

SUZUKI mySPIN FAQs

Service/Support Destination	<p>If an operation-related problem or a problem that cannot be handled through the FAQ occurs, contact the “SUZUKI Customer Consultation Room” specified in SUZUKI’s website or your Authorized SUZUKI Dealer.</p> <p>The contact address is also specified in the End User License Agreement. Please check from there.</p>
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Terms	Details
SUZUKI mySPIN application	<p>With the help of the SUZUKI mySPIN application, applications in the smartphone can be displayed on the vehicle meter cluster and operated. Moreover, the customer’s smartphone and the vehicle are connected via Bluetooth® and Wi-Fi. By installing the SUZUKI mySPIN application beforehand in the customer’s smartphone, the applications to be linked with the vehicle are launched and function as launcher applications. A smartphone that has been connected once is connected automatically from the next time, and the applications can be displayed on the meter of the customer’s vehicle or operated. The applications that can be displayed or operated include calls, contact list, maps, music, and calendar services. Note that a third-party application is required to use navigation.</p>
SUZUKI mySPIN standard application	<p>The applications loaded as standard in the SUZUKI mySPIN application include maps, music, calls, contact list, and the calendar.</p>
Third-party applications	<p>These are applications manufactured by a third-party that operate on the SUZUKI mySPIN application.</p>

Question	Description
General description	
How can the SUZUKI mySPIN application be used?	<p>To use the SUZUKI mySPIN application, you will require a smartphone and the SUZUKI mySPIN application for connecting the smartphone to the vehicle. The SUZUKI mySPIN application is available as an application for Apple iOS and for Android, and can be downloaded free of cost from the Apple Store and Google Play. You can proceed to the SUZUKI mySPIN download destination from the QR code printed in the vehicle owner’s manual.</p> <p>Alternatively, you can download from the following URL: Android OS: https://play.google.com/store/apps/details?id=com.SUZUKI.SUZUKImySPIN iOS: https://apps.apple.com/us/app/suzuki-myspin/id1528917673</p>
What is the cost of using the SUZUKI mySPIN application?	<p>The SUZUKI mySPIN application can be installed free of cost from the Apple Store or the Google Play site. (Excluding the communication charges.) The SUZUKI mySPIN standard application can be used free of cost.</p>
What is the display language for the SUZUKI mySPIN application?	<p>The SUZUKI mySPIN application automatically selects the display language based on the language set by the customer on their smartphone. To change the display language, change the smartphone language settings.</p>
Compatibility	
I have purchased a used motorcycle compatible with the SUZUKI mySPIN application. Can I connect my smartphone?	<p>You can connect your smartphone by installing the SUZUKI mySPIN application on it. For details on the models of smartphones on which the application can be installed, and the operation method, refer to the QR code in the Owner’s manual or the SUZUKI mySPIN application manual accessed from the following link: https://www.globalsuzuki.com/motorcycle/app/suzukimyspin/suzukimyspin_faq_man_slctn_lang.pdf</p>
Can the SUZUKI mySPIN application be used in any vehicle?	<p>This application cannot be used in vehicles other than those that support the SUZUKI mySPIN application.</p>

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Question	Description
Smartphone	
Which smartphones are supported?	<p>To use the SUZUKI mySPIN application, you will require a smartphone equipped with iOS or Android. This application has been developed to operate with the latest OS. For details on the supported models and OS versions, check the following link destinations: Android OS: https://play.google.com/store/apps/details?id=com.SUZUKI.SUZUKImySPIN iOS: https://apps.apple.com/us/app/suzuki-myspin/id1528917673</p>
Can multiple smartphones be used in a single vehicle compatible with SUZUKI mySPIN?	<p>Yes. All smartphones on which the SUZUKI mySPIN application has been installed and that are equipped with the required communication specifications can be used in vehicles compatible with SUZUKI mySPIN. Up to two smartphones can be registered for a single vehicle. Moreover, of the two smartphones, only one can be connected at one time. (The smartphone to be connected can be selected from those displayed on the vehicle meter.) See the Owner's manual for details on the method of setting the smartphone to be connected.</p> <p>If the rider and the co-passenger register their respective smartphones when taking turns to drive, select the smartphone for connection by operating the vehicle meter display before you start driving. The selected smartphone cannot be changed while the vehicle is running.</p>
Should the smartphone software be always the most current version?	<p>Since smartphone software is repeatedly updated, it is recommended to maintain it in the most-current version.</p>
Installation	
Is it necessary to create a new account (user registration) for using the SUZUKI mySPIN application?	<p>There is no need to create a special account (user registration) for using the SUZUKI mySPIN application. However, you need to have an Apple or Google account for downloading the SUZUKI mySPIN application from the Apple Store or Google Play site.</p>
Connection	
How should the smartphone be connected to the vehicle?	<p>The smartphone is connected via a wireless connection using Bluetooth® and Wi-Fi. For details, refer to the SUZUKI mySPIN application manual. For details on the operation method, refer to the QR code in the Owner's manual or the SUZUKI mySPIN application manual. (Specified in the setup method of Bluetooth® in the application manual.)</p>
Why doesn't my smartphone connect to the vehicle?	<p>When connecting your smartphone to the vehicle, check the following points:</p> <ul style="list-style-type: none"> - Make sure that your smartphone model and the OS version are compatible. Android OS: https://play.google.com/store/apps/details?id=com.SUZUKI.SUZUKImySPIN iOS: https://apps.apple.com/us/app/suzuki-myspin/id1528917673 - Make sure that your smartphone screen is not OFF or locked. - Try connecting with your smartphone cover or flip case open. (If the smartphone cover or flip case is closed, the screen may automatically turn OFF or get locked.) - Make sure Wi-Fi and Bluetooth are connected as there is a possibility that they may not be connected. - You may also be able to solve the problem by closing all applications other than the SUZUKI mySPIN application.
Will I be able to use the other functions of the smartphone when I am using the SUZUKI mySPIN application function by connecting the smartphone and the vehicle via Wi-Fi and Bluetooth®?	<p>During the time your smartphone is connected to the vehicle through the SUZUKI mySPIN application, the screen is locked by the application. Therefore, you cannot use any other function. However, the smartphone itself can be operated by returning to the home screen of the smartphone, but in that case mySPIN is not displayed on the vehicle meter.</p>
Does the SUZUKI mySPIN application use mobile data communications?	<p>Yes, the SUZUKI mySPIN application uses mobile data communications. The SUZUKI mySPIN application occupies the Wi-Fi line when communicating between the customer's smartphone and the vehicle.</p>
What happens when the vehicle is running at a location with poor communication conditions?	<p>If cell (mobile) reception is poor, calls and map display may not operate correctly until the communication condition improves.</p>

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Question	Description
Operation	
My music is saved in the cloud. Can the SUZUKI mySPIN application access it?	This is possible only with iOS. In the SUZUKI mySPIN application for iOS, music files saved in the cloud can be used via the [Music] application. For this, you must enable [Cloud Music] from the [Settings] section of the application. If the network communication status is poor, playback may be restricted.
Can the SUZUKI mySPIN application access personal data such as the current location, location history, contact list, and the like?	The SUZUKI mySPIN application can access such personal data, but cannot send or save the personal data at a specific location. For details on the privacy policy of the SUZUKI mySPIN application, refer to the SUZUKI mySPIN application (Menu -> [Information] -> [Legal Information]).
Is my SUZUKI mySPIN application the latest version?	The version of the installed SUZUKI mySPIN application can be checked from the smartphone menu (at the top left) when the application is being displayed. From the menu, select [Information] and then [Version]. The most recent version can be checked from the Apple Store or Google Play site. Android OS: https://play.google.com/store/apps/details?id=com.SUZUKI.SUZUKImySPIN iOS: https://apps.apple.com/us/app/suzuki-myspin/id1528917673
If I want to use the SUZUKI mySPIN application for iOS, why must I unlock my iPhone after making a call?	This is because of an Apple security function. If a call is made after the time set in [Auto-lock] is exceeded, your smartphone will be locked even if connected to the SUZUKI mySPIN application. You can change the settings so that [Auto-lock] is not applied. In the [Automatic Lock] settings of the smartphone, select [No]. Take note that in specific conditions such as if the iPhone is a company phone and you need to enter a PIN No. in order to unlock it, you may not be able to select [No] in the [Automatic Lock] settings.
Can the applications loaded as a standard in the SUZUKI mySPIN application, and third party applications be used while driving?	Although the SUZUKI mySPIN application will run while you are driving, you will not be able to operate your smartphone, and it can be operated only by the handlebar switch of your vehicle. However, some functions that are likely to hinder or obstruct driving during the operation are disabled. For details on the functions that are disabled, refer to the Owner's manual of the vehicle. With regard to third-party applications too, some functions may be unusable or restricted.
Once the smartphone is connected to the vehicle, how is the infotainment system to be operated?	When you connect your smartphone to the vehicle's meter, the home screen of the applications that have been selected and set in the SUZUKI mySPIN application is displayed. Use the handlebar switch to change between home screens. You can select, set, and open the desired application with the handlebar switch. To close an application, use the arrow at the top left of the display.
When an application is displayed on the vehicle's screen, how can I open another application?	If you press and hold the left cross key on the handlebar switch, the home screen of the SUZUKI mySPIN application will appear on the meter display. You can select another application from here.
When you call, the meter on background displays "Lost frame transmission~" Why is that?	In iOS 14 or later, due to OS restrictions, you cannot display mySPIN in the background during a call or talking. In addition, if the same condition occurs in the OS version of Android 9 or previous, please select SUZUKI mySPIN from the Android terminal settings. Allow or enable "Overlay on top of other apps".

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Question	Description
Applications	
How can I check if the application I want to use can be used with the mySPIN application?	All applications that can be used in the region set by the user appear under [My Applications] in the SUZUKI mySPIN application.
Why am I not able to use an application that I was using in another country in my own country?	The countries in which each third-party application can be used are predetermined. These applications cannot be used in other than the set regions.
Why are all smartphone applications not compatible with SUZUKI mySPIN?	Only the applications approved for SUZUKI mySPIN can be used with SUZUKI mySPIN.
How can I update an application or contents (For example, the latest road map or bug fixing)?	The customer must update the applications and contents themselves based on the most recent information from the Apple Store and Google Play.
Third-party applications	
I would like to know about the third-party applications that can be used.	The list of new applications that can be used is automatically updated in the SUZUKI mySPIN application, and is also displayed in the SUZUKI mySPIN application.
Is the SUZUKI mySPIN application to be kept open at all times when the smartphone is connected to the vehicle?	No, SUZUKI mySPIN does not need to be kept open at all times. In the case of an Android smartphone, it is recommended to select [Always allow] when the respective window appears. In the case of iPhone, a window asking whether or not to open the application appears. (When an application has not yet been executed.) To connect, it is necessary to unlock the iPhone.
What is the price of a third-party application compatible with the SUZUKI mySPIN application?	While the SUZUKI mySPIN application can be obtained free of cost from Google Play and Apple's App Store, the applications of other third-party vendors may be available through the purchase of a separate paid plan.
Does the SUZUKI mySPIN come with a standard navigation function?	A map reading function is available as a standard application function in the SUZUKI mySPIN application. However, the map reading function is not a navigation function. Depending on the usage region, you may be able to use a third-party navigation application.
There is a problem in a specific third-party application. Who shall I contact?	If you have any questions concerning the functions of a third-party application, please contact the application developer.
I would like to know about the usage method of third-party applications.	Refer to the manual in each application. The SUZUKI mySPIN application does not include a manual concerning third-party applications.

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- Google, Android, and Google Play are trademarks or registered trademarks of Google LLC.
- The iPhone trademark is used under license from Aiphone Co., Ltd.
- Wi-Fi is a registered trademark of the Wi-Fi Alliance.
- Bluetooth is a registered trademark of Bluetooth SIG, Inc. in the United States.
- If you are unable to access the download page from the URL or QR code, please search for "SUZUKI mySPIN" on the app store.

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