

Van Raam App FAQ.

What can I do with the Van Raam App.

The Van Raam App is an App for Android and IOS. This app can be used as luxury bike computer on the electrical bikes of Van Raam from may 2016. with Van Raam bikes with the Silent system form May 2016. Bikes that have an older system can be adapted and updated so that those bikes can connect also to the Van Raam App. The cost of the update varies per bike.

You can use the app as bike computer, the dashboard shows the actual speed, total distance, trip counter and power usage. For more bike data you can go to the detail screen. This screen shows among other things average speed, pedal force and cadence.

Besides the app has the function to adjust your support while cycling. You can adjust the supportmodes 1, 2 and 3.

How do I download the Van Raam App?

You can download the Van Raam App on Google Play Store or Apple App Store.



<https://play.google.com>



<https://itunes.apple.com>

What do I need to use the Van Raam App?

To use the Van Raam App you need a Van Raam Bike with the Silent electrical system. This system is only delivered by Van Raam. The electrical system needs to have the Smart Display and programmed with the right firmware. When your bike is delivered from may 2016 and the bike has the Smart display the bike is ready to connect with the Van Raam App.

Besides you need a smartphone. The Van Raam App can be used from Android smartphones from Android 4.4 or higher or Iphone 4S or higher and IOS8 and Bluetooth Low Energy V4.0 or higher.



The Smart display

What is My Van Raam account?

A Van Raam account is a account by Van Raam which you get entrance to the app. When you have an account you could connect with your Van Raam bike.

How do I make a account/ how do I register?

To use the Van Raam App you have to register. To register you need a E-mail address. After that you have to fill in the frame number of the bike.

After you filled in the frame number you have to chose the password. The password must have at least: 1 capital, 1 lowercase, 1 number and a minimal length of 8 characters. This password must be filled in 2 times.

Under the password you can change your language preference.

At last you have to agree to the privacy statement.

When you press the "Register" button, there will be send an E-mail with a verification link.

For more information click [here](#).

How do I know what my registration code is?

Your registration code is the frame number of your Van Raam bike. The frame number of the bike is always on the frame of the bike. You find the place of the frame number in the table below.

Bike	Place of the framenummer.
Balance	Behind the saddle tube
Maxi	
Maxi Comfort	
Midi	
Mini	
O-pair	
Velo Plus	
Easy Go	On the handle stem
Easy Rider	On the frame tube under the seat
Easy Rider Junior	
Easy Sport	
Fun2Go	Under the co-driver's seat
Kivo	On the back saddle tube
Kivo plus	
Twinny	
Twinny Plus	

How do I login?

When you are registered by Van Raam and you verified the registration by e-mail, you can fill in your e-mail address and password in the login screen. After pressing "login" you are logged in. For more information click [here](#).

What are the requirements for an e-mail address?

The e-mail address must be valid. The verification of your registration is send to this e-mail address. For more information click [here](#).

What are the requirements for a password?

The password must have at least: 1 capital, 1 lowercase, 1 number and a minimal length of 8 characters.

I forgot my password, what do I have to do?

On the login screen there is a button "Forgot password". You get a screen where you can fill in your e-mail address. After that a link is send to your e-mail address. This is a link to a webpage where you can choose your new password.

How do I connect with the Van Raam App?

1. Activate your electrical system by pressing the on/off button. When the button is pressed al the LED's will light up.
2. Wait until the on\off button blinked blue one time.
3. Go to the screen "Bike selection" in the Van Raam App.
4. Press the button "Search for bikes".
5. You can press the section with your bike in it and the Van Raam App will make a connection.
6. When the on/off button on the Smart Display lights continue blue then there is a connection, and you can see data on the dashboard of the app.

How do I see that my bike is connected to the Van Raam App?

In the right upper part of the dashboard there is a connection symbol. When there is a line through the symbol there is no connection. When there is no line through the symbol there is connection. Besides you can see it on the Smart Display, when the on/off button is blue there is a connection.

I can't establish a connect with my Van Raam bike, what do I have to do?

- The bike must be turned on. It takes about 10 seconds before the bike is ready to connect. When the bike is ready, the on/off button flashes blue.
- The Bluetooth of your smart phone has to be turned on.
- Please hold your smartphone close to the Smart Display.
- Select the right bike.
- Close the Van Raam App completely, it may not be active in the background.
- Deactivate the Bluetooth of your smartphone en reactivate it again.
- When the bike doesn't connect at all please contact Van Raam.

What does the SOS button do?

The SOS button sends a message to the telephone number you choose. This is a message with GPS data with a direct link to Google Maps so the person can see where the SOS button was pressed so they can offer help.

For more information click [here](#).

How can I change the SOS number?

You can change the SOS number in the settings screen.

For more information click [here](#).

How can I change the SOS name?

You can change the SOS name in the settings screen.

For more information click [here](#).

Will there be any costs while using the Van Raam App?

The Van Raam App sends cycling data to Van Raam, when you use mobile data, then it can bring some costs. You can prevent this to choose "Send data only when connected to a WiFi-network" in the settings screen.

For more information click [here](#).

What are the costs when I send data by mobile data?

This varies per subscription and provider. Inquire your provider about the costs. One hour of cycling delivers about 200 kB data.

What if I don't have a data connection?

When you don't have a WiFi connection and you only send data by WiFi, then the App saves all the data and when there is a WiFi connection and the Van Raam App is still open it sends all the data to Van Raam.

When you have no internet at all you can't register, login, change your language, change the SOS data or change your password. What does function: connect to the bike, dashboard, detail screen and change from recipe

What is done with the collected data?

The data that is collected consists among other things of location, battery data, power usage, failures, etc.

With this data Van Raam can see when failures happen and Van Raam can deliver a good solution. Besides Van Raam can get understanding in the usage of the Van Raam bikes so Van Raam can use this data for new developments.

How can I add another bike?

In the screen "Bike selection" you can add a bike by pressing "Add bike". Fill in the frame number and press "OK". This has to be done only once.

What does the trip counter?

The trip counter counts the distance in km/h from the moment the counter was reset for the last time.

What can I reset?

The trip counter, maximum speed and average speed can be reset.

How do I reset the trip counter?

You can reset the counter by pressing the "R" on the dashboard or in the detail screen next to the counter.

How can I reset the maximum of average speed?

You can reset the maximum or average speed by pressing the "R" next to "Maximum speed" or "Average speed" in the detail screen.

What are recipes?

A recipe is a package of settings for the bike. In the recipe is the amount support programmed of the three support modes. A recipe is a collection of parameters that can be send at once.

Why can I change from recipe?

You can change your recipe so that you can choose yourself if you want more or less support. When you for example when you cycle in a mountainous place you want more support.

What is the difference between the recipes and the supportmodes on my Smart Display?

The supportmodes 1, 2 and 3 are certain degrees of support. The degree of support is decided in the recipe. When the recipe is changed it can be that the support of the supportmodes is changed.

How can I choose my recipe?

You can choose your recipe in the screen "Recipes" and by pressing "Send to bike" you change your recipe in the bike.

I don't have a Van Raam bike, can I connect and cycle with the Van Raam App?

No, you cannot. You only can connect Van Raam bikes with the silent electrical system in combination with a Smart Display with the Van Raam App.

How do I take my smartphone with me on the bike?.

There are many holders for sale for smartphones that can be assembled on the steer. Ask your Van Raam dealer for more information.