



Infotainment Multistrada V4S Model Year 2021

Multistrada V4S Model Year 2021 (all versions)

Service Bulletin SRV-SRB-20-057

Date: December 17, 2020
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

This Service Bulletin is to provide you with some information relating to the connectivity and instrument panel of the new Multistrada V4S Model Year 2021, by providing the specific configurations to be used for the Ducati Connect and Sygic Apps, and some FAQs (Frequently Asked Questions) that may be useful to fix possible faults.

Smartphone configuration

Below are the configurations required on your smartphone for the correct operation of the Ducati Connect and Sygic Apps.

- Activate Bluetooth, Wi-Fi and GPS on your smartphone.
- Set the following permissions within the Ducati Connect App:
 - Access to Bluetooth
 - Access to GPS
 - Access to Contacts
 - Access to Music
 - Sending notifications
 - Access to Camera



NOTE

On Apple devices, you are required to allow access to the GPS position "Always":
Settings → Privacy → Location Services (Yes) → Ducati Connect → Always.





Infotainment Multistrada V4S Model Year 2021 Multistrada V4S Model Year 2021 (all versions) Service Bulletin SRV-SRB-20-057

Configuring the Ducati Connect App through iPhone

To use the Ducati Connect App with iPhone, you are required to set the following configurations on your smartphone:

- Auto lock: "Never"
Settings → Screen and brightness → Auto lock → Never
- Incoming calls (function available from IOS 14 onwards): "Banner"
Settings → Phone → Incoming calls → Banners
- Within the Sygic App set the following configurations:
 - Bosch My Spin: "Activated"
Menu → Settings → Bosch My Spin → Activated
 - Allow HFP: "Deactivated"
Menu → Settings → Sounds and notifications → Audio settings → Allow HFP → Deactivated

FAQ (Frequently Asked Questions)

1. **What do I have to do to set up my smartphone for connection with my motorbike?**
 - Activate Bluetooth, Wi-Fi and GPS on your smartphone.
 - Install the Ducati Connect and Sygic GPS Navigator Apps (available on Apple store and Market place).
2. **How do I know if my motorcycle is ready to establish a Ducati Connect connection with my smartphone?**
 - Check that the instrument panel shows the blue icons relevant to:
 - active smartphone-motorbike Bluetooth connection.
 - smartphone battery status and GSM network coverage.
 - At this point, launch the Ducati Connect App on your smartphone, set the vehicle mode and wait for the Ducati Connect message on the instrument panel to turn white (when prompted, authorize Wi-Fi connection from your smartphone).
3. **Can I mirror using the connection with the USB socket on my motorbike?**
 - The connection to the USB socket is for battery charging only, the connection for mirroring is made via Wi-Fi. The smartphone can clearly be left connected so that it is powered.



Infotainment Multistrada V4S Model Year 2021 Multistrada V4S Model Year 2021 (all versions) Service Bulletin SRV-SRB-20-057

4. Is the use of special smartphones recommended?

- Ducati has tested all the most popular and recent smartphones; however, the operating systems and technological choices of smartphones is not under Ducati's control.
- The instrument panel functions have been tested and validated with the popular smartphones available (e.g. Samsung S10, Samsung S9, Oneplus 6, Huawei P9, iPhone X, iPhone XS, iPhone 8, etc.) and with operating systems higher than Android 9 and iOS13.
- It is not possible to guarantee operation on all smartphones on the market and their software and firmware.

5. Do I have to sign a contract with Sygic to download and use the Navigation App?

- No, the access to the Sygic App on your motorcycle is free of charge (the App is authorized when the phone is connected to the motorcycle).

6. To use Sygic navigation, can I use two or more different phones on my motorcycle?

- Of course, the license to use the Apps is associated to the motorcycle and not to the single smartphone. Therefore, you can use a different phone, if you have installed the Apps and they are correctly configured. The Sygic app will read the VIN number of the motorcycle when it connects to it and will enable the license.

7. Can I listen to my music from Spotify, YouTube Music, Amazon Music via Ducati Connect?

- Ducati Connect accesses your smartphone's music library, it does not connect to other Apps because they are currently not compatible with Bosch My Spin. The list of available Apps will be updated periodically.

8. Can I use other navigation apps such as Google Maps or Waze with Ducati Connect?

- No, only Sygic because other apps are not compatible with Bosch My Spin. Sygic has resident maps, it also works without network coverage and is approved by Bosch.

9. Can I use an external navigator?

- You can connect an external navigator, but it cannot be used via Ducati Connect.

10. Is the use of special intercoms recommended?

- The instrument panel functions have been tested and validated with Cardo Packtalk Bold (part no. 981018768) and Nolan B901X (part no. 981071104) intercom. It is however possible to associate and use other intercoms, although it is not possible to guarantee the operation of all the intercom devices available on the market.



Infotainment Multistrada V4S Model Year 2021

Multistrada V4S Model Year 2021 (all versions)

Service Bulletin SRV-SRB-20-057

List of faults

Fault	Operating system	Tips
Temporary interruption of navigation mirroring during an incoming call.	iOS 13	On the Ducati Connect page of the instrument panel, select the Sygic App again to restart the navigation mirroring.
Sporadic disconnection of the Ducati Connect App when receiving a call.	iOS 13	Restart the Ducati Connect connection from smartphone.
Temporary interruption of navigation mirroring during an outgoing call.	iOS 14	Waiting for Apple to update the operating system.
Ducati Connect App sporadic disconnection at the end of an outgoing call.	iOS 14	Set the phone's screen automatic lock to "NEVER" (on smartphones select: Settings → Screen and brightness → Auto lock).
Interruption of navigation mirroring during an incoming call and subsequent disconnection.	iOS 14	Set the phone's screen automatic lock to "NEVER" (on smartphones select: Settings → Screen and brightness → Auto lock) and incoming call display on "BANNER" (on smartphone: Settings → Phone → Incoming calls).
Turning on of the "Generic Error" warning light on the instrument panel when the front heated seat is activated.	-	Work in progress.
Activation of the SPORT mode in case of quick selection of a different Riding Mode.	-	Work in progress. Confirm the desired Riding Mode at the end of the scrolling of the item to be selected in the menu.
It is impossible to access the heated handgrip menu by pressing the button on the right switch while Ducati Connect is connected to the motorcycle.	-	Work in progress. Activate the handgrips from the Setting Menu or with Ducati Connect not connected.

For questions about this Service Bulletin,
please contact your Service Area Manager.