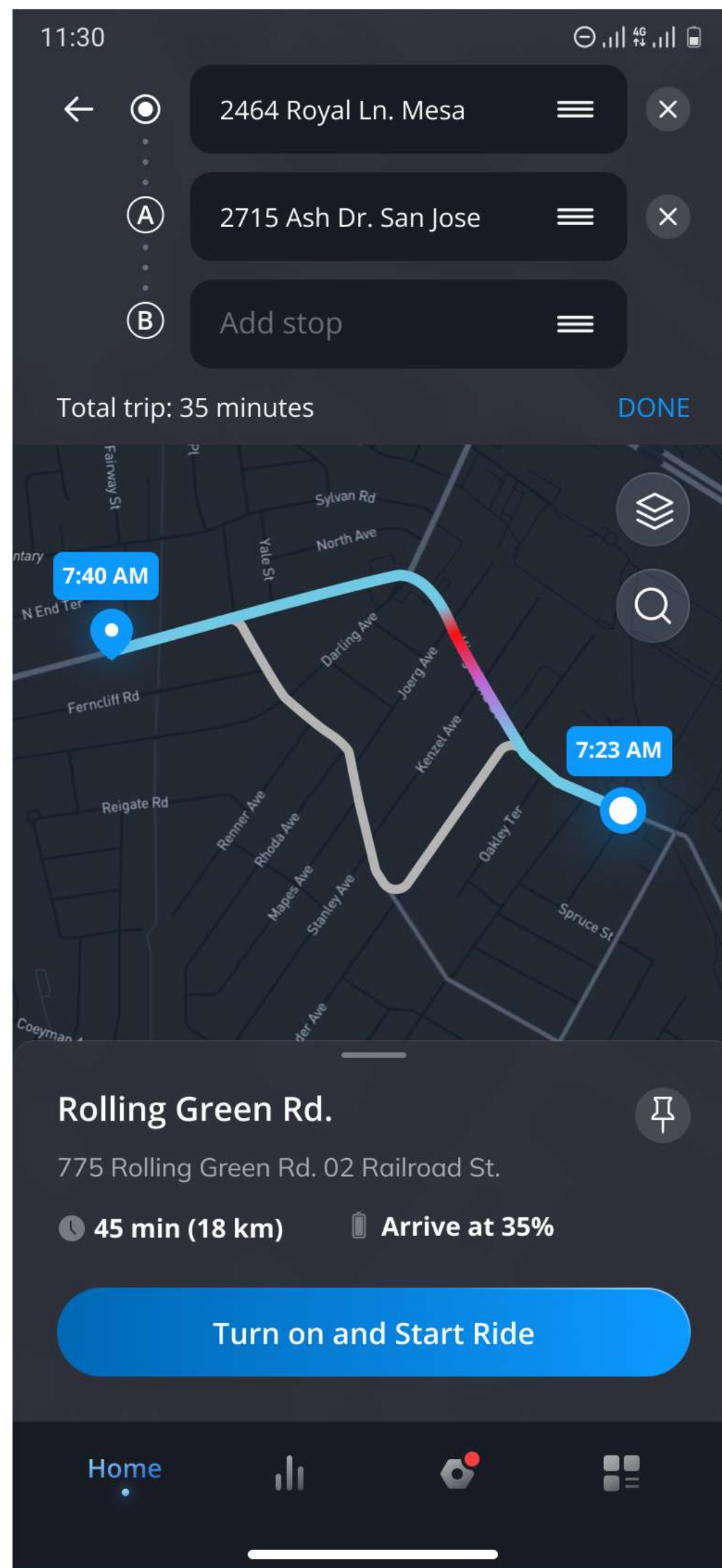
STEP 4

You can choose to save or delete the trip history

ADD/EDIT STOP

STEP 1

At the get directions screen, you can tap ➕ to add a stop
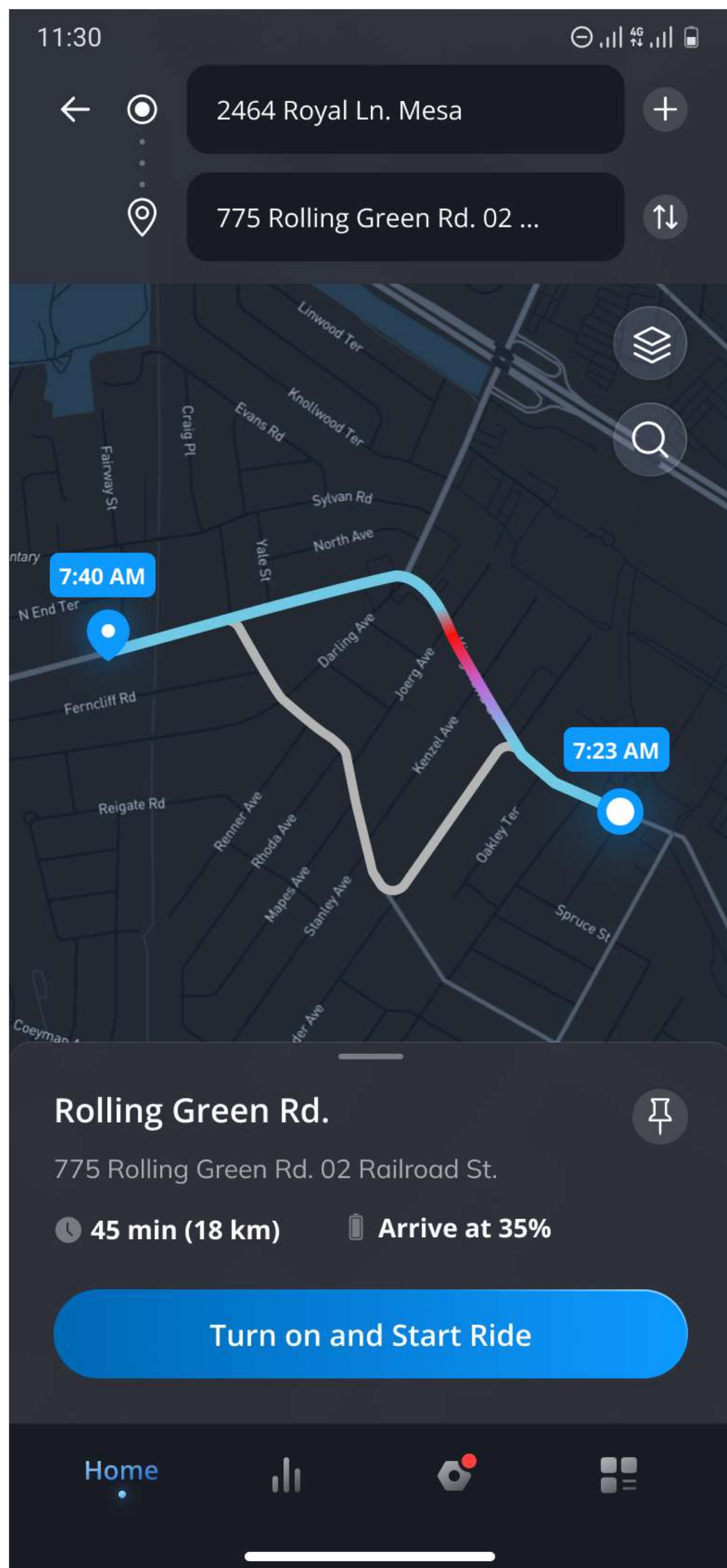
STEP 2

Drag and drop ≣ to adjust the order of the destinations or choose Done when you are done
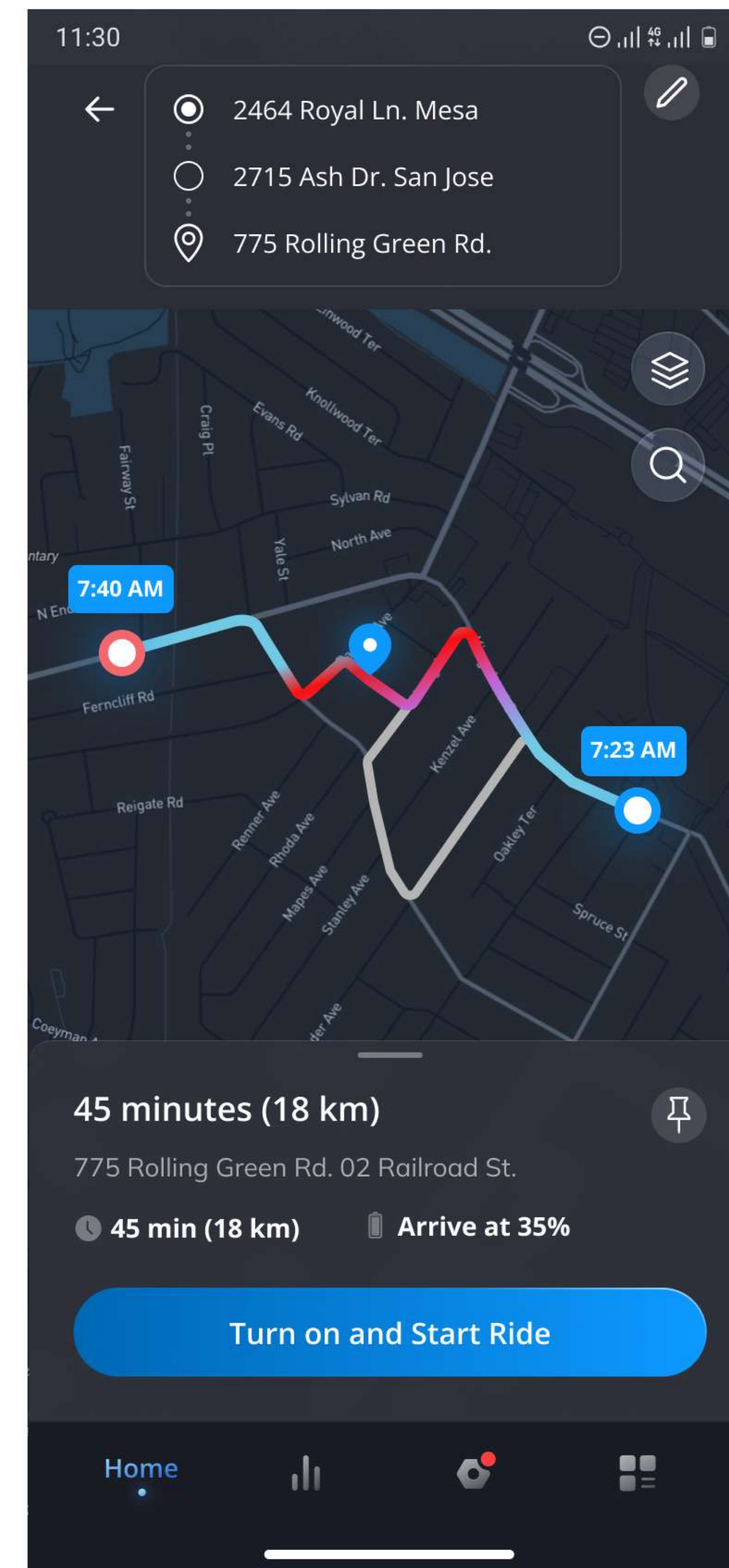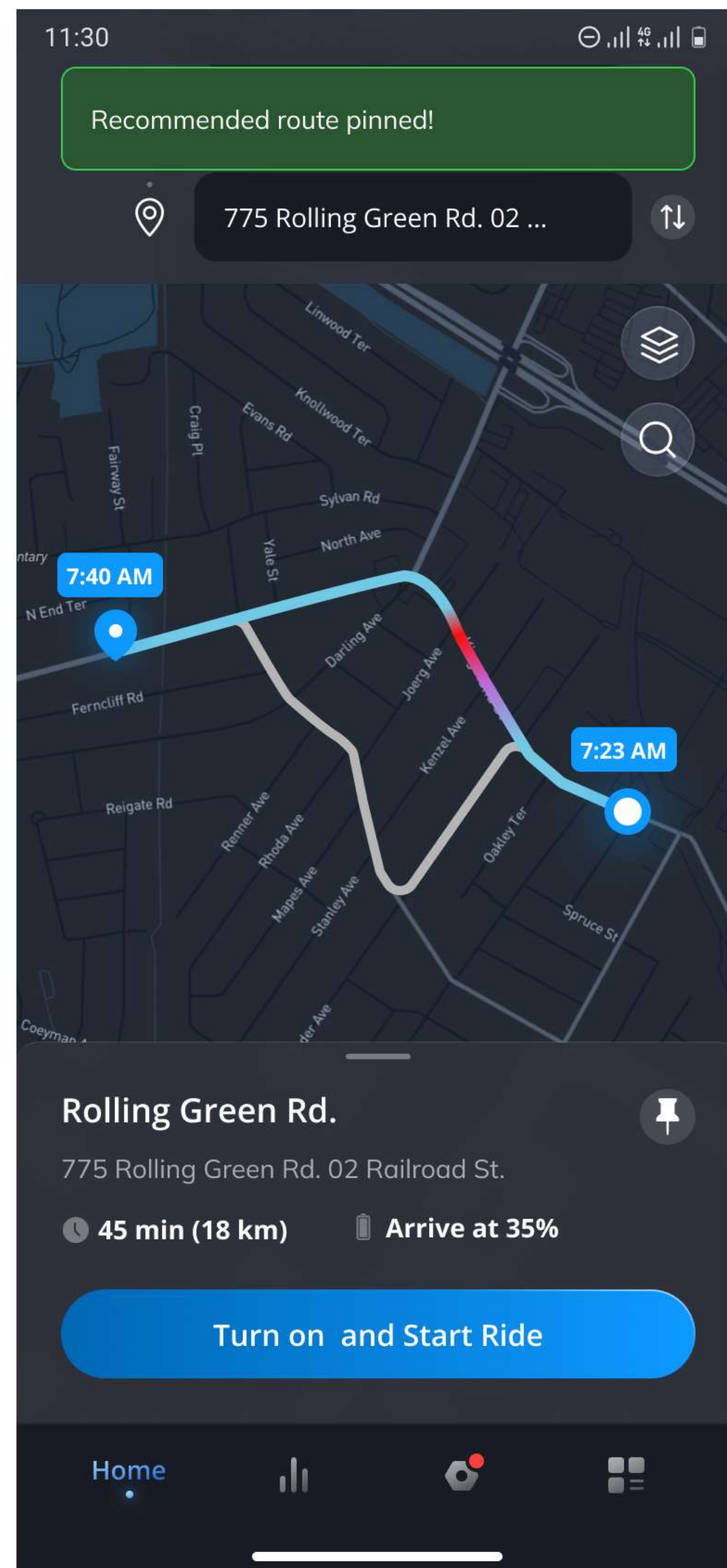
STEP 3

You can edit the route by tapping 🖉 before start riding
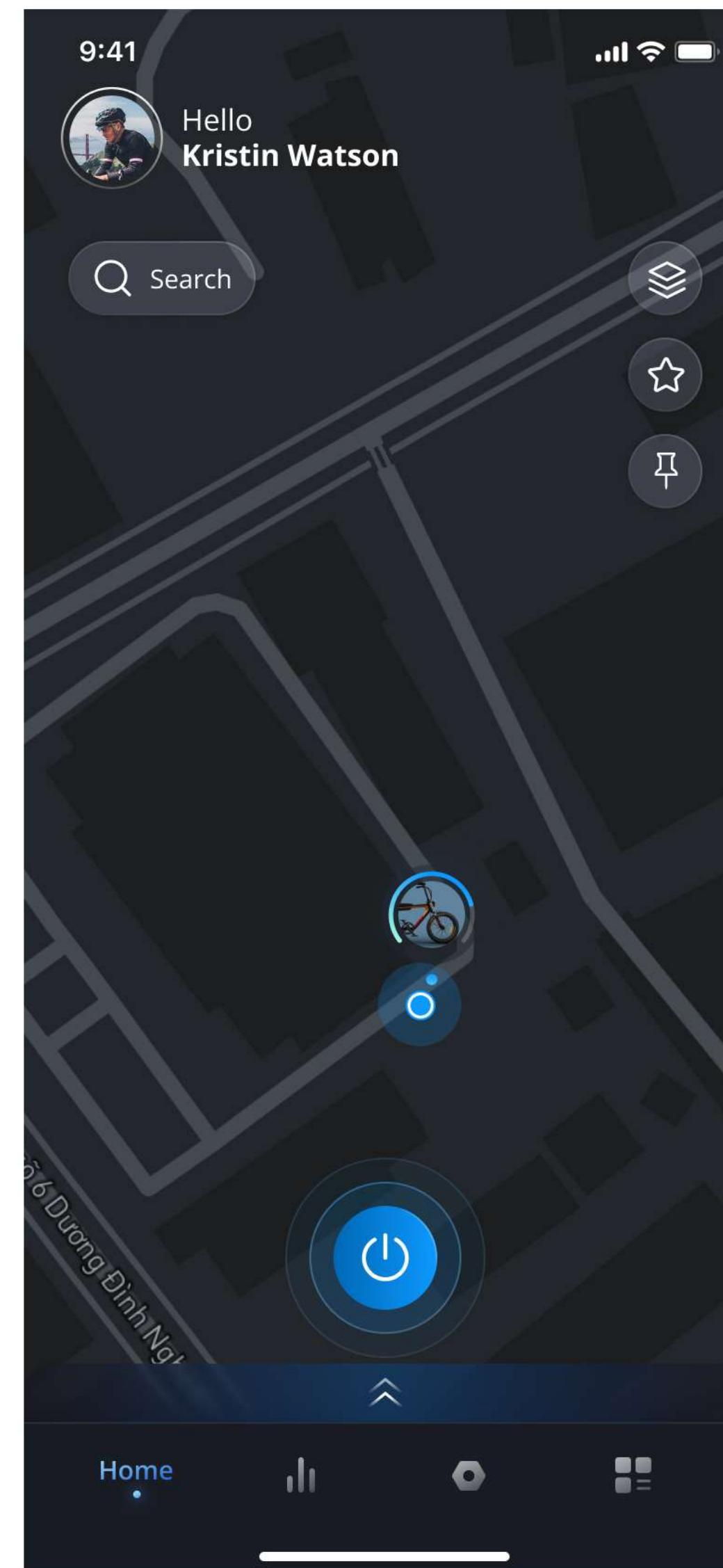
SAVE ROUTE

STEP 1

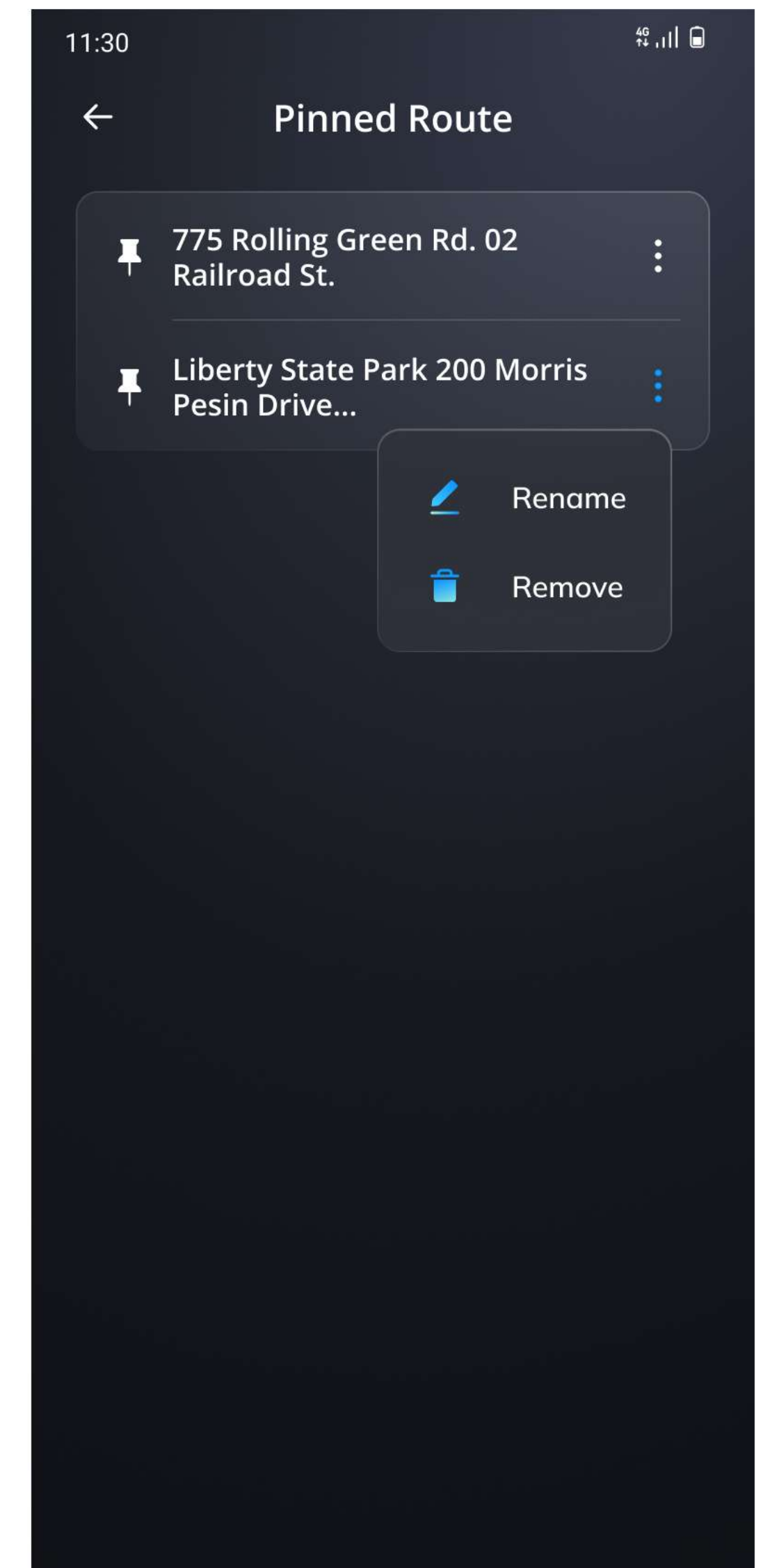In get direction screen, tap 📌 to save the route

STEP 2

There is a message to confirm the route is saved and the pin icon will change to white color

STEP 3

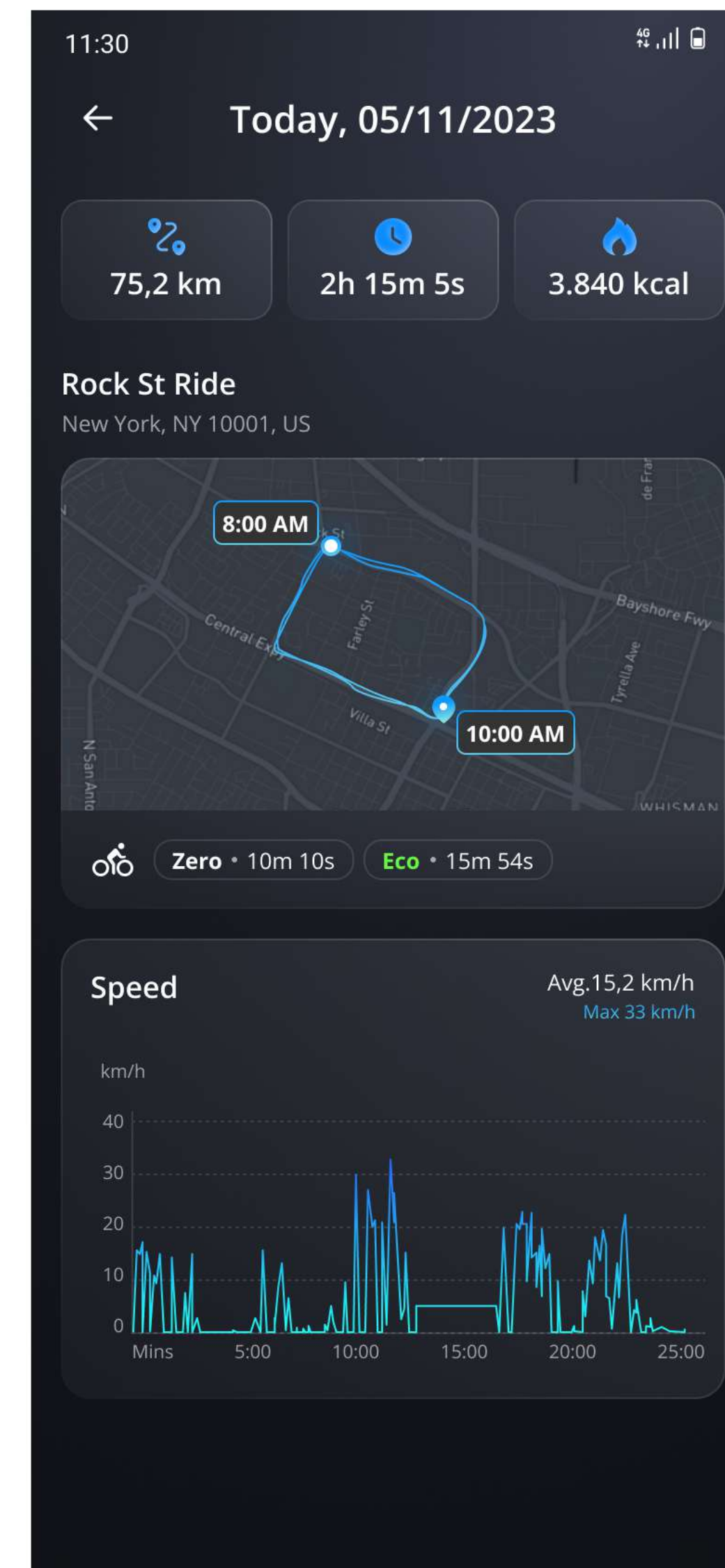Quick access to the saved route list from Home by tapping 📌

STEP 4

Tap ⋮ and you can rename or remove route

05

RIDE STATISTICS
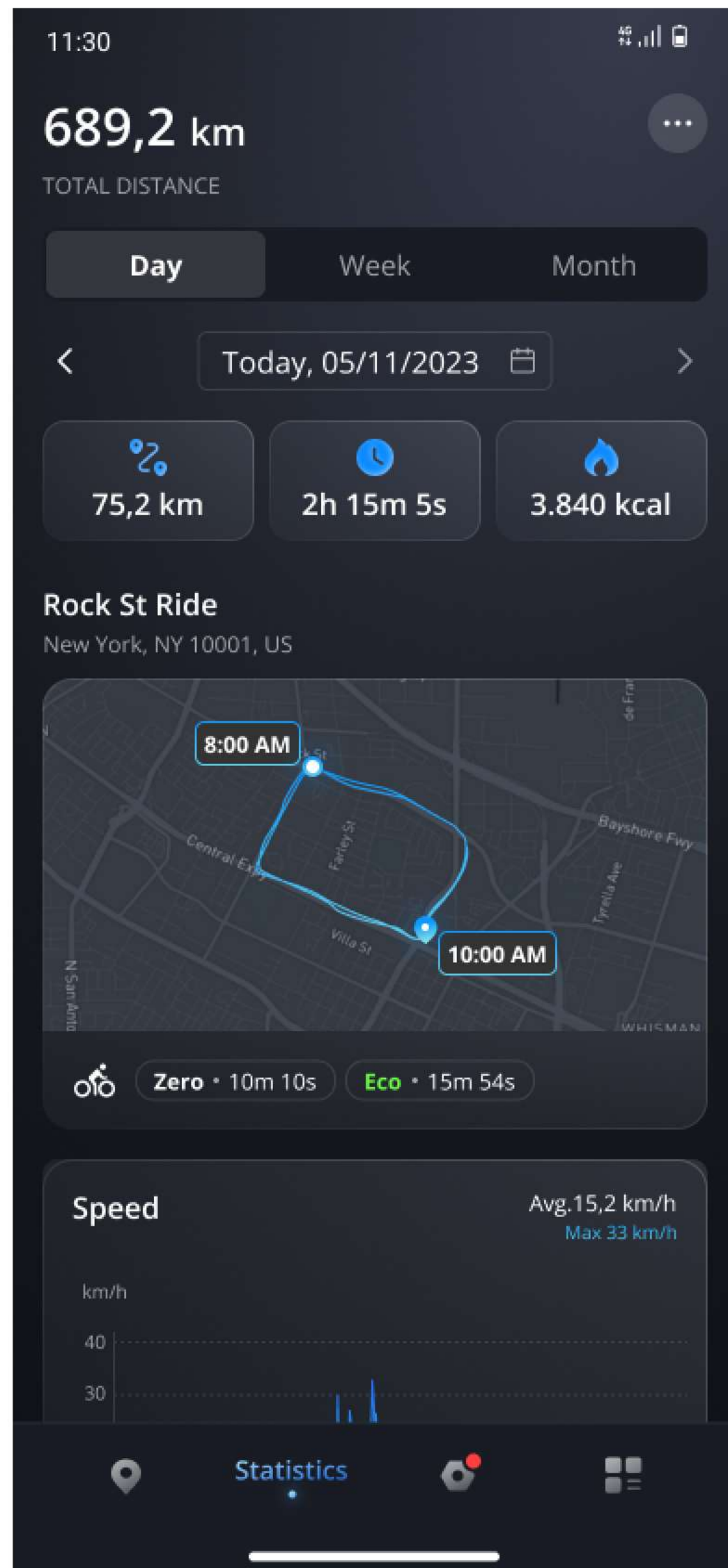
RIDE HISTORY VIEW

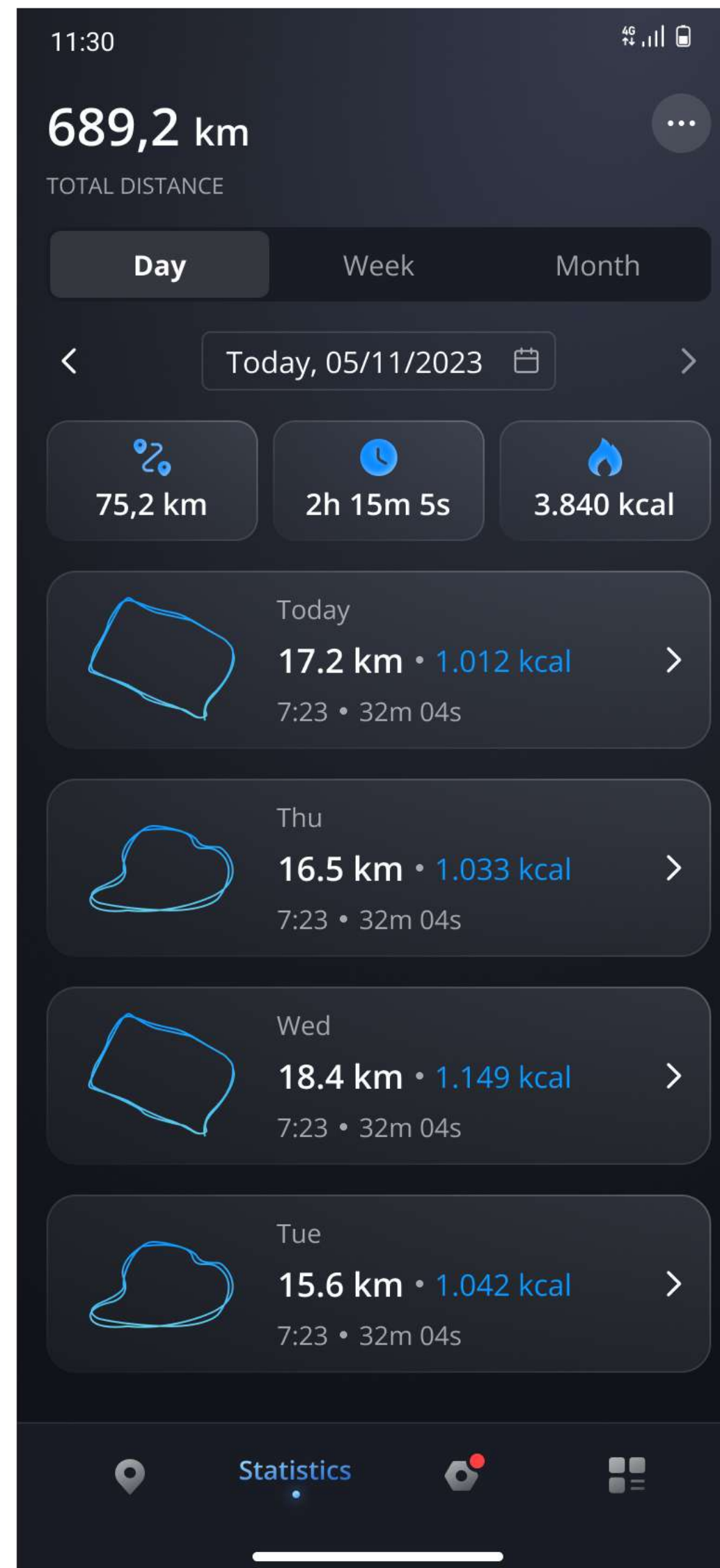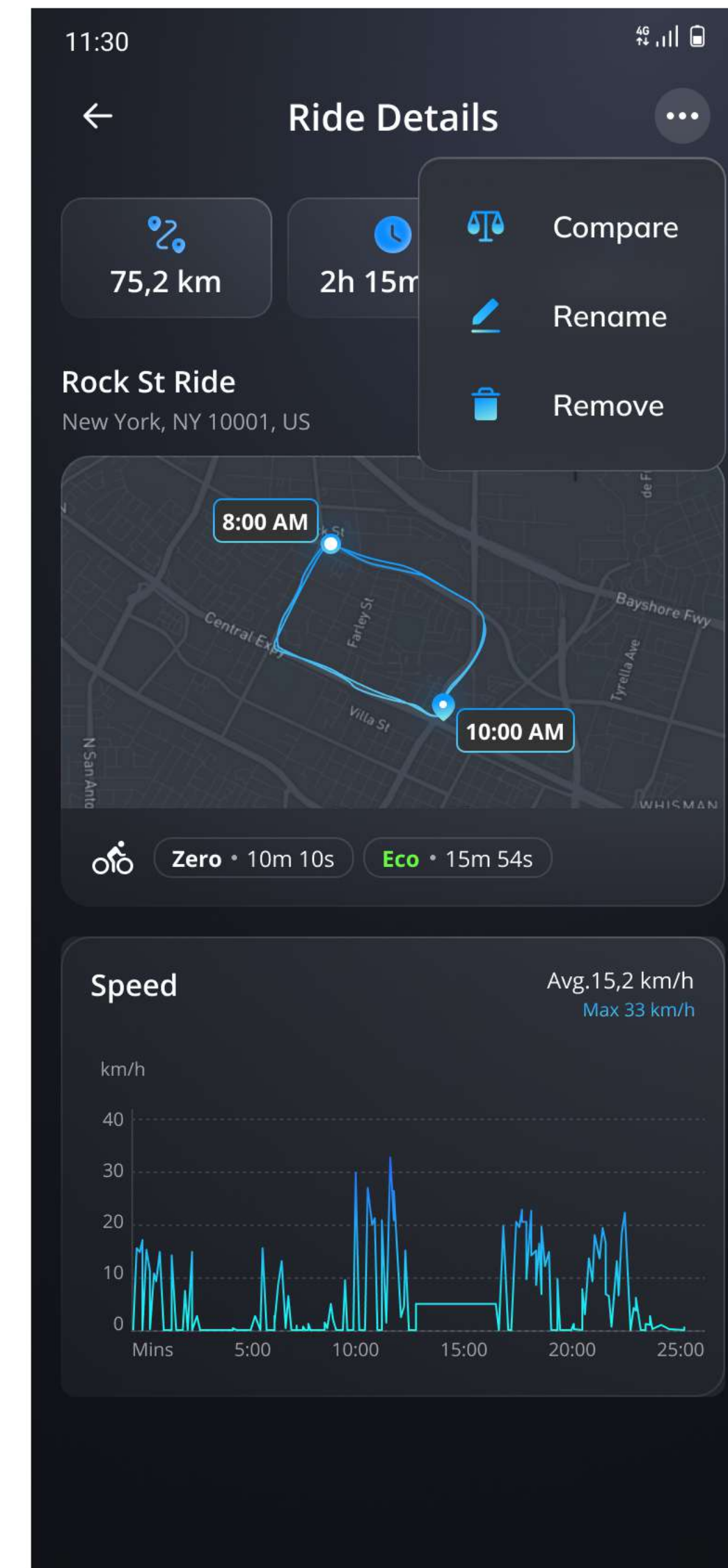Easily check on your ride history with month, week or day view

RIDE DETAILS

SINGLE RIDE IN A DAY

You can view the ride details
directly in the Statistics screen

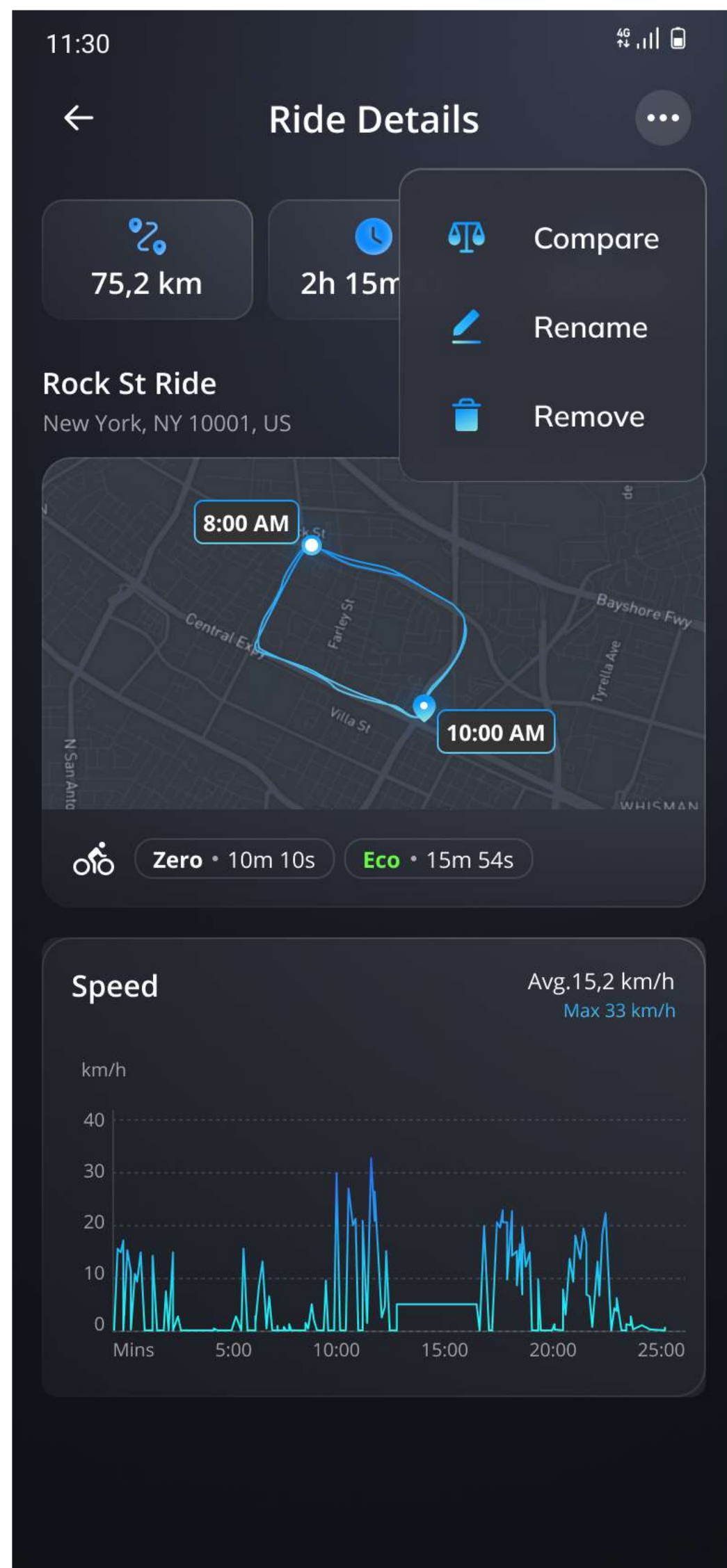**MULTIPLE RIDES IN A DAY**

There are previews for each ride if
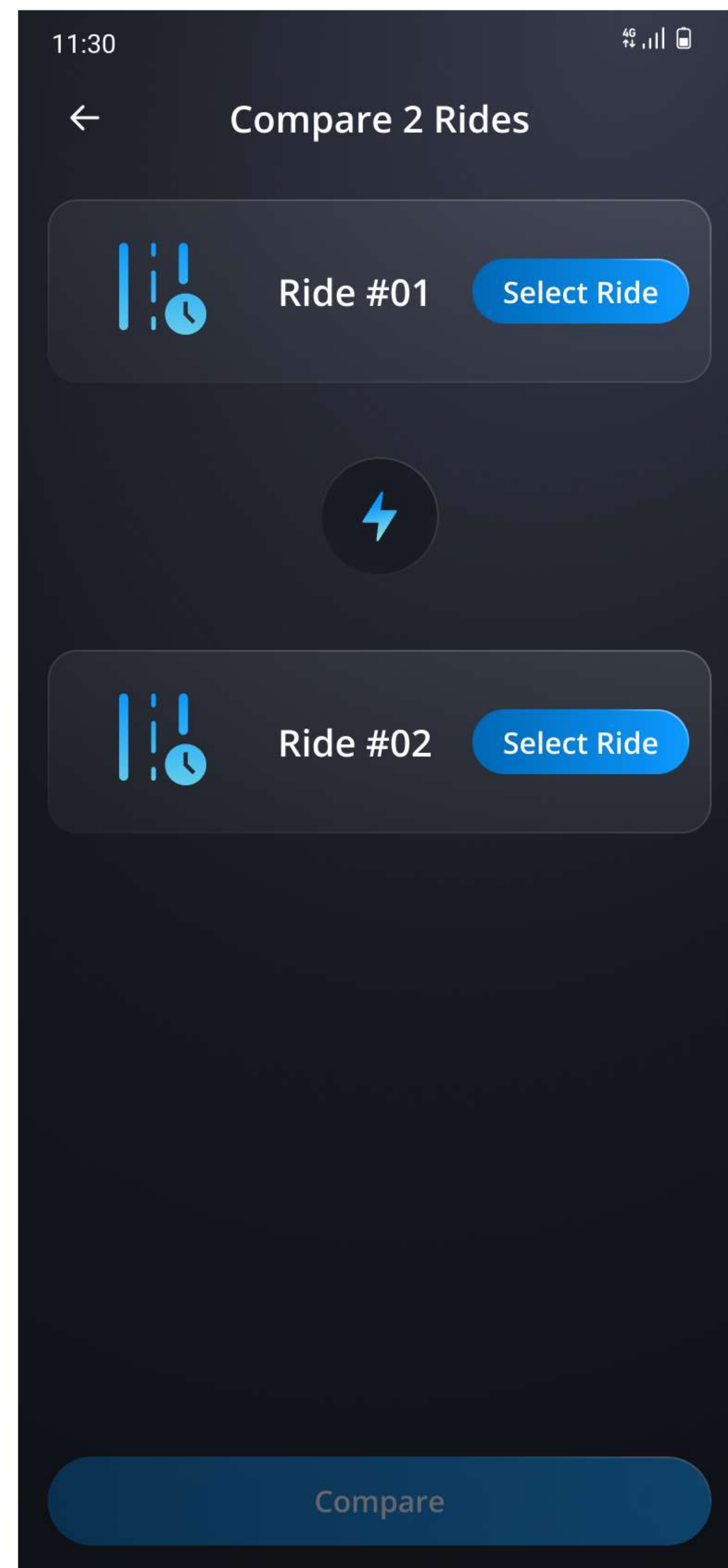you bike multiple rides in a day

MORE OPTIONS

You can choose ⋯ in ride details
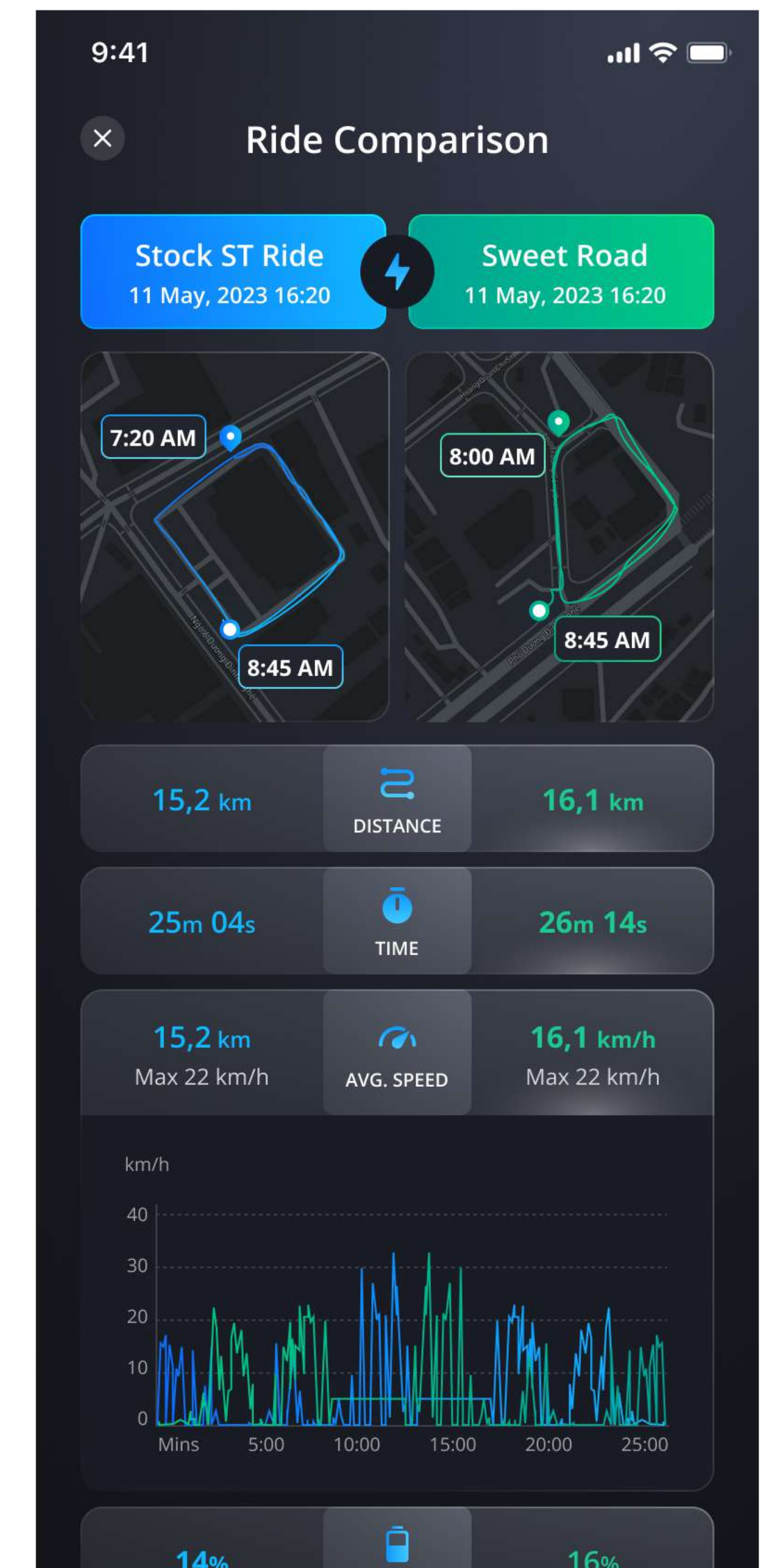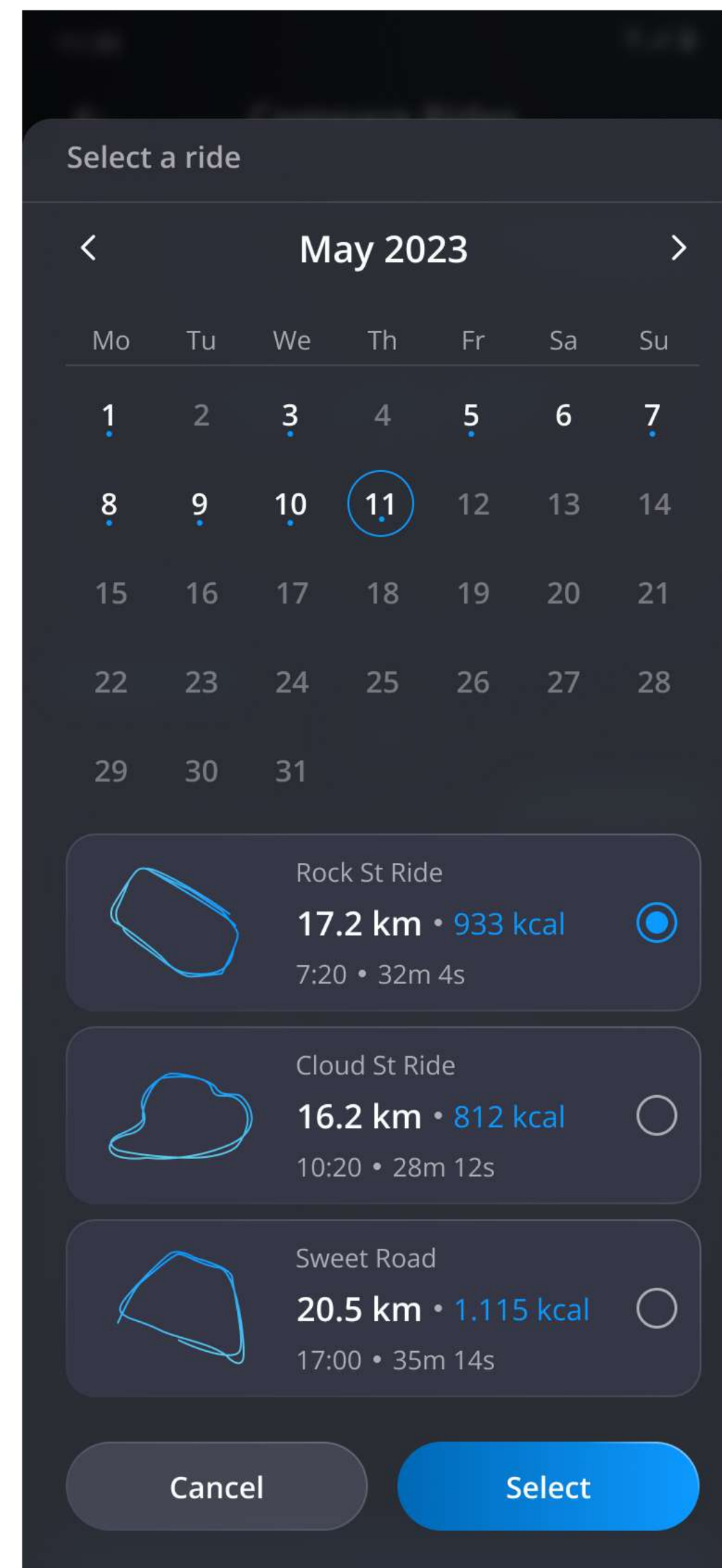to compare it with another ride,
rename or remove it

COMPARE RIDE

STEP 1

From a ride details, tap ⋯ and choose **Compare**

STEP 2

Select the rides that you want to compare

STEP 3

The ride comparison screen, you can view detailed insights on distance covered, total riding time, and average speed with intuitive illustration
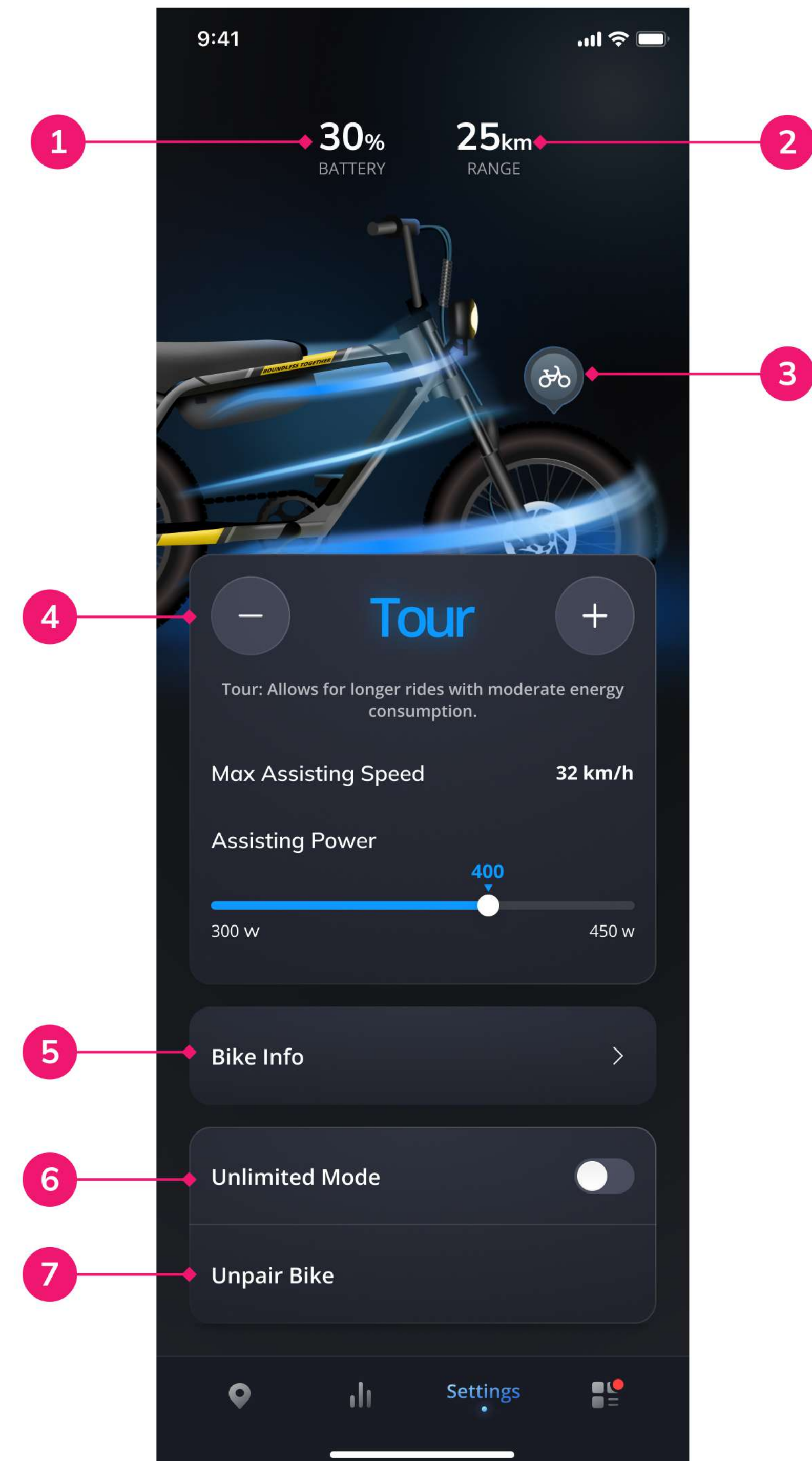
VINFAST

06

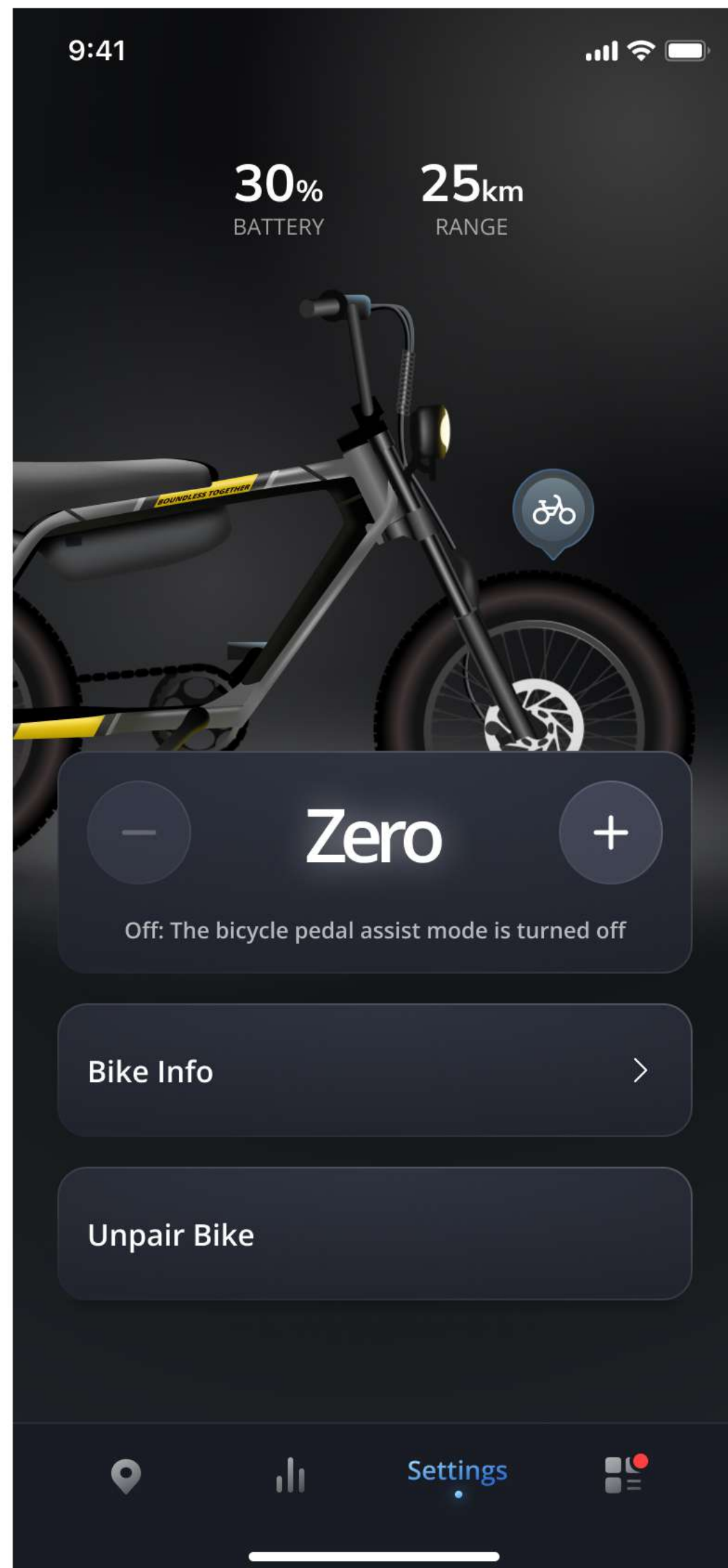SETTINGS

BIKE SETTINGS LAYOUT

Setting screen includes the following features:

1 **Battery**

Current battery level

2 **Range**

Estimated range base on battery level

3 **Bike List**

Manage your bike(s)

4 **Mode**

5 modes: Zero, Eco, Tour, Sport, Boost

5 **Bike info**

General info, Battery info, Firmware version

6 **Unlimited Mode**

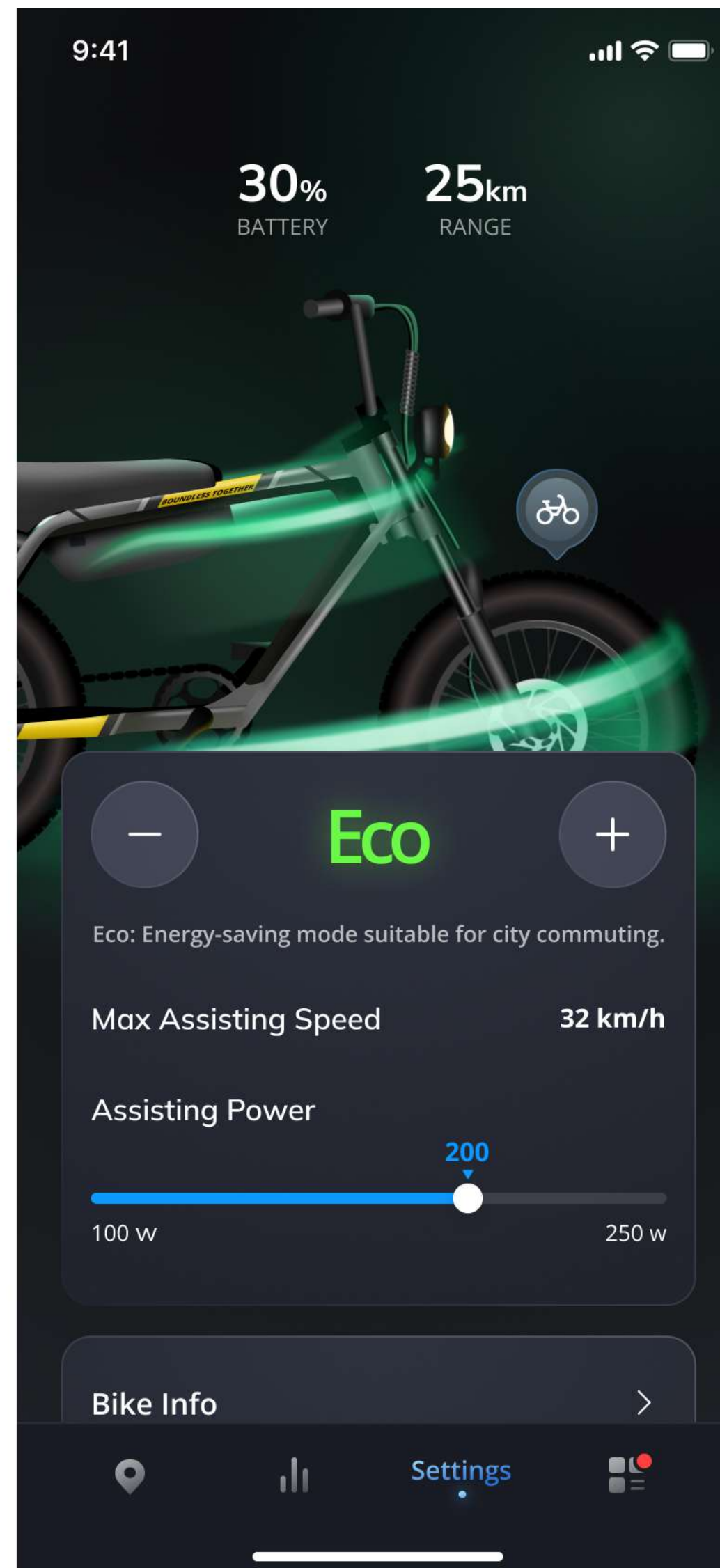Speed limit up to 45 km/h

7 **Unpair Bike**
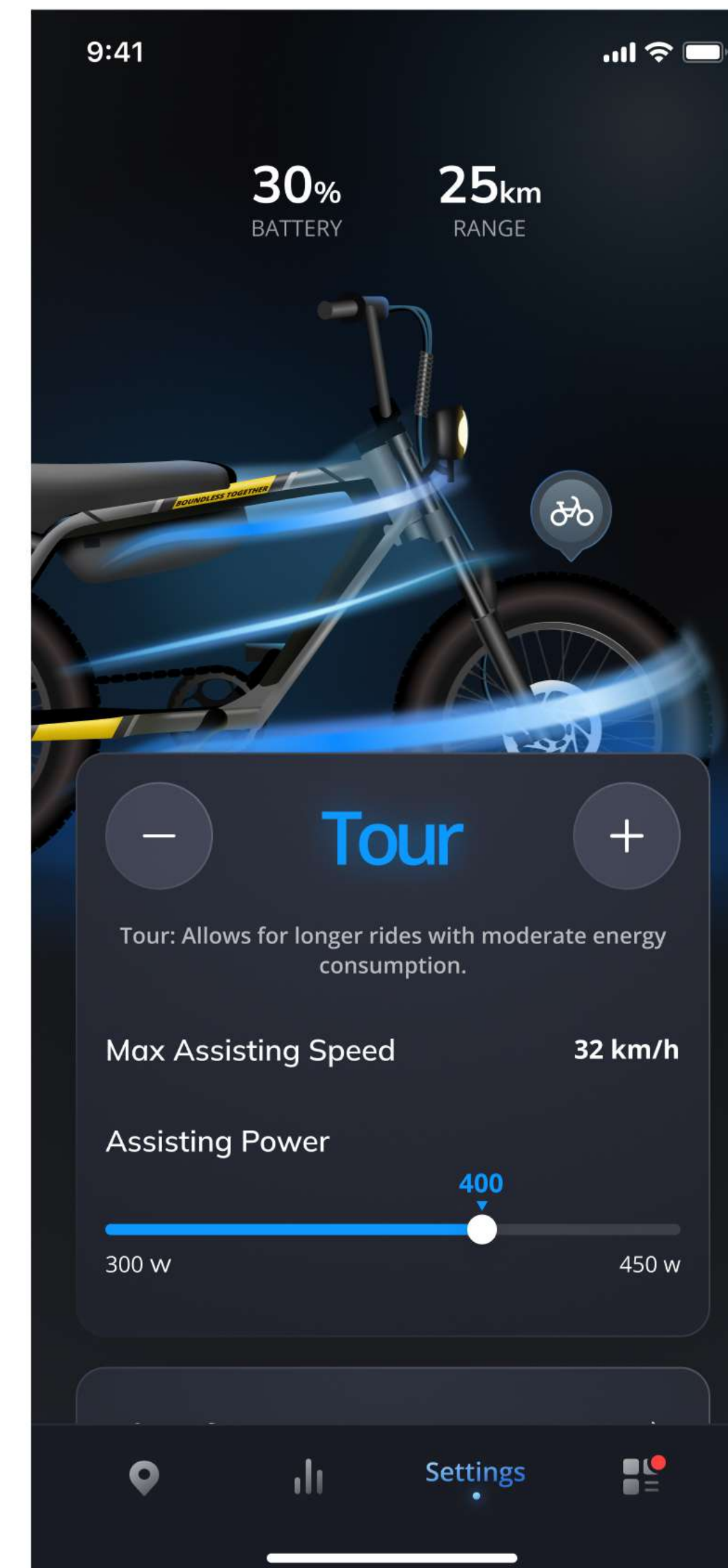
RIDING MODE (1)

ZERO MODE

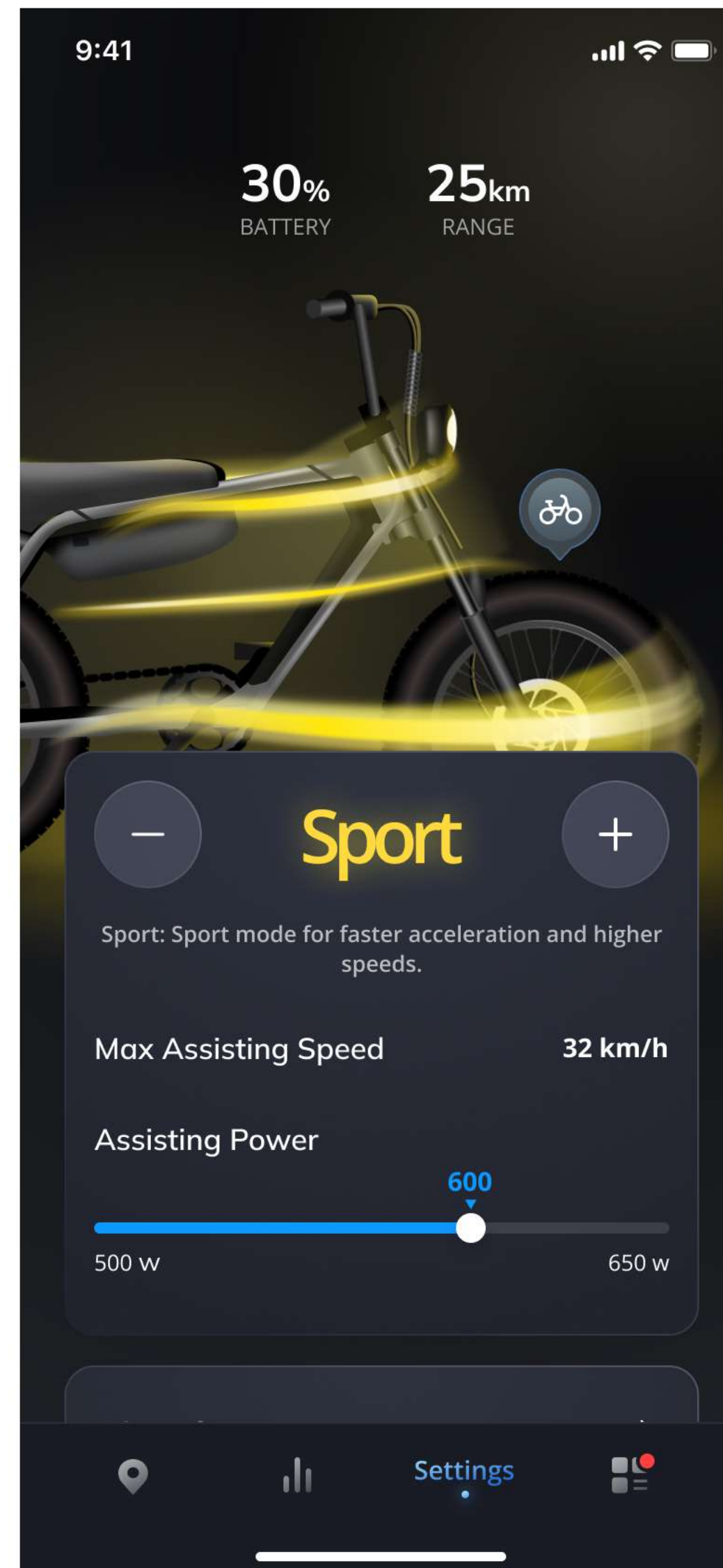In Zero mode, the pedal assist
is turned off

ECO MODE

Energy-saving mode suitable for
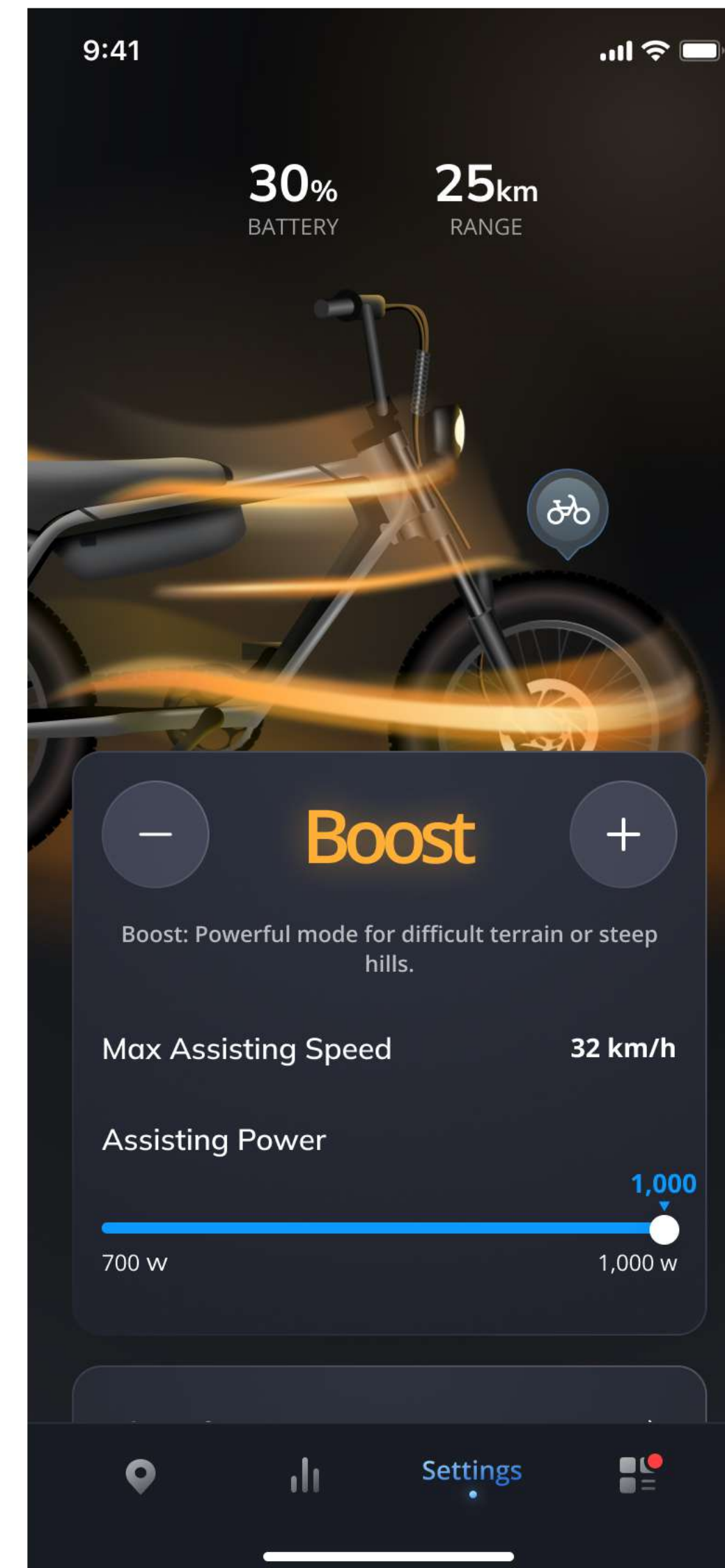city commuting.
Power limit: 100~250

TOUR MODE

Allows for longer rides with
moderate energy consumption.
Power limit: 300~450

RIDING MODE (2)

SPORT

Sport mode for faster acceleration
and higher speeds.
Power limit: 500~650

BOOST

Powerful mode for difficult terrain
or steep hills.
Power limit: 700~1000

VINFAST

07

ACCOUNT

ACCOUNT LAYOUT

Account screen includes the following features:

1 **Avatar**

2 **Personal Info**

3 **Notifications**

Turn on - turn off notifications for each feature

4 **Unit settings**

Adjust measure units

5 **Language**

Change the app language

6 **Log Out**

7 **Delete Account**