

SUZUKI mySPIN FAQs

Where to get service/support	<p>Make inquiries below if an operation-related problem occurs or a problem cannot be handled using the FAQs.</p> <p>① SUZUKI Customer Consultation Room website https://www.suzuki.co.jp/corporate/faq/</p> <p>② Authorized Suzuki dealer (search for shops near you) https://www1.suzuki.co.jp/motor/shops/index.php</p>
-------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Term	Details
SUZUKI mySPIN application (launcher application)	To use SUZUKI mySPIN, this application must be installed on your smartphone from Google Play or the App Store. This application allows you to connect your smartphone and vehicle via Bluetooth® or Wi-Fi, and to display and operate applications compatible with SUZUKI mySPIN on the meter.
SUZUKI mySPIN standard applications	Applications that come standard with the SUZUKI mySPIN launcher application. Includes maps, music, calls, contact list and calendar.
SUZUKI mySPIN third-party applications	Third-party applications developed by application suppliers other than Suzuki that run on the SUZUKI mySPIN application. A registration or agreement between you and the third-party application supplier may be needed to use these applications.

Question	Description
General description	
What functions does the SUZUKI mySPIN application offer?	By installing the SUZUKI mySPIN application in your smartphone in advance, the application linked to the vehicle starts up and functions as a launcher application. A smartphone that has been connected once is automatically connected subsequent times so that the applications can be displayed and operated on the vehicle meter. The applications that can be displayed and operated include calls, contact list, maps, music, and calendar services. Note that no navigation function is provided as standard. To use navigation, you will need to install and register to use a third-party application that supports SUZUKI mySPIN.
How can I use the SUZUKI mySPIN application? Where can I get it?	<p>To use the SUZUKI mySPIN application, you need a smartphone and the SUZUKI mySPIN application to connect your smartphone to the vehicle meter. SUZUKI mySPIN is available as Apple iOS and Android applications that can be downloaded free of charge from App Store and Google Play. You can move to the SUZUKI mySPIN download location using the QR code printed in the vehicle owner's manual.</p> <p>You can also download the application from the following URLs. Android OS : https://play.google.com/store/apps/details?id=com.SUZUKI.SUZUKImySPIN iOS: https://apps.apple.com/us/app/suzuki-myspin/id1528917673</p>
The SUZUKI mySPIN application does not appear in App Store and Google Play, so I can't get it.	<p>Check whether the installation of applications is prohibited in your smartphone settings.</p> <p>If you are unable to install the application even if the installation of applications is not prohibited, the country/region where you live may be a country/region where the SUZUKI mySPIN application cannot be distributed.</p> <p>In this case, inform the motorcycle dealer where you purchased the vehicle or an authorized Suzuki dealer. After confirming the details of the laws and regulations of your country/region and Suzuki's service status, we will deliver the application if possible.</p> <p>Note that we may not be able to respond to all requests due to individual circumstances such as the laws and regulations of each country.</p> <p>If the installation of applications is prohibited in your smartphone settings, refer to your smartphone user manual and change the setting.</p>

Continued on next page

Question	Description
How much does it cost to use the SUZUKI mySPIN application?	SUZUKI mySPIN can be installed free of charge from the App Store or Google Play website. (Excluding communication costs) The SUZUKI mySPIN standard applications can be used free of charge.
What is the display language for the SUZUKI mySPIN application?	The SUZUKI mySPIN application automatically selects the display language that is set in your smartphone. To change the display language, change the smartphone language settings.
Compatibility	
I have purchased a used motorcycle compatible with the SUZUKI mySPIN application. Can I connect my smartphone to it?	Yes, you can connect your smartphone by installing the SUZUKI mySPIN application in it. For details about the smartphone models on which the application can be installed and how to operate it, refer to the QR code in the owner's manual or to the SUZUKI mySPIN application manual accessed from the following link: https://www.globalsuzuki.com/motorcycle/app/suzukimyspin/suzukimyspin_faq_man_slctn_lang.pdf
Can the SUZUKI mySPIN application be used in any vehicle?	It can only be used in vehicles that support the SUZUKI mySPIN application.
Smartphones	
Which smartphones are supported?	A smartphone running iOS or Android is required to use the SUZUKI mySPIN application. This application was developed to run on the latest OS. Check the following link for details about the compatible models and OS versions. Android OS : https://play.google.com/store/apps/details?id=com.SUZUKI.SUZUKImySPIN iOS: https://apps.apple.com/us/app/suzuki-myspin/id1528917673
Will this application work on tablets, smart watches and foldable smartphones?	No, they are not supported.
Can multiple smartphones be used with a single SUZUKI mySPIN-compatible vehicle?	Yes. Any smartphone in which the SUZUKI mySPIN application has been installed and offers the required communication specifications can be used with a SUZUKI mySPIN-compatible vehicle. However, a maximum of only two smartphones can be registered per vehicle. Only one of these two smartphones can be connected at any time. (The smartphone to connect can be selected on the meter.) Refer to the owner's manual for details about how to set the smartphone to connect. If both the rider and pillion passenger register their respective smartphones and take turns to drive, select the smartphone you want to connect on the vehicle meter display before starting driving. The selected smartphone cannot be changed while driving the vehicle.
<ul style="list-style-type: none"> • Must the smartphone OS always be the most current version? • The application stopped working after updating to the latest smartphone OS version. • Which OS are compatible with this application? 	Check if the smartphone model and OS version used are compatible with the application version. Android OS : https://play.google.com/store/apps/details?id=com.SUZUKI.SUZUKImySPIN iOS: https://apps.apple.com/us/app/suzuki-myspin/id1528917673
Installation	
Do I need to create a new account (user registration) to use the SUZUKI mySPIN application?	There is no need to create a special account (user registration) to use the SUZUKI mySPIN application (launcher application) and the standard applications. However, you need an Apple or Google account to download the SUZUKI mySPIN application from the App Store or Google Play website. For a third-party application, follow the instructions of the third-party application supplier on the App Store or Google Play website.

Continued on next page

Question	Description
Connection	
How do I connect the smartphone to the vehicle?	<p>The smartphone is connected via a wireless connection using Bluetooth® or 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. (The Bluetooth® setup method is described in the application manual.)</p>
Unable to connect the smartphone to the vehicle. The connection is cut after it is established.	<p>Check the points below when connecting the smartphone to the vehicle.</p> <ul style="list-style-type: none"> - Check if the smartphone model and OS version you are using 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 auto-lock is OFF. - Try connecting while the cover or flip case is open. (The screen may automatically turn off or become locked when the cover is closed.) - Maybe there is no Bluetooth or Wi-Fi connection. Please check. - The problem may be resolved by closing all applications apart from the SUZUKI mySPIN application. <p>If the measures above do not improve the issue, try the [Recovery method] at the bottom of the FAQs.</p>
Can I use other smartphone functions while using the SUZUKI mySPIN application functions when there is a Wi-Fi or Bluetooth® connection between the smartphone and vehicle?	<p>When the smartphone is connected to the vehicle with the SUZUKI mySPIN application, the application locks the screen so that you cannot perform any operation apart from disconnecting SUZUKI mySPIN.</p>
Does the SUZUKI mySPIN application use mobile data communication?	<p>Yes, the SUZUKI mySPIN application does use mobile data communication. The SUZUKI mySPIN application exclusively occupies the Wi-Fi connection during communication between your smartphone and the meter.</p>
What happens when I am riding in a location with poor communication conditions?	<p>Calls and maps display may not operate correctly until the communication conditions improve.</p>
Operation	
Can I use the smartphone auto-lock function?	<p>No, the smartphone auto-lock function cannot be used. The smartphone automatic lock function must be turned off in order to use this application.</p>
The smartphone battery runs out fast.	<p>As this application uses many smartphone functions, the power consumption tends to be higher than normal use. You can reduce power consumption slightly by using the battery management functions, such as dimming the smartphone screen in the smartphone settings.</p>
The smartphone gets hot. The smartphone may stop operating if it overheats.	<p>Use the smartphone battery management function to check if the battery is working properly. If there are no problems with the battery, use the application after storing your smartphone in a well-ventilated place away from sunlight. If the smartphone stops working due to overheating, stop the vehicle in a safe place and disconnect the smartphone from the vehicle.</p>
My music is saved in the cloud. Can the SUZUKI mySPIN application access it?	<p>This is possible only with the iOS version. The SUZUKI mySPIN application for iOS can access music files saved in the cloud via the Music application. To do this, you must enable [Cloud Music] in the [Settings] section of the application. Playback may be restricted if the network communication status is poor.</p>
Can the SUZUKI mySPIN application access my personal data such as current location, location history, and contact list?	<p>The SUZUKI mySPIN application does handle such personal data but cannot save it or send it outside the smartphone. For details about the SUZUKI mySPIN application privacy policy, see [Information] -> [Legal Information] in the SUZUKI mySPIN application menu.</p>

Continued on next page

Question	Description
Do I have the latest version of the SUZUKI mySPIN application?	<p>The version of the installed SUZUKI mySPIN application can be checked in the top-left menu of the smartphone when the application is displayed. In the menu, select [Information] -> [Version]. You can check the latest version on the App Store or Google Play website.</p> <p>Android OS : https://play.google.com/store/apps/details?id=com.SUZUKI.SUZUKImySPIN iOS: https://apps.apple.com/us/app/suzuki-myspin/id1528917673</p>
When I want to use the SUZUKI mySPIN application for iOS, why do I have to unlock the iPhone after making a phone call?	<p>This is due to an Apple security function. If a phone call lasts longer than the set [Auto-Lock] time, the phone locks even if the SUZUKI mySPIN application is connected. [Auto-Lock] can be turned off in the settings. Set the smartphone [Auto-Lock] setting to [OFF]. Note that in certain situations, such as when your iPhone is a company phone and you have to enter a PIN number to unlock it, you cannot set the [Auto-Lock] setting to [OFF].</p>
Can I use the applications that come standard with the SUZUKI mySPIN application and third-party applications while driving?	<p>Although the SUZUKI mySPIN application will work while driving, operation from the smartphone is disabled and the application can be operated only using the vehicle left handlebar switch. However, some functions may be disabled during driving if their operation can hinder or obstruct driving. Refer to your vehicle's owner's manual for details about the functions that are disabled. In addition, some third-party application functions may be unavailable or limited.</p>
How do I operate the infotainment system when my smartphone is connected to my vehicle?	<p>When a smartphone is connected to the vehicle's meter, the home screen of the application selected in the SUZUKI mySPIN application is displayed. You can then switch screens or select and run the desired application by operating the left handlebar switch. To close an application, use the arrow at the top left of the display.</p>
How can I open an application when another application is already displayed on the vehicle screen?	<p>Press and hold the left cross key on the left handlebar switch to display the home screen of the SUZUKI mySPIN application on the meter display. You can select another application from here.</p>
When making a call, the meter background displays "Lost frame transmission~". Why is that?	<p>Due to OS restrictions in iOS 14 or later, mySPIN cannot be displayed in the background when dialing or during a call.</p> <p>Also, if the same symptoms occur in Android 9 or earlier OS versions, select SUZUKI mySPIN in the Android device settings and enable or allow "Overlay on top of other apps".</p>
Can I set the music playback volume and phone call volume separately when a headset is connected to the vehicle?	<p>Individual settings can be made in the smartphone. Make these setting before connecting the smartphone to the vehicle.</p> <p>When driving in vehicle mode with a headset connected to the vehicle, you can adjust the volume of music and calls using the left handlebar switch.</p>
When I connect a headset to the vehicle, can I use my headset to communicate with the headset of a rider riding next to me?	<p>It depends on the functions of the headset used by the person accompanying you. For more details, read the manual of the headset you are using.</p>

Continued on next page

Question	Description
Standard applications	
An application I used in another country is no longer available in my country. Why is that?	The countries where an application can be used are determined for each third-party application. It cannot be used outside of the set region.
Why aren't all smartphone applications compatible with SUZUKI mySPIN?	SUZUKI mySPIN can only be used with applications approved for SUZUKI mySPIN.
How can I update applications and content? (For example, the latest road maps and bug fixes.)	You need to update applications and content based on update information from the App Store and Google Play.
Does SUZUKI mySPIN offer navigation functions as standard? I cannot start navigation in the [Maps] application.	The standard [Maps] application in the SUZUKI mySPIN application offers functions to browse maps and search and display routes, but it does not have navigation functions to provide step-by-step route guidance while driving. Third-party navigation applications may be available, depending on your region.
I want to search for a route in the [Maps] application on my smartphone screen.	While connected to the vehicle, you cannot operate the smartphone except to disconnect SUZUKI mySPIN. In the vehicle mode, use the left handlebar switch.
Does the [Music] application support music streaming?	Music streaming is only possible when you are using the SUZUKI mySPIN application on an Apple iPhone and you have an Apple Music contract.
When I connect a headset to the vehicle while using the [Music] application, I can no longer operate music playback with the headset button.	When using SUZUKI mySPIN, the volume control and music playback stop function are operated from the left handlebar switch.
Third-party applications	
I'd like to know which third-party applications I can use.	The list of newly available applications is automatically updated and displayed in the SUZUKI mySPIN application.
My favorite application does not appear in the third-party applications list. Is there a way to add it?	Only standard applications and third-party applications specified by SUZUKI mySPIN can be used, and no others can be added.
Does the SUZUKI mySPIN application have to be kept open while the smartphone is connected to the vehicle?	No, it does not have to be kept open at all times. In the case of an Android smartphone, you are recommend to select [Always allow] when each window appears. In the case of an iPhone, a window prompts whether or not to open the application. (If the application is not already running.) The iPhone has to be unlocked to make the connection.
How much do third-party applications compatible with the SUZUKI mySPIN application cost?	The SUZUKI mySPIN application is available free of charge from Google Play and Apple's App Store, but other third-party vendor applications may require the purchase of a paid plan.
Do any third-party applications support music streaming?	No, there are no compatible applications.
I am having problems with a specific application. Who should I contact?	For questions about the functionality of a third-party application, contact the application developer.
I'd like to know how to use a third-party application.	Refer to the manual within the application. The SUZUKI mySPIN application does not include manuals for third-party applications.
Recovery method	
The situation did not improve after following the FAQs above.	When an issue occurs, try the vehicle mode after performing the following measures one by one. Also, if a problem occurs, perform the items below and try the vehicle mode again. <ul style="list-style-type: none"> - Turn the vehicle ignition OFF and back ON - Restart the headset - Close and restart the application - Restart the smartphone - Update application version to latest and restart it - Update the smartphone OS to a version compatible with the application and restart the smartphone - Delete and reinstall the application and set it up again

- Apple, the Apple logo, and Mac OS are trademarks of Apple Inc., registered in the U.S. and other countries.
- iOS is the name of the Apple Inc. OS. IOS is a trademark or registered trademark of Cisco or its affiliates in the United States and other countries, and is used under license.
- App Store is a service mark of Apple Inc.
- 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. of the United States.
- If you cannot go to the download page from the URL or QR code, search for “SUZUKI mySPIN” in the store.

© Suzuki Motor Corporation, 2023. All right reserved.