



BESV Smart Plus

App User Manual

This app user manual is tailored exclusively for BESV JGR/JTR.

Introduction

The BESV Smart Plus App

This app is currently available on:



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About This Manual

Manual Version: V.1.0

This app user manual is model-specific, tailored exclusively for BESV JGR/JTR.

This manual provides user instructions for “BESV Smart Plus” App, designed for those seeking fundamental instructions to maximize the potential of their BESV JGR and/or JTR. It provides straightforward guidance to help you get started quickly and make the most of your e-bike experience.

All screenshots are mainly for reference purposes.

In order to strive to enhance our design and your product experience, we may continue to update the application. App and manual details are subject to change without prior notice. Please always follow manufacturer’s latest explanations. Should you have any question or concern, please do not hesitate to contact us!

Manufacturer & Support Info

BESV is a brand by Darad Innovation Corporation, a company based in Taiwan. We are committed to developing products that feature innovative ideas and structures.

Whenever you need professional support, please do not hesitate to contact us!

Official Website: www.besv.com (May be auto-redirected to your regional site or manually select your region.)

E-mail: info@besv.com (Headquarter/Taiwan); info@besv.eu (EU)

Headquarter's Address: 1 F., No. 167, Shanying Rd. , Guishan Dist., Taoyuan City 333426, Taiwan (R.O.C.)

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App Overview

Your Account

How to create a BESV account.

If you're new to the BESV family, start by creating an account!

Tap "Create an account."

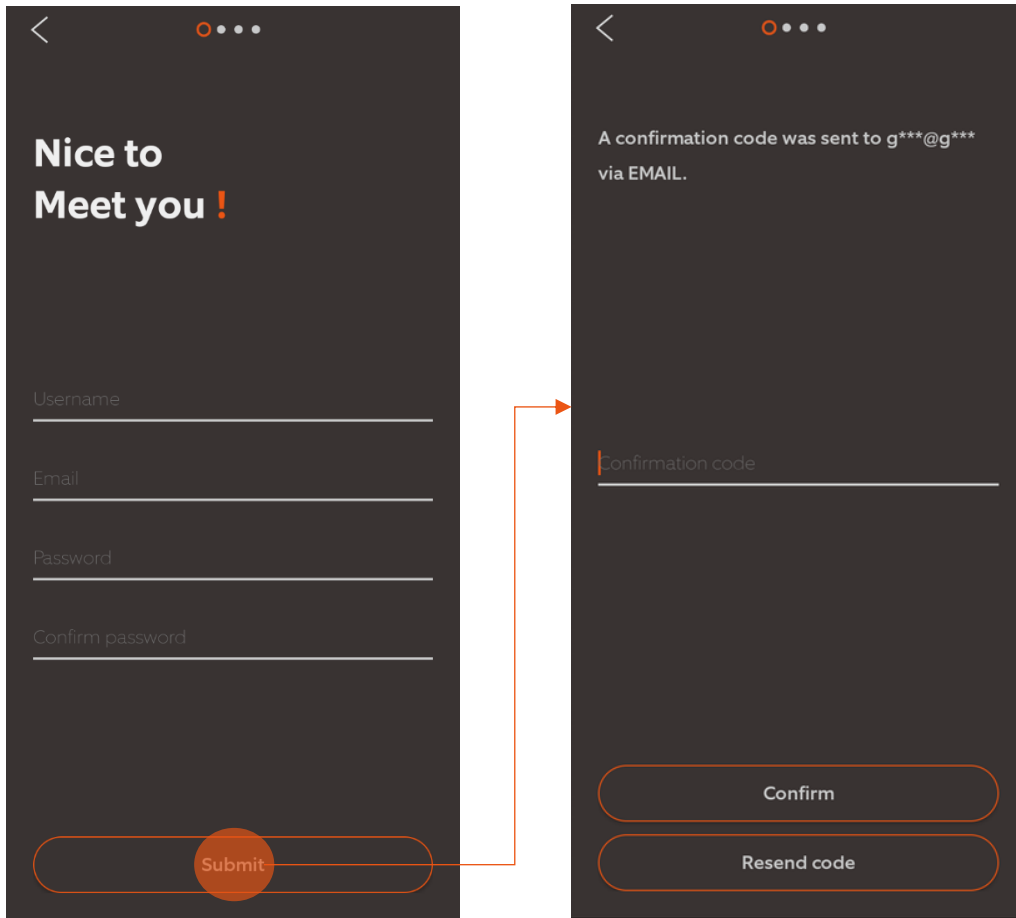


Create a username, enter your e-mail and set a password.

Password Rules:

Username must contain at least one English alphabet and/or number, and cannot contain spaces or special characters.

Password must be at least 8 characters long.



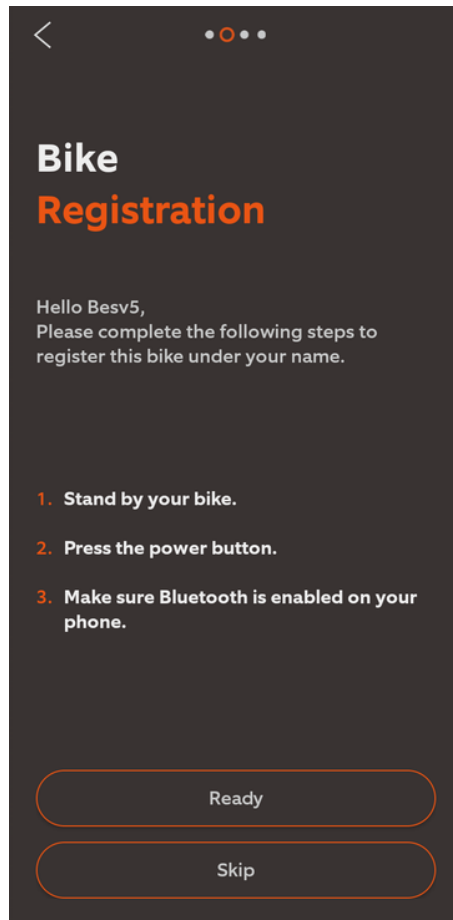
After tapping "Submit," a confirmation email will be send.

Enter the confirmation code to finish creating your account.

Bike Registration

How to register a bike under your account.

If you are new to the BESV family and is using our app for the first time, when you begin using the app, the app automatically takes you through the bike registration process, just follow the on-screen instructions! You will need two codes on your Quick Start Guide (found in the accessories box) to complete the process. (more details below)



Make sure your Bluetooth is enabled. Details about Bluetooth connection will be explained further in the following section.

When you already own an account and need to add a bike under your name later in time, follow the following steps:

1. Go to “My Profile” page.
2. Under “My Bike,” tap the “+ Add a new bike” button.
3. Locate your Bike Serial No. and Registration Code on the Quick Start Guide (found in your accessories box), use the app to scan the two codes, then tap “Submit.”


[Quick Start Guide]

JGR Quick Start Guide

Congratulations! You have just purchased the finest pedal-assisted electric bicycle in the market today.

Your BESV i-bike can be pedaled like a normal bike, and it can assist you while you pedal. Be sure to read this Quick Start Guide before you start an amazing ride with your BESV i-bike.

For further information, refer to the full user manual or visit www.besv.com.
 欲知更多詳情請參閱用戶手冊或訪問 www.besv.com。
 欲知更多詳情請參閱用戶手冊或訪問 www.besv.com。



The Quick Start Guide is not intended as a comprehensive document. 此快速入門指南並非全面的說明文件。

簡介

電動輔助自行車
 電動輔助自行車是將傳統的自行車與電動輔助系統相結合，在您的踏車上增加動力，使您更輕鬆地騎行。它可以在您踏車踏板上提供動力，或在您踏車踏板上提供動力，使您更輕鬆地騎行。它可以在您踏車踏板上提供動力，或在您踏車踏板上提供動力，使您更輕鬆地騎行。

重要提示
 請務必閱讀電動輔助自行車用戶手冊中的說明，以確保您的安全。請勿在不安全的情況下使用您的電動輔助自行車。請勿在不安全的情況下使用您的電動輔助自行車。

BESV 電動輔助自行車 (eBike) 可根據您的需要進行調整，以確保您的安全。請勿在不安全的情況下使用您的電動輔助自行車。請勿在不安全的情況下使用您的電動輔助自行車。

此電動輔助自行車設計供一人 (騎行者) 使用。請勿讓兒童、動物或寵物騎行。請勿在不安全的情況下使用您的電動輔助自行車。請勿在不安全的情況下使用您的電動輔助自行車。

請勿將您的電動輔助自行車用於非設計用途。請勿將您的電動輔助自行車用於非設計用途。請勿將您的電動輔助自行車用於非設計用途。請勿將您的電動輔助自行車用於非設計用途。

請勿將您的電動輔助自行車用於非設計用途。請勿將您的電動輔助自行車用於非設計用途。請勿將您的電動輔助自行車用於非設計用途。請勿將您的電動輔助自行車用於非設計用途。

Introduction

Pedelec (A Type of eBike)
 A pedelec is an electrically assisted bike that provides assistance when and only when you pedal. To keep your motor from running when you stop pedaling, we have built you a pleasant ride. The electric motor is turned off as soon as you stop pedaling.

In most countries, there are laws regarding public design and the use of pedelecs. For example, the maximum assisted speed is 25 km/h (15.5 mph) in Europe countries. When you are reaching the maximum assisted speed, the motor starts to reduce its power output until it ceases in order to meet the law requirement. However, with pedal-assist function, you may be able to surpass the maximum assisted speed with your physical strength and ability.

Intended Use
 For your safety and to avoid damage to your bike, please make sure your pedelec is used according to its intended use.

BESV i-bike is designed to be a great pedelec. Please ride your bike under suitable conditions. If you have other needs, such as downhill riding, please select other suitable bikes for your safety.

This pedelec is designed to be ridden by only one person (the rider) and does not permit carrying infants, children or animals.



Pedelecs do not intend to limit the stature, preparation, and mental ability of its user; however, a child under 14 years old is prohibited to ride the pedelec. Please check your local laws, the minimum age may be higher. According to EN regulation the maximum gross weight of the e-bike, including the weight of rider, accessories and cargo, is under 120 kg (264 lb). Do not exceed the allowable gross weight. It is also not designed to pull or tow another bike, trailer or any other items as a connection system.

Notes for Cleaning
 Do not use high-pressure or steam cleaning equipment to clean the bike. The steam or water jet coming from a high-pressure cleaning machine may cause damage to the bearings, hubcaps, tires or other bike surfaces and keep it difficult to be seen, which makes you. Water may also seep into bearings or damage the electrical parts of the e-bike system. Such damages may lead to malfunctions and hinder the ride of pedelec. Please try to keep your bike dry and avoid using excess water to clean it.

Use soft cloth, sponge or brush to clean your bike. Use moderate amount of neutral detergent for cleaner. Make sure there is no detergent residue on your bike after cleaning. Please do not use harsh-bleach detergents to clean your bike.

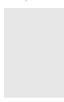
BESV Smart Plus APP

我們為您準備了完善的體驗設計，誠邀您下載「BESV Smart Plus」APP，完整體驗！
 To get the full experience we have designed for you, remember to download the "BESV Smart Plus" app!

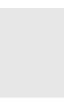



請按照App上的指示創建帳戶與註冊您的JGR。
 Follow the on-screen instructions to create an account and register your JGR.

註冊碼
Registration Code



新車序號
Serial No.

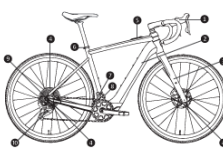


BESV Smart Plus APP完美地搭配JGR，提供更多功能：找車、掌握自行車狀態、騎乘資料分析整理、微調設定等。請把握體驗！


The BESV Smart Plus APP is designed to work seamlessly with your JGR. Find your bike, get notified of its status, analyze your ride data, and fine-tune settings for optimal performance. Try out these valuable features now!

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認識您的JGR Know Your JGR



1. 輔助電動系統開關 Power On/Off Switch with Control Levers
2. 集成電池 Integrated Battery (USB-C 充電口 / USB-C Charging Port)
3. 碳纖維叉 Carbon Front Fork
4. 鋁合金碟式剎車 Aluminum Disc Brake System
5. 人體工學 HMI (Human-Machine Interface)
6. 後座鞍座 Seat
7. 前置剎車 Front Disc Brake
8. 充電器 Charger Port
9. 腳踏車踏車 Pedal Assist
10. 後座鞍座 Rear Disc Brake



輔助電動系統開關 / 人體工學 HMI (Human-Machine Interface) 位於前叉上方 / 人體工學 HMI (Human-Machine Interface) 位於後座鞍座上方

儀表操作 Introducing HMI Functions

認識JGR的儀表 HMI Overview



- 電源開關 Power Button
- 輔助模式開關 Assistance Mode Switch
- USB-C 充電口 USB-C Charging Port
- 電池指示器 Battery Indicator

如何關閉電池

確保您的電池仍有電量。 Please make sure that the battery has enough capacity.

鎖定電池	長按
To lock On	Long press
解除電池	長按後再鬆開
To turn Off	Long press and then release

輔助模式操作 Pedal Assist Modes


當電源開啟，調整電源輔助模式後，當您踏車時，請按電源開關以切換電源。

When the power is turned on, press the power button to switch power.

模式切換表：

1. 關閉 / Light Off	輔助 / 無
2. 輔助 / Power Light	ECO 模式
3. 輔助 / Power Light	Power 模式

電量顯示 Battery Level Ind.



Bike Registration

Please enter your Serial Number and Registration Code to register a new bike.

Serial Number

Registration Code

Submit

BESV Smart Plus APP

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請按照App上的指示創建帳戶與註冊您的JGR。
 Follow the on-screen instructions to create an account and register your JGR.

註冊碼
Registration Code



新車序號
Serial No.



BESV Smart Plus APP完美地搭配JGR，提供更多功能：找車、掌握自行車狀態、騎乘資料分析整理、微調設定等。請把握體驗！

The BESV Smart Plus APP is designed to work seamlessly with your JGR. Find your bike, get notified of its status, analyze your ride data, and fine-tune settings for optimal performance. Try out these valuable features now!

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The bike Serial Number may also be found on your bike frame. It will also work if you scan the code on the frame! *(Please note regional differences below)*

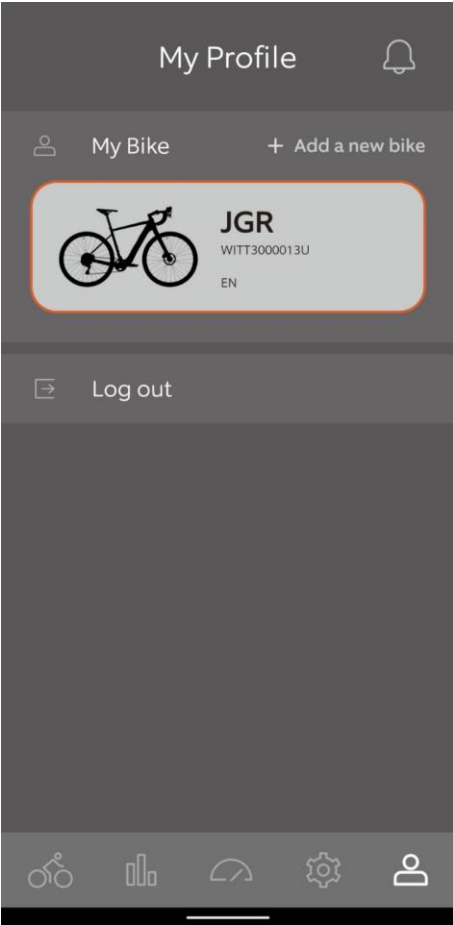
(EU)



(Other sales regions)



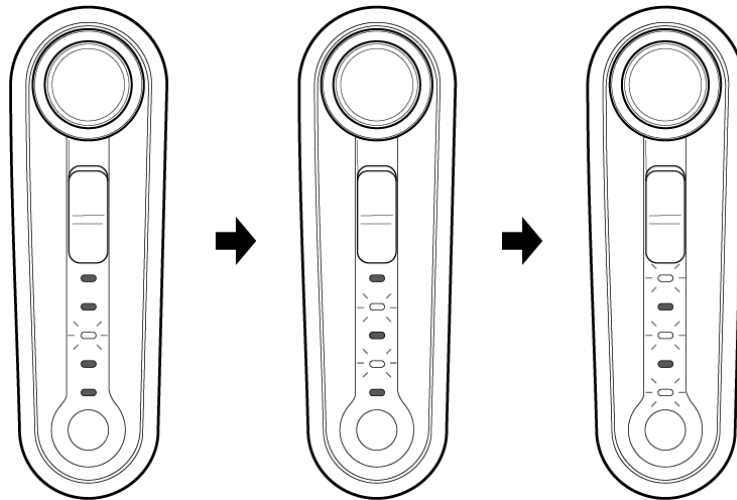
Once done, a new bike should appear under your [My Profile > My Bike] section.



Bluetooth Connection

Every time your app and bike attempts to establish connection, the 5 lights on the HMI will reflect on this action.

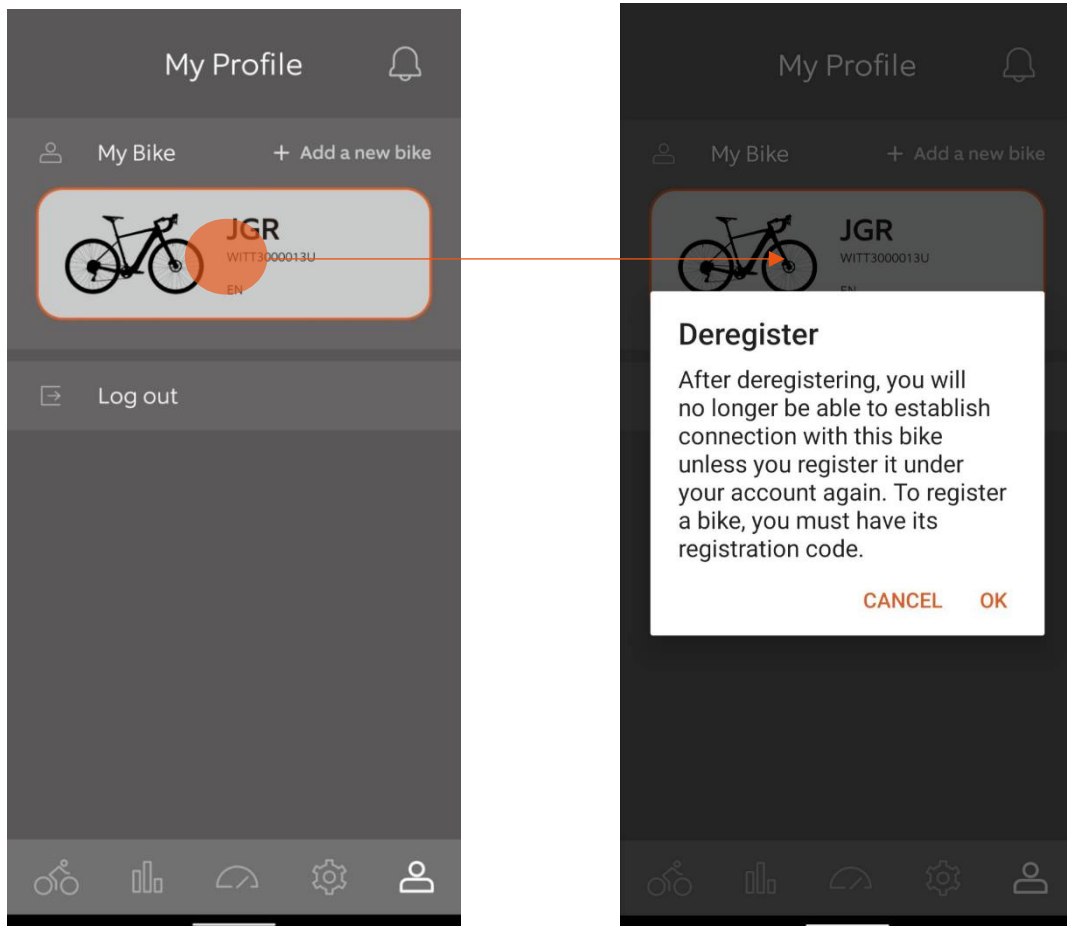
The lights will cycle through the following states thrice.



The attempt may or may not be successful, please refer to your app to see whether connection is successfully established.

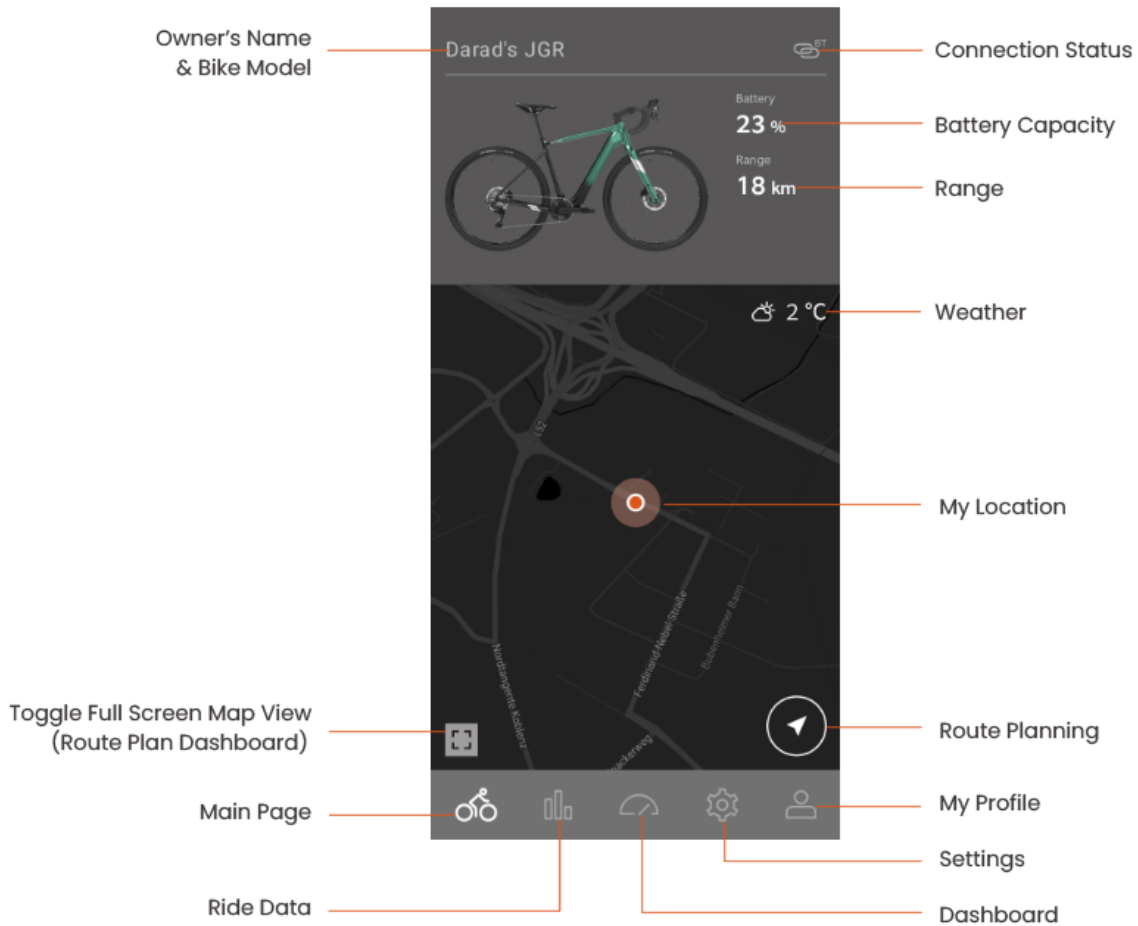
How to deregister your bike

1. Go to “My Profile” page.
2. Long press your registered bike item. Deregistration confirmation pop-up message will appear.
3. Read the warning, then confirm or cancel your choice.

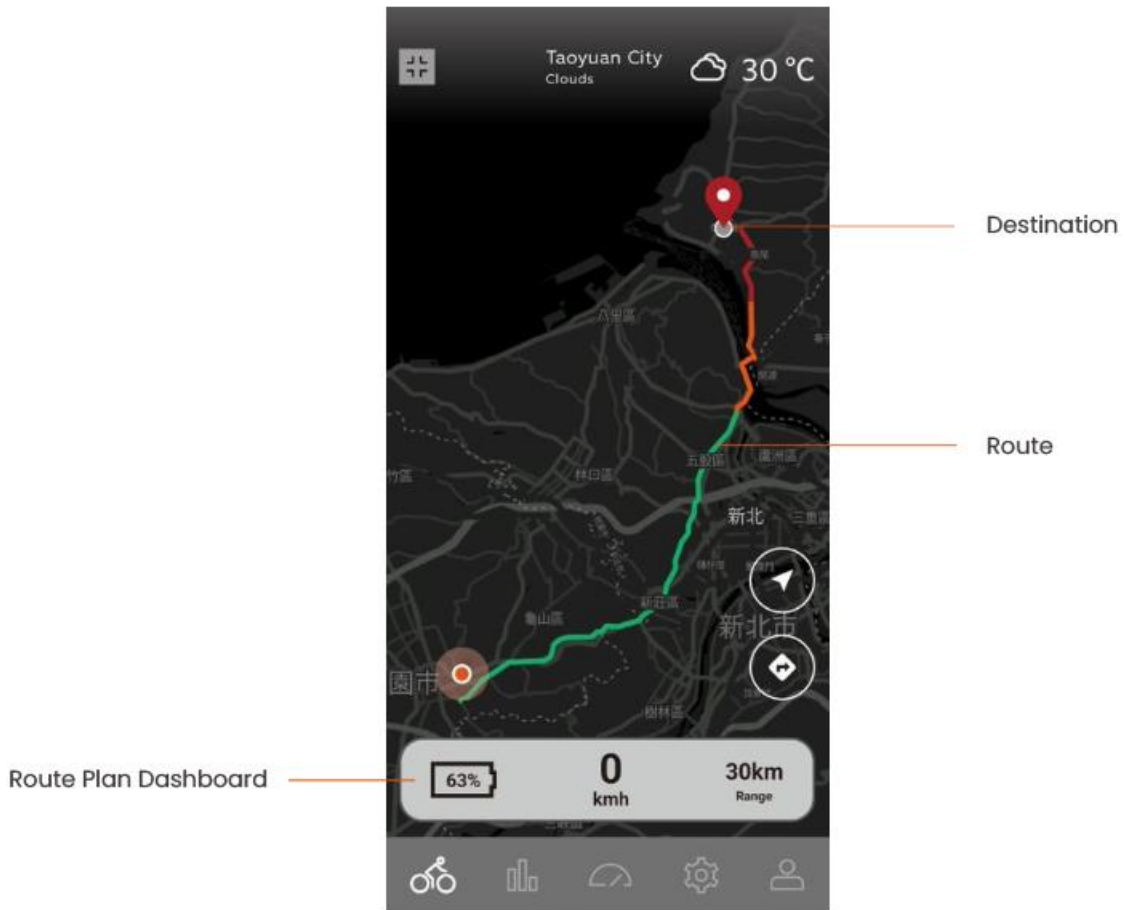


App Menu Pages

1. Bike Main Page



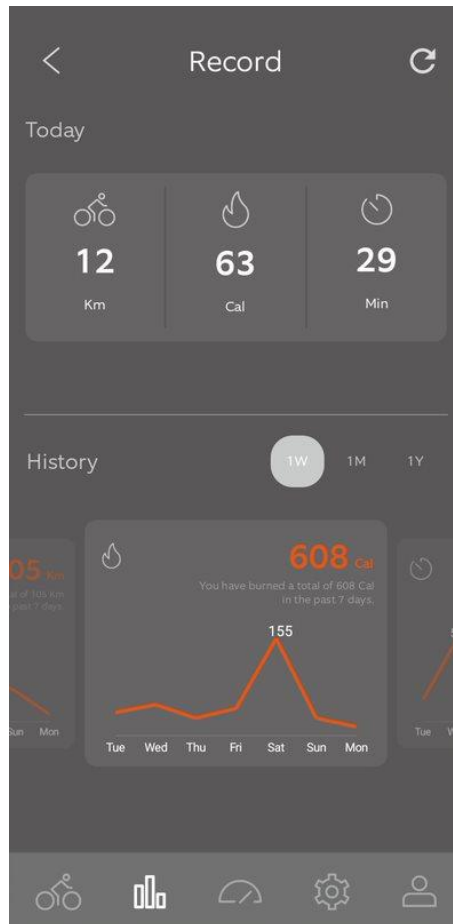
1-1. Dashboard B / Route Plan Page



With predictive battery range estimation and charge reminders, you'll never run out of power on your ride.

2. User's Ride Data

With embedded sensors in the bike, you can track all your activities in details — moving time, speed, elevation, power delivered, calories burned, and more

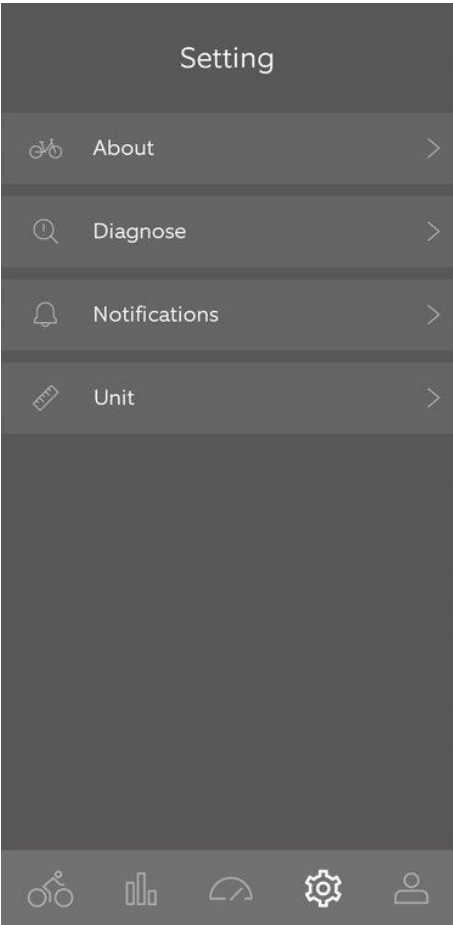


3. Dashboard A

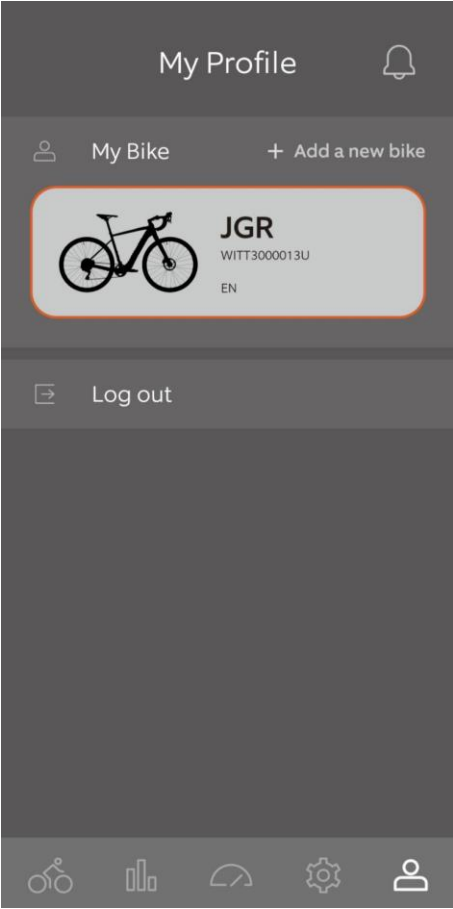
Monitor your speed and check your ride stats at a glance or anytime you want to go deep.



4. Settings



5. My Profile



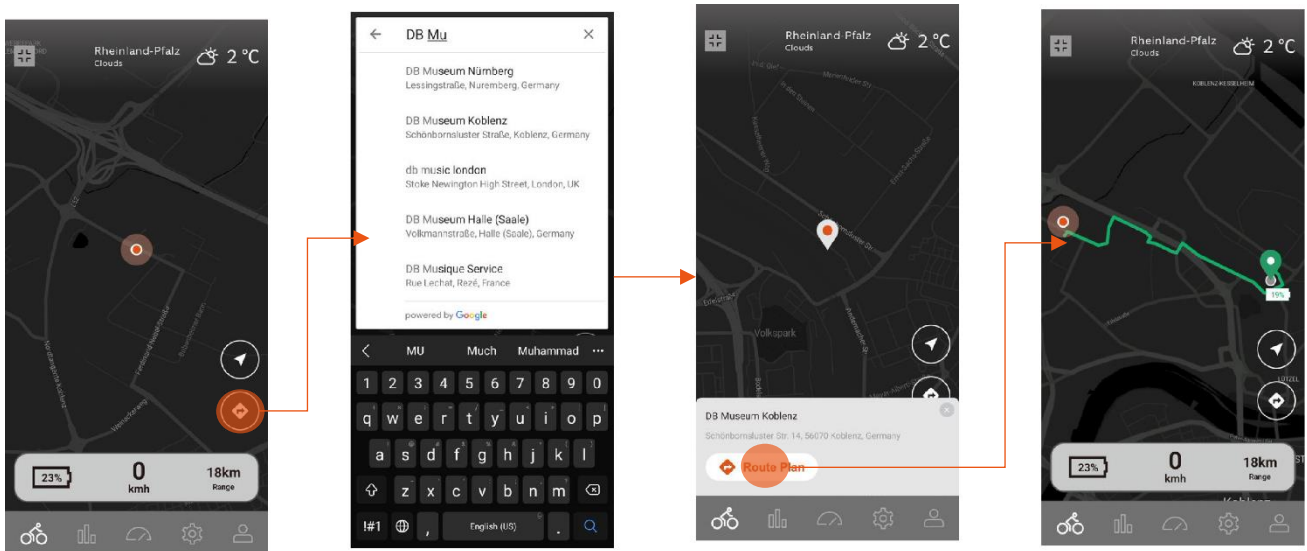
App Language Settings


The app is currently available in English, Mandarin Chinese, and Japanese.

The app follows the language settings of the user's phone and selects the language based on the order of languages set by the user. It prioritizes the highest-ranked available language on the phone. If you have not selected any of the available languages, the app will default to display in English.

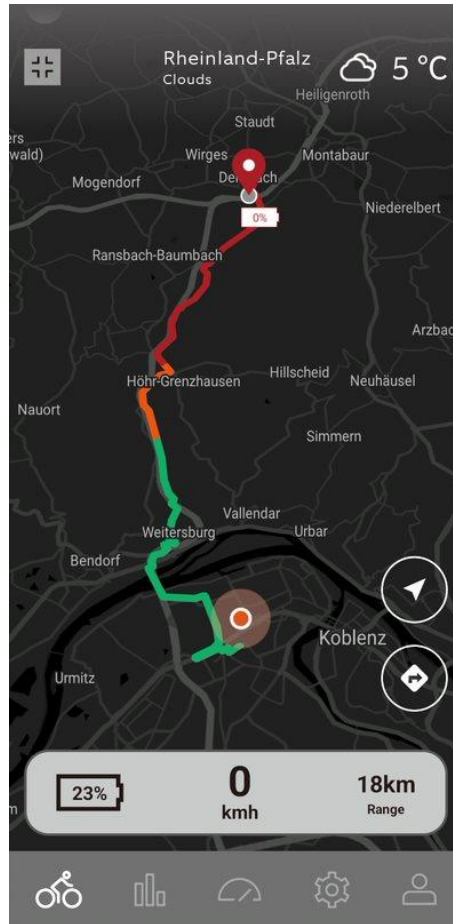
Detailed Instructions

How to search up a route plan.



On Route Plan Page, tap the [] icon to search up locations on the map.

After the app pins the location on the map, you may tap on "Route Plan" button to see a suggested route from your location to the destination.



Estimated remaining battery capacity along the route is also indicated by colors:

Green: Above 30%

Orange: 10~30%

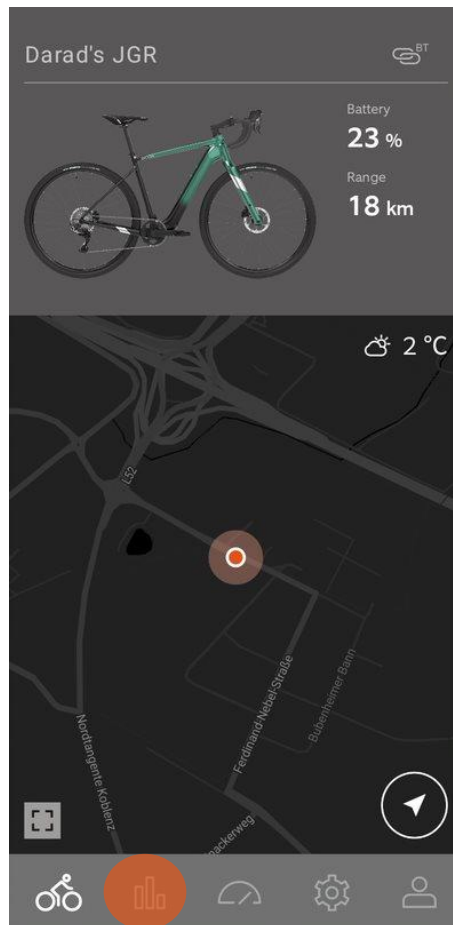
Red: Under 10%

The color-coded system on the map provides at-a-glance battery level and range status updates, with green indicating a full or ample range, orange indicating a limited or short range, and red indicating a low or critical range that may require immediate charging to reach the intended destination.

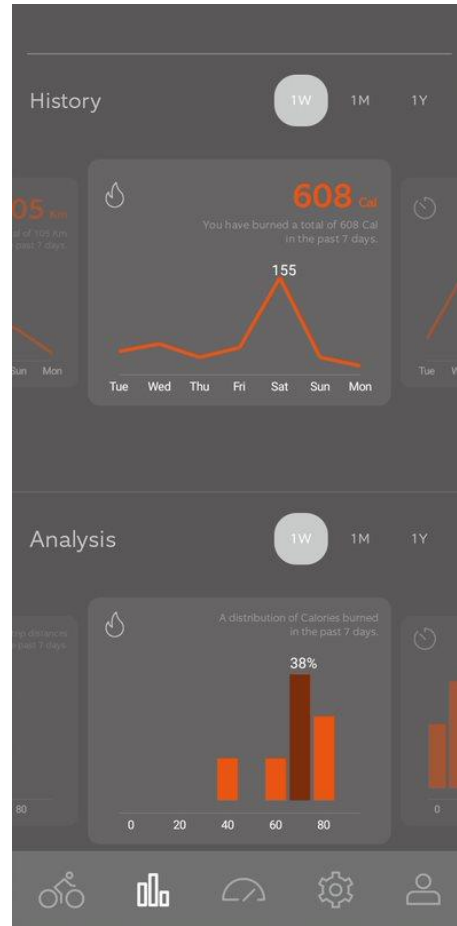
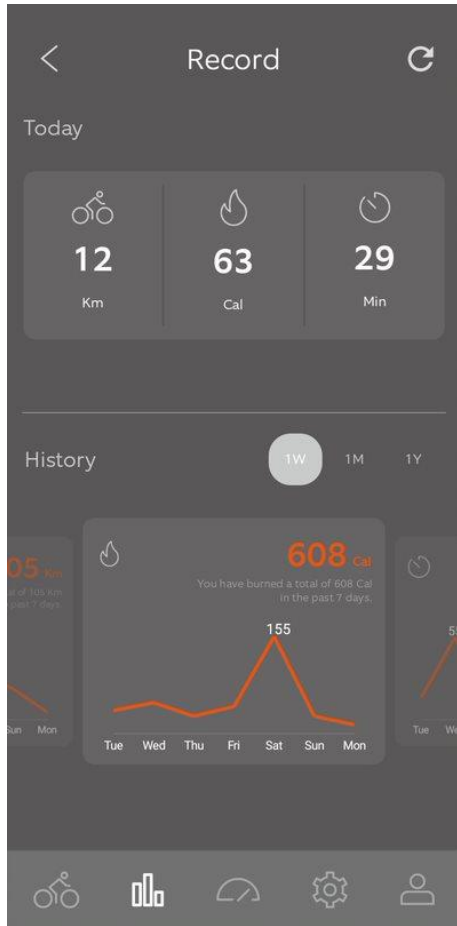
How to view your ride data.

Whenever the app successfully connects to your bike, the app automatically record “ride data.”

On the data page, you can visualize how often, how far you have travelled with your bike, etc.



Tap the bar graph icon on the bottom menu, you will see the ride data page.

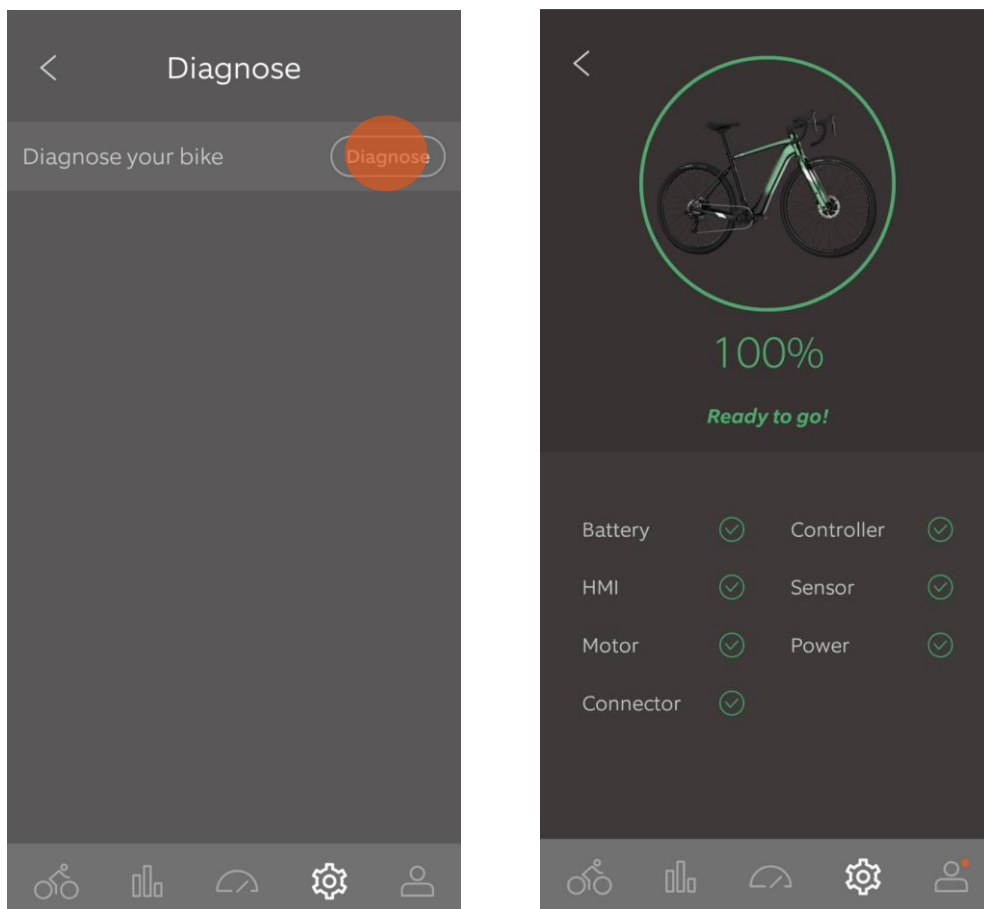


How to diagnose your bike.

Go to [Setting > Diagnose] and tap “Diagnose.”

The BESV Smart Plus app diagnoses and will show you if anything seems abnormal.

If there is any abnormality, go and check out the Error/Warning Code details on the app for further instructions.



Note:

If you experience a connection problem while you are running the diagnosis, the diagnosis will not be able to finish successfully, and you will need to start over once connection reestablishes.

How to update bike's firmware.

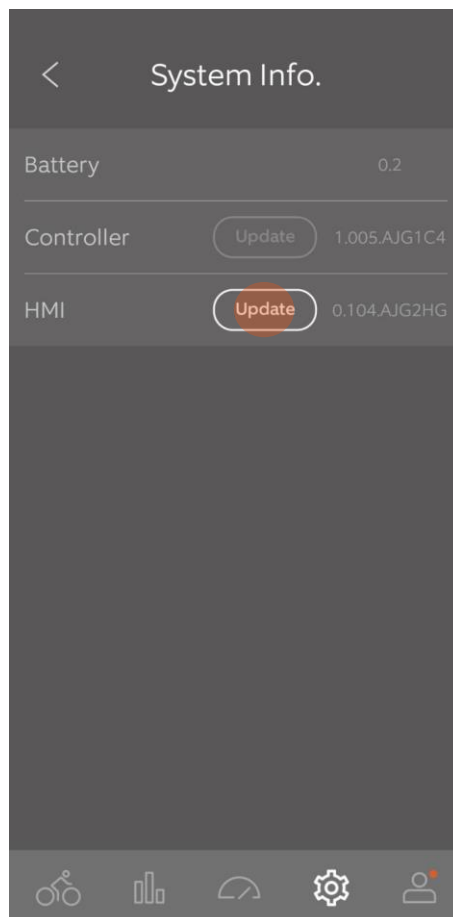
To ensure that you have the best experience with your e-bike, BESV may release firmware updates as needed. When a new update is available, the app will send a notification, and we recommend updating your firmware as soon as possible to keep your e-bike running at its best.

Go to [Setting > About > System Info.].

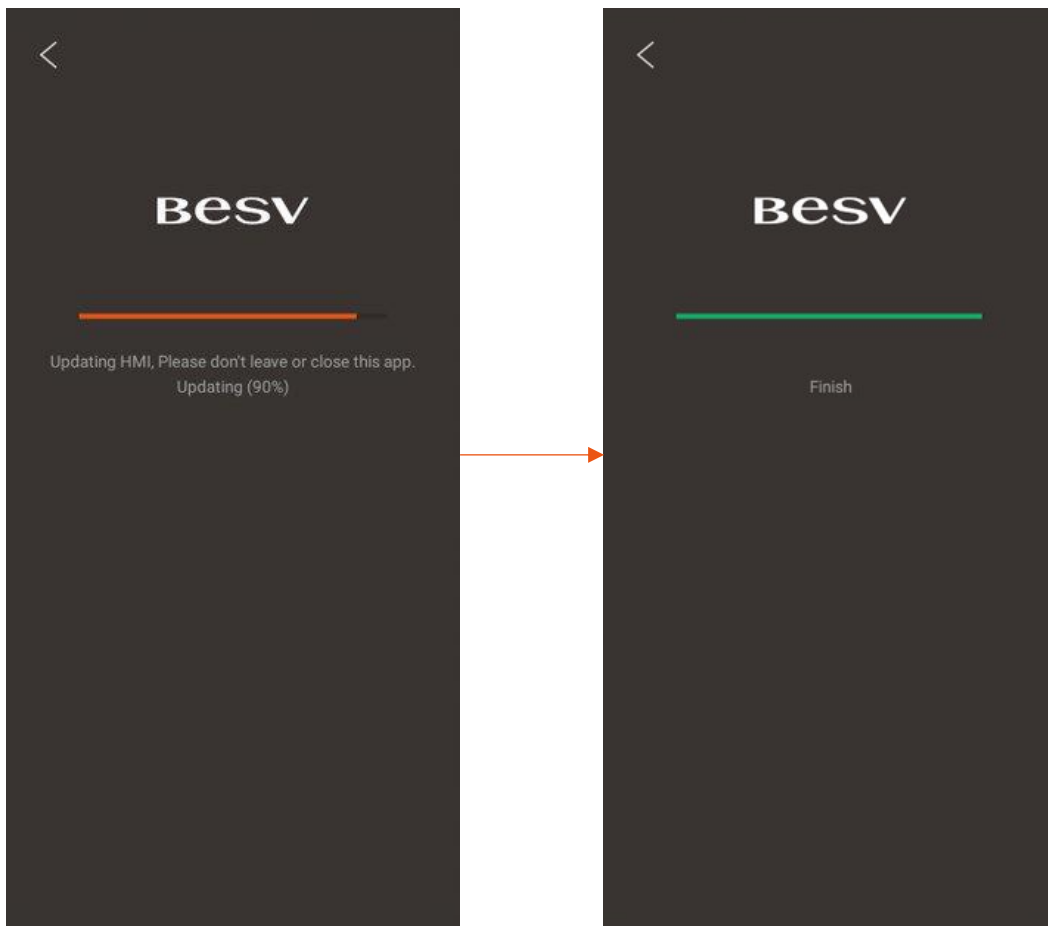
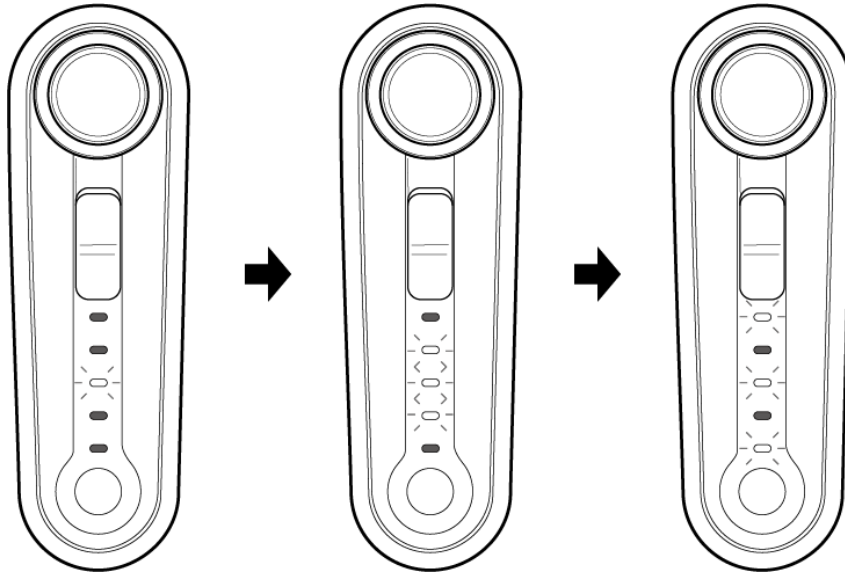
You may find a breakdown of the different electronic components to your bike that could need firmware updates.

If there is update available, the “Update” button is lit, otherwise it is dimmed.

Tap the lit up “Update” button to update.



During the firmware update process, the 5 lights on the HMI will act as a status indicator, cycling through the following states until the update is complete:



**CAUTION**

When firmware is updating:

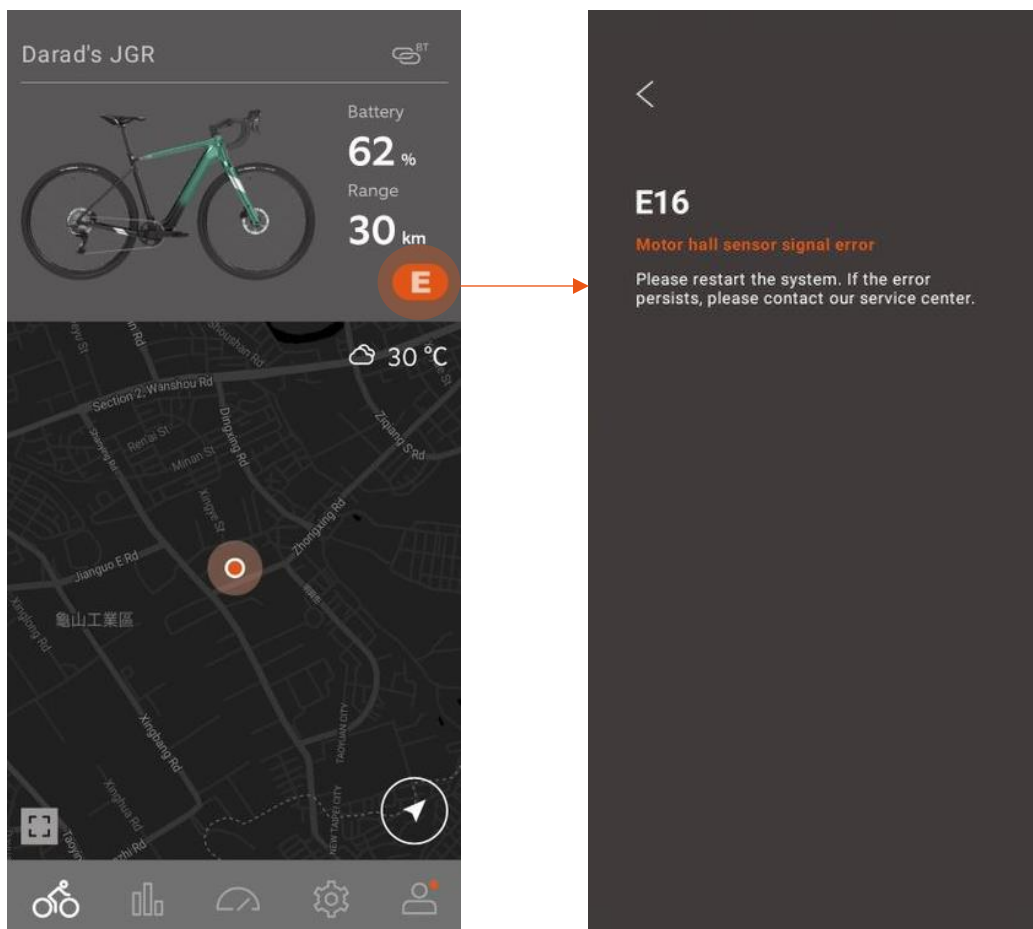
1. Please do not close the app.
2. Please do not attempt to turn off the e-bike's power, which could result in unexpected error.
3. Please do not turn off cellphone's Bluetooth function, and keep a close and unobstructed distance from the e-bike (recommended distance would be less than 3 meters).

When firmware update process is disconnected, resulting in failed update, you would need to restart the process over.

What to do if your bike alerts you of a warning or error.

The system provides troubleshooting on the App.

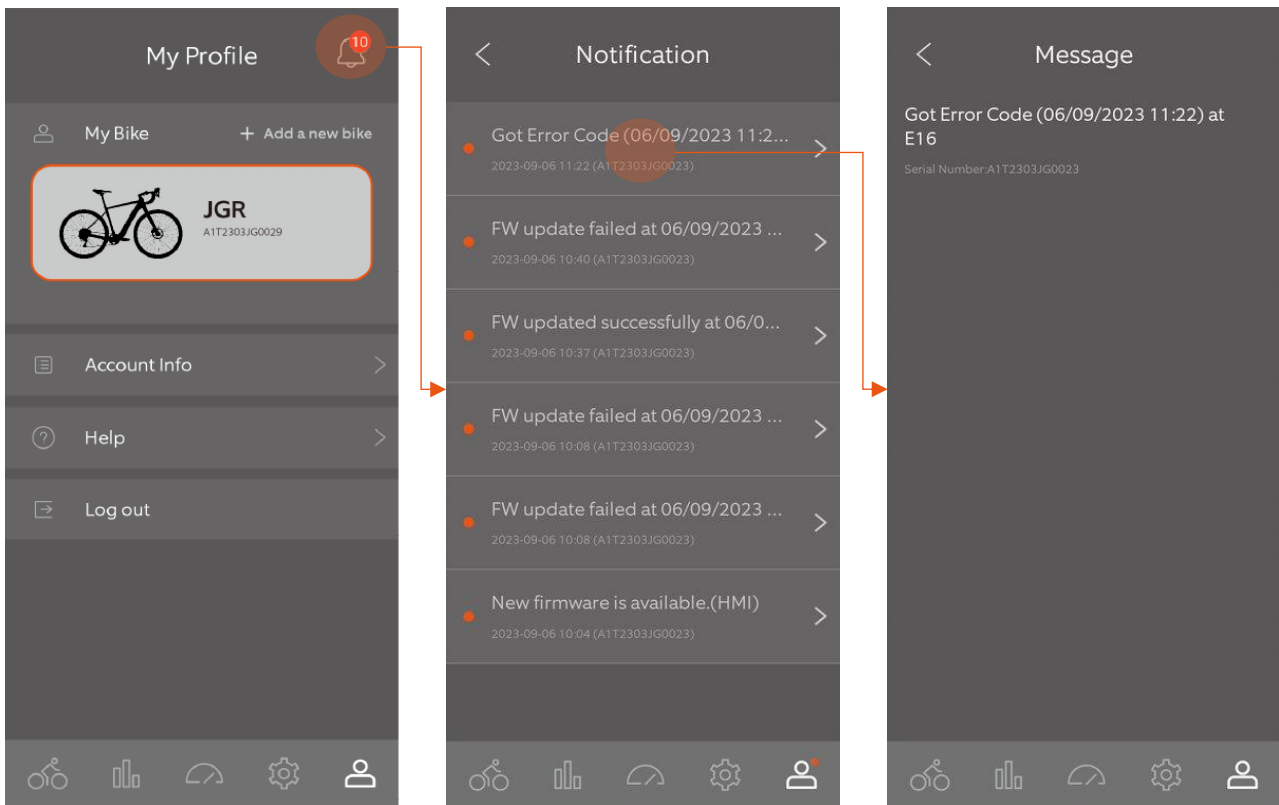
Aside from Error/Warning Code symbol showing on the dashboard, when you tap the symbol icon for more details, you will find a description of the error or warning and troubleshooting instructions.



You may find the comprehensive list of warning/error codes on your user manual.

How to check your notification messages.

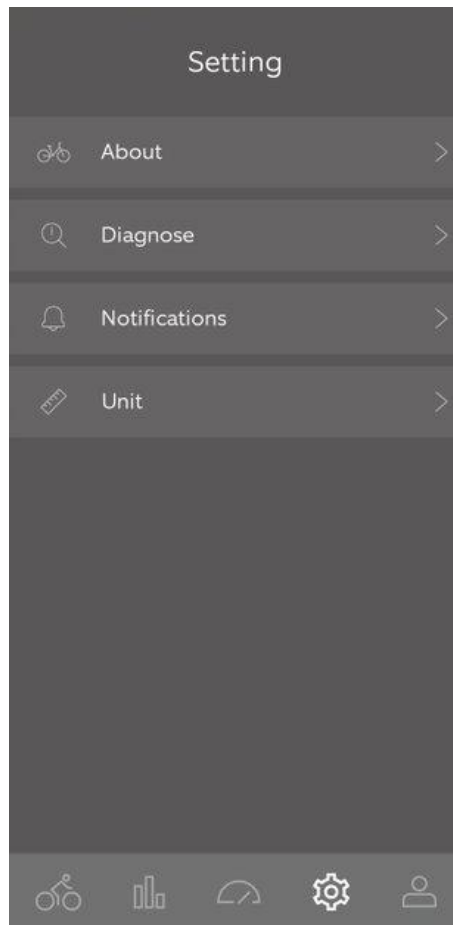
From “My Profile” page, tap the bell icon on the top-right page. You will see the list of notifications you have received, and the tap each notification to see each message in full.



Other Settings

You may find other settings on your BESV Smart Plus App, such as notification, unit, etc.

The settings are pretty intuitive or have in-app explanations. If you have any question, you are always welcome to contact our authorized service personnel!



Q&A's

How long does the BESV Smart Plus App stay logged in?

The App allows you to stay logged in for 30 days without needing to re-enter your login info (unless you decide to log out). After this period, you will be prompted to log in again.

Can I use the bike without BESV Smart Plus App?

In fact, yes you can; but you would be missing out on the full experience! We designed the BESV Smart Plus APP as part of your user experience. Don't miss out on the enhanced features that you can only get by pairing your bike with our app and use it as you ride!

I cannot seem establish a connection with my bike, what should I do?

Make sure that...

1. Your e-bike is switched on.
2. Bluetooth is activated on your smartphone.
3. Your smartphone is not in energy saving mode. This may interfere with the Bluetooth connection under certain circumstances.

Try tapping your bike icon under [My Profile > My Bike] to establish connection.

If the 3 tips above do not help, restart the app and double check on your phone's Bluetooth functions.

Seek help from our authorized service locations if you still encounter problems!

If family members share a bike, can a bike be registered under several accounts at once?

No. A bike can only be registered under one account at a time. It is currently arranged this way for safety reasons. Family members can share account and password info, and use different phones to log in and use the bike when needed. Ride data will be stored locally on each of the family member's phones. While data will be stored on separate phones, for each family member, the data appear more personal.

We will continue to brainstorm better solutions to satisfy needed user scenarios!

Can an account be logged in from different phones at the same time?

Yes, but only one account can pair with a particular bike at the same time.

For example, let's say sisters Angela and Betty share the bike. Both can log into the same BESV account on their phones, but if Angela paired with their bike via Bluetooth first, Betty won't be able to pair with the bike on the app until Angela has disconnected Bluetooth connection with the bike.

When registering a bike, the app tells me it is registered under someone else, what do I do?

This is important. Let's figure out together.

If someone is giving up bike ownership and handing the bike over to you, the previous owner needs to deregister the bike on the BESV Smart Plus App before you can register the same bike under your account (a different account).

If your bike is newly bought from a dealer or from our website, please contact your source of purchase for assistance!

BESV
Plus