TRIUMPH

My Triumph Connectivity - FAQ

This handbook contains information on the My Triumph Connectivity - FAQ. Always store this Owner's Handbook with the motorcycle and refer to it for information whenever necessary.

The information contained in this publication is based on the latest information available at the time of printing. Triumph reserves the right to make changes at any time without prior notice, or obligation.

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Publication part number Connectivity FAQ-US-EN issue 4

CONTENTS

This handbook contains a number of different sections. The table of contents below will help you find the beginning of each section where, in the case of the major sections, a further table of contents will help you find the specific subject required.

The information below is not intended to replace the My Triumph Connectivity Handbook, which should be the first point of reference when using the My Triumph Connectivity System. It does, however, highlight solutions to some frequently asked questions from our users.

Always make sure you are using the latest available version of the My Triumph app, available from the iOS and Android app stores.

If the points below do not resolve your issue, switch the ignition off and back on. This breaks and remakes the connections between the motorcycle and the connected devices.

If you are still unable to resolve the issue you are experiencing, please contact your authorized Triumph dealership for further assistance.

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Is the Triumph Connectivity system available for my motorcycle?

The My Triumph Connectivity System is currently available for the Triumph Scrambler 1200 and Rocket 3 models, via the purchase of an accessory fit My Triumph Connectivity Module. Other models will be added to this list as they become available.

The My Triumph Connectivity System is not available for models which do not have TFT instruments.

How do I connect a device to the My Triumph Connectivity system?

The My Triumph Connectivity Module acts as a *Bluetooth* router, and manages all of the different connections to the motorcycle.

All connections should be made with the My Triumph Connectivity Module, rather than connecting the individual devices together. Please refer to the My Triumph Connectivity Handbook for full details of how to connect a device.

I cannot connect any devices to my Triumph motorcycle?

Please make sure that the My Triumph Connectivity System is compatible with your motorcycle, and that the accessory My Triumph Connectivity Module has been installed by an authorized Triumph dealer. The dealer will make sure the instrument pack software is updated and configured correctly to work with *Bluetooth*.

Make sure that *Bluetooth* is enabled and discoverable on all external devices, and that the devices are in range.

Certain features do not seem to work correctly when using the My Triumph Connectivity system

Although *Bluetooth* wireless technology provides a convenient way to connect multiple devices together, it depends on all devices transmitting reliably and interpreting each other's signals correctly.

Some phones may have difficulties connecting with *Bluetooth* and not all features will be available to all phones. This is dependent on the phone's specifications and settings. Software updates on phones may impact the *Bluetooth* connectivity and accessibility to all or some features.

If devices fail to connect or features do not work as expected, first check that they are all set up and configured correctly (see My Triumph Connectivity Module Owner's Handbook).

If devices still fail to connect or features do not work as expected when using an iPhone, you may need to delete all previously paired devices from the paired devices menu on the motorcycle. Also delete the motorcycle from the iPhone's previously paired menu. Complete the set up and configuration procedure again.

A previously paired device has not automatically reconnected

It can take up to 30 seconds for previously connected devices to automatically reconnect after turning the ignition off and back on.

If you have waited longer than 30 seconds and no connection is made, make sure the device is turned on and in range (refer to the device manufacturer's instructions for information about the expected range).

In the paired devices menu, check that the device in question is on the list, and that a tick appears next to the name. If it is not present, repeat the pairing process. If the device is present but there is no tick, select the device and choose "select" to force reconnection.

If connection is still not made, make sure that the instructions provided in the My Triumph Connectivity Module Owner's Handbook have been followed correctly and, if necessary, repeat the process.

Why have I been asked for permission to access various functionalities on my phone?

We need to ask for your permission to access various functionalities on your phone, in order to enable some features of the My Triumph Connectivity System. If permission is not given, some features may not function correctly.

Refer to the phone manufacturer's instructions for details of how to adjust these permissions once granted or denied.

The instrument pack is not showing me a pairing request after I've requested it from my phone

The name of a *Bluetooth* device will need to be between 20 and 5 characters long to successfully pair with the instrument pack.

If your device name has less than 20 characters and more than 5, and you are still unable to pair your mobile device to your bike we recommend uninstalling and reinstalling the My Triumph application.

I cannot connect the Google Maps app to my Triumph motorcycle

The My Triumph Connectivity System is not intended to interface directly with the Google Maps app. Please download and use the My Triumph app (available for iOS and Android), which has been built with Google.

The My Triumph app does not recognize my email address as valid

Occasionally, your phone's autocorrect feature may add an additional space after your email address when entering it into the email address field. Please retry, making sure that the space is removed.

When adding a motorcycle to My Garage, I cannot find my Triumph in the list of available models

To add a Triumph motorcycle to My Garage, please use the "Add via Triumph VIN" option. Refer to the Owner's Handbook provided with your motorcycle for details of where to find your VIN.

Note that only Triumph motorcycles may be added in this way. Entering a VIN from another manufacturer will result in an error. Please use the "Add manually" option for other motorcycles.

After pairing my Android device to the instrument pack, the bike does not appear in the My Garage section of the app

Android devices should automatically add the bike into the My Garage section of the app after a successful pairing. Most of the time the bike will appear straight away, however occasionally it can take some time for the bike to be added into the My Garage.

If you are experiencing this we recommend leaving your device connected and allowing up to 5 minutes for the background pairing process to complete.

NAVIGATION AND THE MY TRIUMPH APP

Navigation does not work on my iPhone, but all other functionality works correctly

iOS devices use two *Bluetooth* connections: one for music, calls and messages; and one for navigation. Both must be connected in order to use the app and the navigation functionality. Make sure the iOS pairing instructions have been followed completely, including the stage to "enable" navigation within the My Triumph app. This "enable" stage makes the second *Bluetooth* connection, and can only be completed following the main pairing operation.

The "enable" phase may take up to 45 seconds to complete, but only needs to be done once.

Make sure you are not in the instrument menu structure prior to enabling navigation, to ensure that the connection request from the phone is visible on the instrument pack. Press the "home" button on the right-hand switch cube to enter/exit the menu structure.

Refer to the My Triumph Connectivity Handbook for full details of the connection process.

If the connections are completed in the wrong order (i.e. navigation is enabled before the first pairing is complete), the app may appear to be connected but no data will be transferred. If it is suspected that no data is being transferred, unpair both devices and repeat the steps described in the My Triumph Connectivity Handbook.

If the navigation still doesn't work then you may need to delete all previously paired devices from the paired devices menu on the motorcycle. Also delete the motorcycle from the iPhone's previously paired menu. Complete the set up and configuration procedure again.

I can plan a route on the My Triumph app, but I am unable to start turn-by-turn guidance

The My Triumph app will allow you to plan a route, but will not allow you to start turn-by-turn guidance unless an active connection to the My Triumph Connectivity System is detected.

Please make sure that the My Triumph Connectivity System is compatible with your motorcycle, and that the accessory My Triumph Connectivity Module has been installed by an authorized Triumph dealer. The dealer will make sure the instrument pack software is updated and configured correctly to work with *Bluetooth*.

Make sure that your motorcycle is turned on and in range, and that the pairing instructions provided in the My Triumph Connectivity Module Owner's Handbook have been followed correctly. If necessary, repeat the pairing process.

Can I change the language of the app and spoken instructions?

The My Triumph app uses the language (and region, in the case of iOS) set in your phone's operating system to automatically determine which language to display. 8 languages are supported: English, French, German, Italian, Spanish, Portuguese, Dutch, and Swedish. If the operating system language does not correspond to one of these 8 languages, the app will operate in English.

Can I change the voice of the spoken instructions?

Yes. The My Triumph app uses the phone's native text to speech engine to deliver the spoken instructions. By changing the default voice within the operating system menus, the voice will change for the spoken instructions. Refer to the phone manufacturer's instructions for how to change the voice for spoken content.

Note that this is limited to selecting a voice within the language currently being used. For example, if the phone's operating system language is French and you select a voice from the German list, the app will continue to speak with the default French voice.

Note also that Siri voices in iOS are not currently supported.

The My Triumph app keeps asking for permission to access my location

Access to your location is required in order to enable navigation. Without this access, it is not possible to calculate a route to your destination, or to determine your position along the route.

The My Triumph app keeps asking for my permission to access Bluetooth

Access to *Bluetooth* is required in order to enable navigation. Without this access, you phone will not be able to send navigation instructions to your motorcycle.

Connection between the My Triumph app and the My Triumph Connectivity system seems to drop during use

Make sure that the phone has sufficient charge and a mobile data connection (including data roaming, if applicable) before starting a ride. Following creation of the route in the My Triumph app, the data connection is only used to calculate a new route if you deviate from the currently planned route.

The phone's in-built GPS is used to determine your location throughout the ride (this does not contribute to your mobile data usage). GPS location relies on a good connection to a network of satellites. If you regularly receive a "No GPS signal" message while riding, stop the motorcycle and try repositioning your phone to somewhere with a clear line of sight to the sky.

If you have an Android device, make sure that battery optimization is turned off for the My Triumph app. Refer to the phone manufacturer's instructions for details of how to turn off battery optimization.

NAVIGATION AND THE MY TRIUMPH APP

The navigation keeps trying to send me back to the last waypoint on a multi-waypoint route

When navigating along a route with multiple waypoints, the My Triumph Connectivity System will attempt to take you to the precise location of each waypoint. In the event that you do not quite reach a waypoint, but begin riding towards the next waypoint, the system will attempt to recalculate a route to the missed waypoint. This is to avoid accidental rerouting to the next waypoint, when in fact the user had simply missed a turning to the original waypoint.

The system will attempt to recalculate a route to the missed waypoint a maximum of 3 times, at each point it detects a deviation from the planned route (generally at a junction). On the fourth deviation, it will calculate a route to the next waypoint.

My headset does not appear in the search list when trying to pair to the My Triumph Connectivity system

Make sure your headset is on and in "discoverable" mode, then restart the searching process on the instruments. Refer to the headset manufacturer's instructions for how to make sure your device is discoverable.

I get a 'PAIRING FAILED' message on the instruments when trying to connect my headset to the My Triumph Connectivity system

Make sure that the instructions provided in the My Triumph Connectivity Module Owner's Handbook have been followed correctly and, if necessary, repeat the process.

Some headsets may have difficulties connecting with *Bluetooth* and not all features will be available to all headsets. This is dependent on the headset's specifications and settings. Note that a small number of headsets may require a factory reset before being paired to the My Triumph Connectivity System.

I cannot hear any audio through my headset

First check that the headset is turned on and properly connected (see My Triumph Connectivity Module Owner's handbook). Check that the volume on your phone and the volume on your headset are both set to an appropriate level, and that your headset has been paired correctly to either "rider" or "pillion". Make sure that your headset is connected to the My Triumph Connectivity Module, rather than directly to your phone.

If audio is still not heard, make sure that the audio from your phone is being played via the My Triumph Connectivity Module, rather than through the phone itself or another connected device.

Make sure that the volume has not been muted on the instrument pack.

Refer to the phone manufacturer's instructions for how to change the volume and determine which device should be used to play audio.

HEADSET

The intercom mode on my headset does not work when using the My Triumph Connectivity system

The My Triumph Connectivity System includes an intercom feature, allowing communication between two headsets that have been connected to the My Triumph Connectivity Module. The headsets do not have to be from the same headset manufacturer.

The intercom button on your headset may not function as expected once connected to the My Triumph Connectivity Module. Instead, please enable the intercom via the intercom tray on the instruments.

Refer to the My Triumph Connectivity Handbook for details of how to connect your headsets and enable the intercom.

I am unable to control headset volume from the volume tray of the instrument pack

If you are unable to control audio volume from the bike this may be due to your headset not supporting this functionality. If this is the case you will need to control the volume directly on the device.

When not required the volume tray can be disable in the instrument packs settings. In the visible trays menu scroll down to "Volume" and deselect. This will remove the tick indicating the tray has been disabled. If you wish to re-enable the tray follow the same steps as mentioned above.

My GoPro does not appear in the search list when trying to pair to the My Triumph Connectivity system

Make sure your GoPro is on and in "discoverable" mode, then restart the searching process on the instruments. Refer to the GoPro instructions for how to make sure your device is discoverable.

Note that your GoPro may have more than one pairing/discoverable mode. Make sure it is set to the same mode as used to connect to GoPro's own app.

If using a new GoPro, make sure that it has been connected to GoPro's own app at least once before attempting to connect to the My Triumph Connectivity System. This allows the camera to connect to the Triumph system. After this initial connection with the GoPro app, this GoPro app is no longer required for connection to the My Triumph Connectivity System.

When pairing a GoPro, the instrument shows a 'PAIRING SUCCESSFUL' message, but the GoPro remains in the Pairing menu

If the instrument pack displays a "pairing successful" message, then pairing is complete and you can exit the pairing menu on the GoPro. Note that it may take up to 15 seconds for the GoPro information to appear in the GoPro tray in the instrument pack, following pairing.

I cannot turn my GoPro on using the My Triumph Connectivity system

The GoPro camera has three power modes: Off, Standby, and On.

When the GoPro is connected and in standby mode, the instruments will show "GoPro – Standby" and the name of the connected GoPro. To wake the GoPro from standby mode, when in the GoPro tray, press the joystick center for two seconds and wait up to 15 seconds for the device to connect. It is important to wait for this action to complete, as pressing any other buttons during this process may result in a further delay to the camera turning on.

The GoPro will turn off completely following 8 hours of inactivity. When the GoPro is completely off, it is not possible to turn it back on via the My Triumph Connectivity System. Turn the GoPro on manually before your ride to enable the power control functionality.

I cannot pair my action camera from another brand to the My Triumph Connectivity system

Only GoPro cameras may be connected to the My Triumph Connectivity System. Cameras made by other manufacturers are not supported.

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My phone does not appear in the Search list when trying to pair to the My Triumph Connectivity system

Make sure your phone is on and in "discoverable" mode, then restart the searching process on the instruments. Refer to the phone manufacturer's instructions for how to make sure your device is discoverable.

I get a 'PAIRING FAILED' message on the phone when trying to connect my phone to the My Triumph Connectivity system

Make sure that the instructions provided in the My Triumph Connectivity Handbook have been followed correctly and, if necessary, repeat the process.

Note that phone pairing must be initiated from the instrument pack, rather than from the phone. You must search for your phone on the instrument pack, rather than searching for your motorcycle on your phone.

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Expected notifications are not received on the instrument pack

Make sure the relevant notifications are enabled in the *Bluetooth* menu of the instrument pack. Refer to the My Triumph Connectivity System handbook for details of how to enable/disable notifications.

On iOS, make sure that notifications are enabled within the *Bluetooth* connection. Refer to the phone manufacturer's instructions for details of how to enable/disable notifications.

I cannot find the Bluetooth options on my instrument pack

Please make sure that the My Triumph Connectivity System is compatible with your motorcycle, and that the accessory My Triumph Connectivity Module has been installed by an authorized Triumph dealer. The dealer will make sure the instrument pack software is updated and configured correctly to work with *Bluetooth*.

Pairing devices to the motorcycle through the My Triumph Connectivity Module introduces several new trays. These are accessed using the joystick in the same way as other trays. Make sure the *Bluetooth* trays are displayed using the "visible trays" menu. Refer to the My Triumph Connectivity System handbook for details how to access this menu.

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Why has Triumph Motorcycles integrated what3words location technology into the My Triumph app?

Integrating what3words into the Bluetooth-compatible My Triumph Mobile App means that Triumph riders can use the what3words function of the app to navigate the world more easily and to meet friends in places without addresses, such as scenic roadside viewpoints or meeting places.

Triumph have recognized the potential of what3words and by bringing it to our customers we are removing the complexity associated with navigation and are providing a smoother and safer riding experience.

What's wrong with the street addresses we have already?

Even in the best-addressed cities in the world, street addresses are surprisingly unreliable and unhelpful when you're trying to navigate. Street names are often duplicated; there are 14 Church Roads in London, for example.

Place names can also be confusingly similar and easy to mistake when you type them into a navigation system.

Then there's the accuracy issue; street addresses drop a map pin in the center of a building, but they can't help you find a specific entrance or car park.

This means that even when you have a building number, address and postcode, you're still left driving around trying to work out exactly where you're meant to be.

And finally, street addresses don't cover many places our riders like to go. Beaches, parks and scenic viewpoints all have roads and car parks, but no addresses to use for navigation.

Customers generally enter the address of the nearest building and then try to work it out themselves - hardly a smooth and enjoyable experience.

What are the advantages of what3words?

Triumph chose to collaborate with what3words to provide precise, easy to use navigation to our riders. what3words addresses are easier to remember than a postal address and can be shared more accurately than any other location reference system, which makes it an ideal navigation solution for our adventurous riders.

Whether they're headed to a scenic roadside viewpoint, meeting place or exploring hard to find trails, Triumph riders will be able to find their way easily, anywhere in the world.

There are also enormous safety benefits of riders using what3words. Over 80 emergency services in the UK now accept what3words, so if a rider was to have an accident in a remote location they could find their what3words address through the My Triumph app. Then share their specific location to any participating emergency services, helping to improve their response time.

Which Triumph models can i use what3words technology on?

Any blue-tooth enabled bikes with the latest TFT instrument pack will be enabled to use what3words via the My Triumph app.

To use what3words on any other models they must have a TFT display and either factory installed Bluetooth or aftermarket dealer installed Bluetooth.

Where do i get what3words addresses from?

WHAT3WORDS

You can discover what3words addresses from what3words app or web by pressing anywhere on the map for the corresponding address. Just like a traditional address, you should always ask for a what3words address and always give a what3words address. They're being used all over the world in guide books like Lonely Planet, restaurant listings, email signatures, and invitations.

Bluetooth® functionality may vary due to hardware and software versions of the *Bluetooth* devices, individual device settings, phone book size, contact storage method and available memory.

Software updates on phones may impact *Bluetooth* connectivity functionality and performance.

Triumph cannot provide any guarantee of complete functionality between a *Bluetooth* device and the motorcycle.

Some functionality may not be fully supported in all markets.

The devices listed below have had their core functionality tested with the Triumph Connectivity Module. There may be devices not listed that may allow limited functionality.

Triumph reserves the right to modify the list of devices without notice.

Bluetooth Tested Devices

Phones

- ▼ Samsung Galaxy S8
- ▼ Samsung Galaxy S9
- ▼ Apple iPhone 7
- ▼ Apple iPhone 8 Plus
- ▼ Apple iPhone X

Headsets

- ▼ Sena 20S-01
- ▼ Cardo Scala Rider PACKTALK
- ▼ Sena SMH10D-10
- ▼ FreedConn BT Motorcycle Intercom.

GoPro

- ▼ Hero 7 Black.