

TACX® NEO BIKE PLUS

Owner's Manual

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Before Assembly

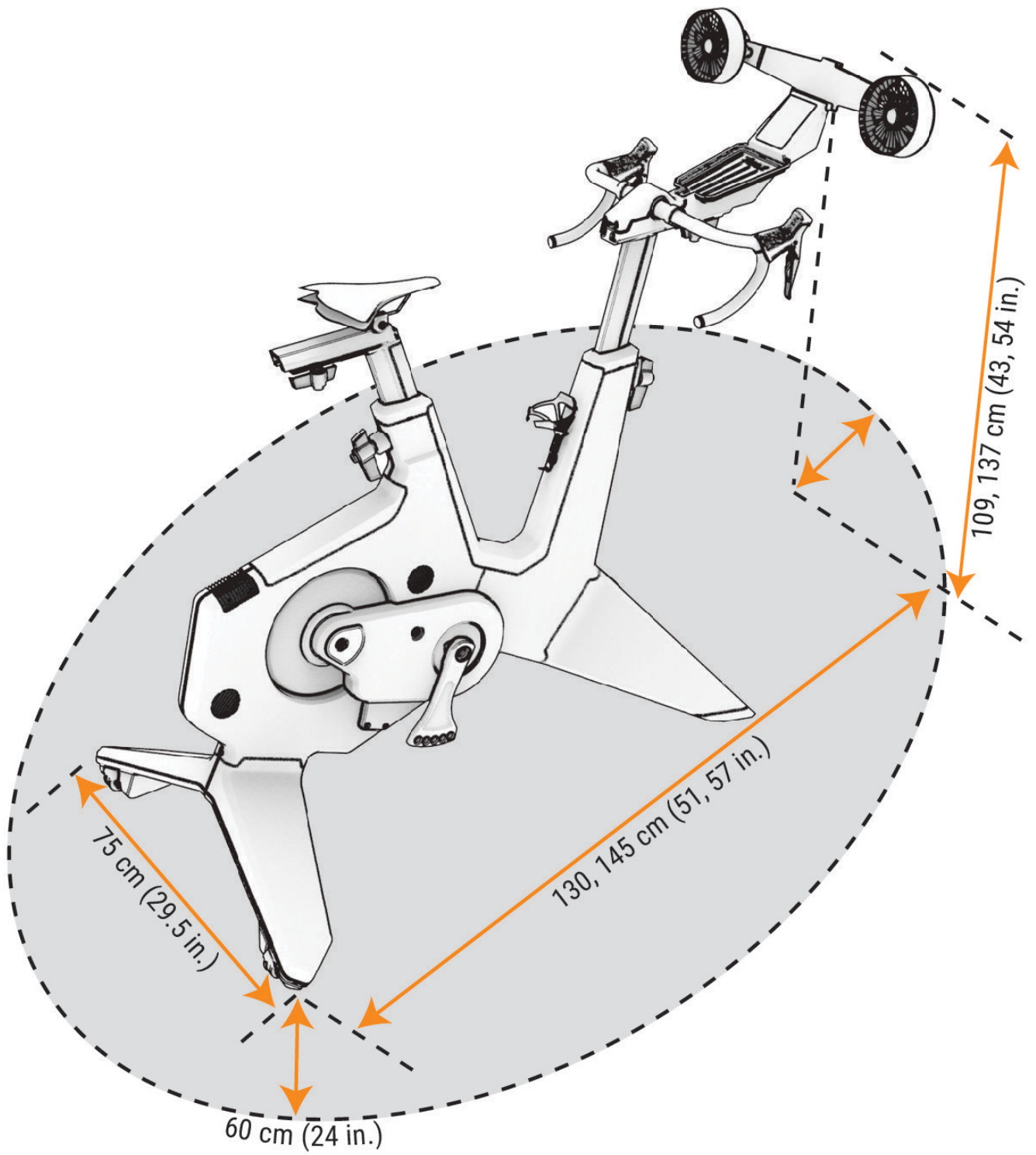
WARNING

See the *Important Safety and Product Information* guide in the product box for product warnings and other important information.

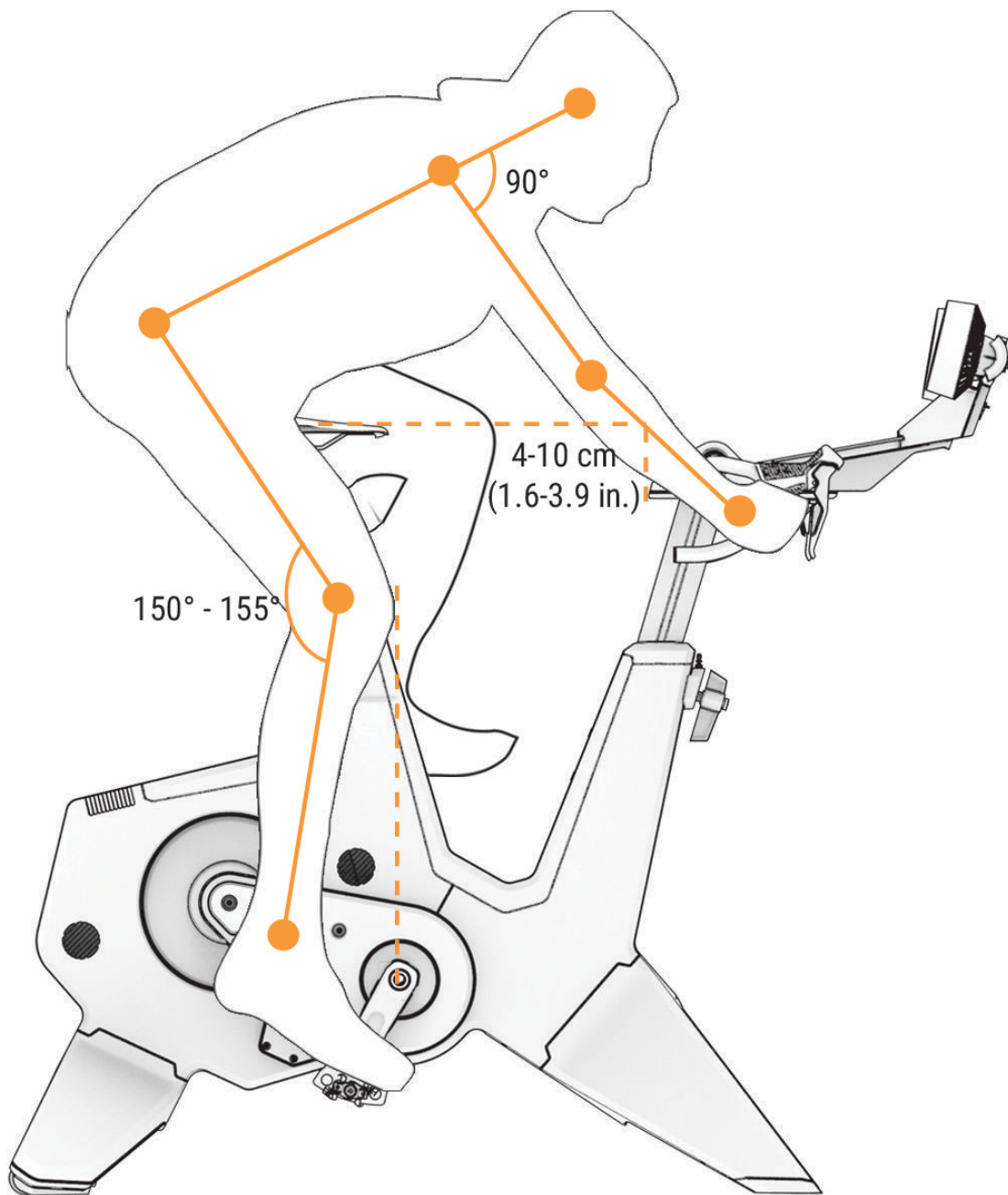
Dimensions and Clearance

When finding a suitable location for the Tacx NEO Bike Plus trainer, consider the maximum dimensions. The dimensions of the Tacx NEO Bike Plus trainer are shown with and without the fans.

Tacx recommends a minimum clearance of 60 cm (24 in.) on all sides of the trainer.



Cycling Posture

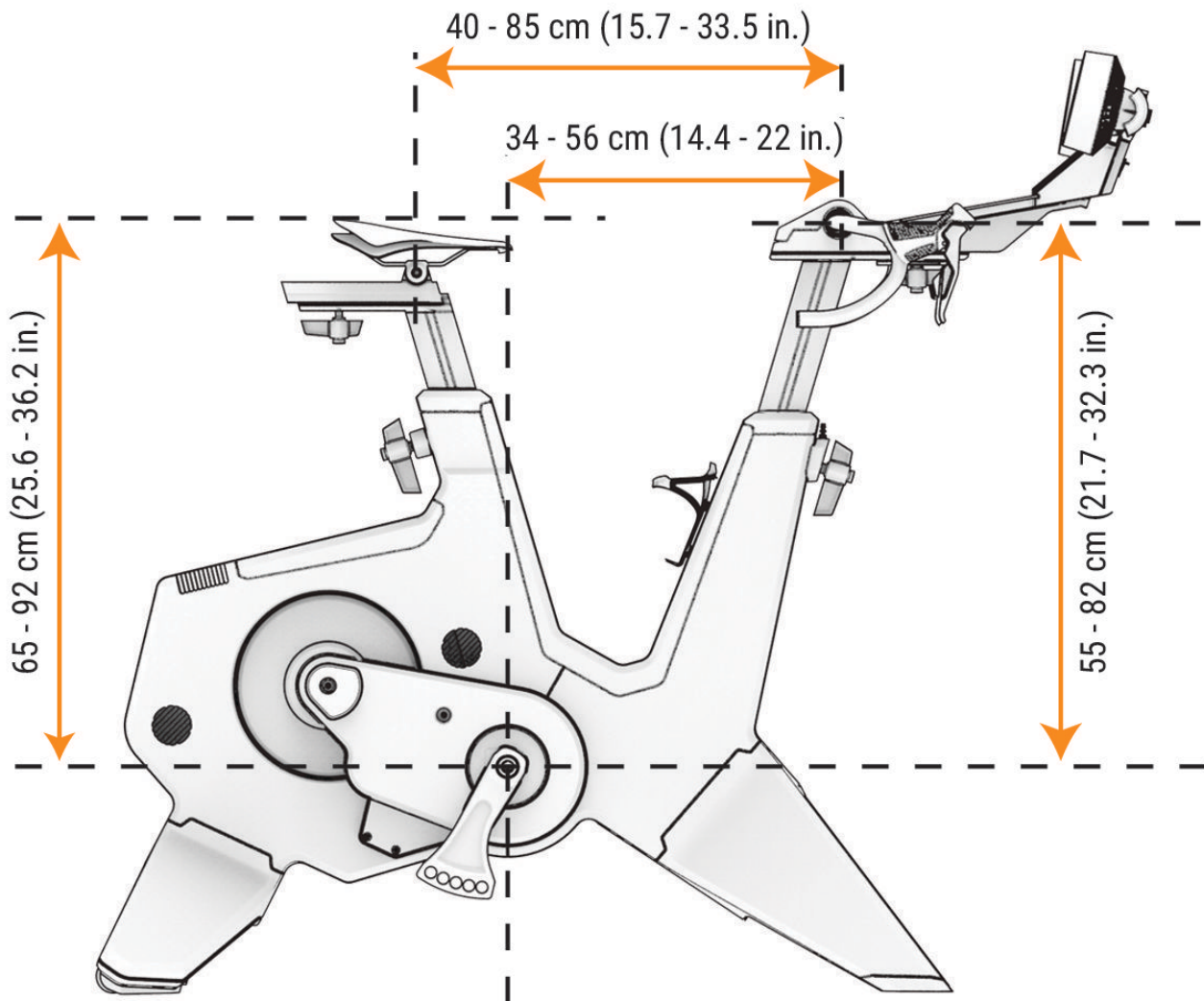


NOTE: Cycling posture is unique to each cyclist and may require several adjustments. Pedals and tablets are not included with the Tacx NEO Bike Plus trainer and can impact your cycling posture.

The image contains guidelines for the correct cycling posture while using the Tacx NEO Bike Plus trainer.

Your elbows should be slightly bent, and you should be able to reach the shifters and brakes comfortably. At the bottom of the pedal stroke, your knee should be slightly bent.

Adjusting the Trainer Geometry



Before you assemble the Tacx NEO Bike Plus trainer, consider that the saddle and handlebar have set screws installed from the factory that can be adjusted and tightened using a hex key. To install the 4 handles, you must remove the 4 set screws using a hex key.

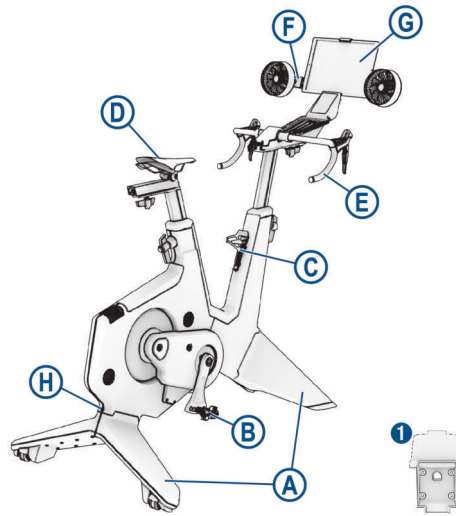
NOTE: If multiple riders will use the trainer, Tacx recommends installing the handles for easy adjustments. The handles are packaged in the assembly kit with the screws and washers. If you are the only rider that will use the trainer and you do not make geometry or posture adjustments, you can use the set screws and a hex key.

- Get off the trainer before adjusting the saddle or handlebar.
- Remove your tablet before adjusting the handlebar height, reach, or angle.
- Match the geometry of the trainer to your road bike ([Tips for Proper Bike Fit, page 24](#)).
- If you adjust your saddle more than 1 cm, check the saddle height and the handlebar reach again.
- Do not exceed the maximum range of the saddle or handlebar.
- If you change your pedals or saddle, check the geometry of the trainer again.

After you tighten each handle bolt, you should align the handle to be parallel to the frame or rail. You can pull out and twist the handle.

Tacx NEO Bike Plus Assembly Instructions

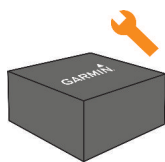
Order of Assembly



- A** **Trainer legs:** *Installing the Legs on the Trainer, page 6*
- B** **Pedals:** *Installing Your Pedals, page 8*
- C** **Bottle cage:** *Attaching the Bottle Cage, page 9*
- D** **Saddle:** *Installing the Saddle, page 9*
- E** **Handlebar with display:** *Installing the Handlebar, page 11*
- F** **Fans with tablet mount:** *Installing the Fans with Tablet Mount, page 12*
- 1** **Alternative tablet mount:** *Installing the Tablet Mount, page 21*
- G** **Tablet:** *Attaching Your Tablet to the Trainer, page 14*
- H** **Power cable:** *Connecting the Power Cable, page 15*

TIP: For additional customization, see *Device Information, page 20*.


Assembly Kit



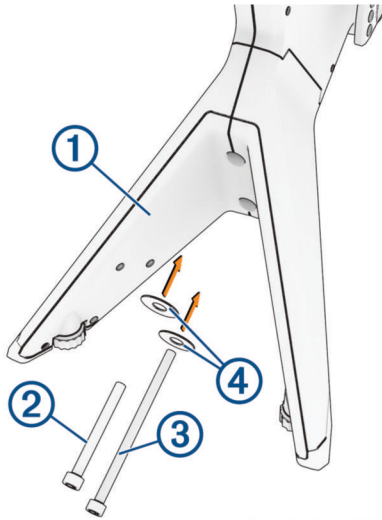
NOTE: The assembly kit contains manuals, bolts, washers, tools, and other parts that are required for each assembly task.


Installing the Legs on the Trainer



You must have the assembly kit  for this task. You must have at least two people to assemble the Tacx NEO Bike Plus trainer. Use care when lifting the trainer.

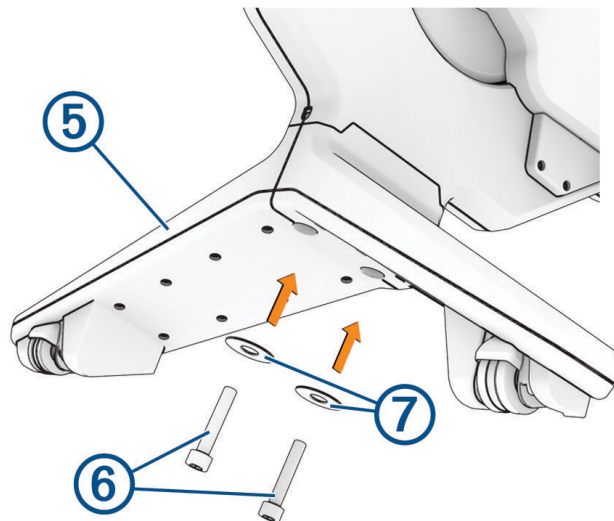
- 1 Place the trainer on the floor, and tilt it back to install the front legs ①.



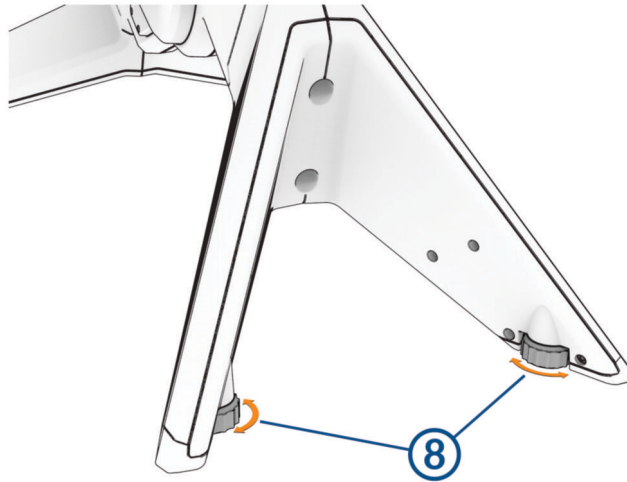
- 2 Open the assembly kit .

- 3 Use the M10 x 90 mm bolt ②, M10 x 130 mm bolt ③, 10 mm washers ④, and the 8 mm hex key to install the front legs.

- 4 Tilt the trainer forward to install the back legs ⑤.



- 5 Use the M10 x 65 mm bolts ⑥, 10 mm washers ⑦, and the 8 mm hex key to install the back legs.
- 6 Turn the knobs ⑧ on the front legs to stabilize and level the trainer (optional).



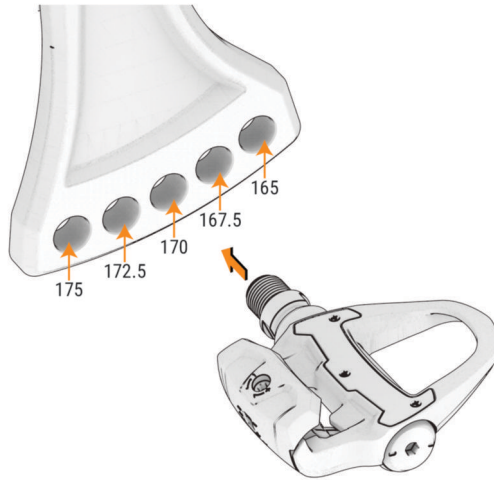
Installing Your Pedals



Pedals are not included with the Tacx NEO Bike Plus trainer. For installation instructions specific to your pedals, see the manufacturer's instructions.

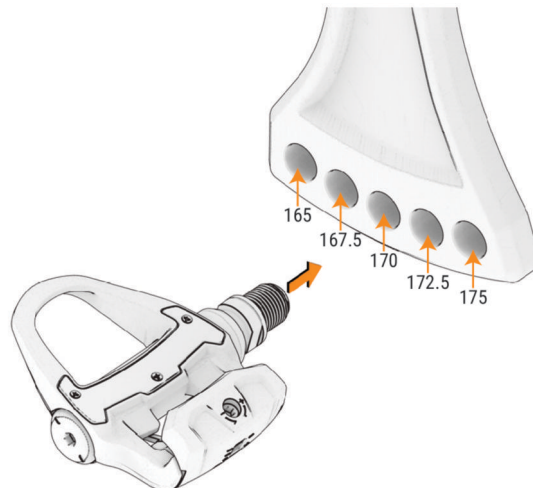
- 1 Install the right pedal first.
- 2 Apply a thin layer of grease on the pedal spindle threads.
- 3 Insert the spindle into the crank arm.

There are five crank length (mm) options ([Crank Length Options, page 24](#)). Use the same crank length for both pedals.



- 4 Tighten the spindle according to the instructions provided with your pedal.
- 5 Repeat steps 2 through 4 to install the left pedal.


NOTE: The left pedal spindle has a left-handed (reverse) thread.

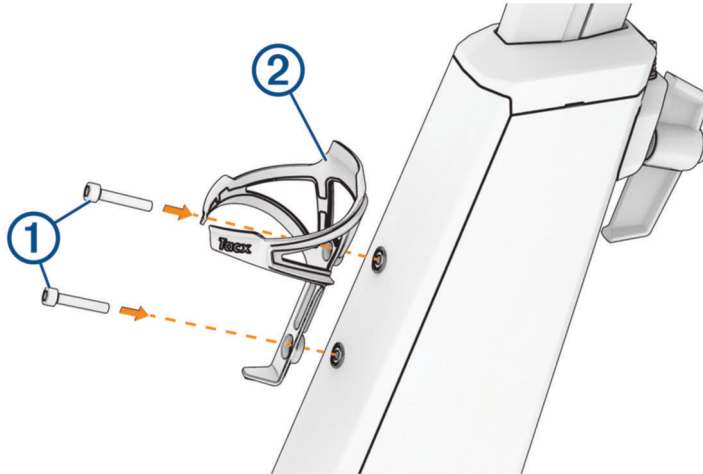


Attaching the Bottle Cage

C

You can attach the optional, standard-sized bottle cage to the trainer. The bottle cage is packaged in the gift box. The screws and washers are preinstalled on the frame.


- 1 Open the assembly kit  and the gift box.
- 2 Use the 2 screws **1** and the 4 mm hex key to attach the bottle cage **2**.

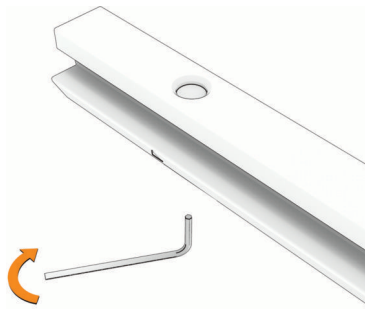


Installing the Saddle

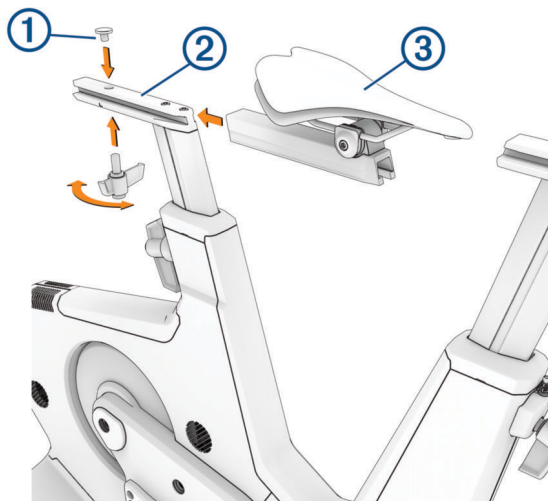
D

Before you install the saddle, see the topics on posture ([Cycling Posture, page 3](#)) and geometry ([Adjusting the Trainer Geometry, page 4](#)).

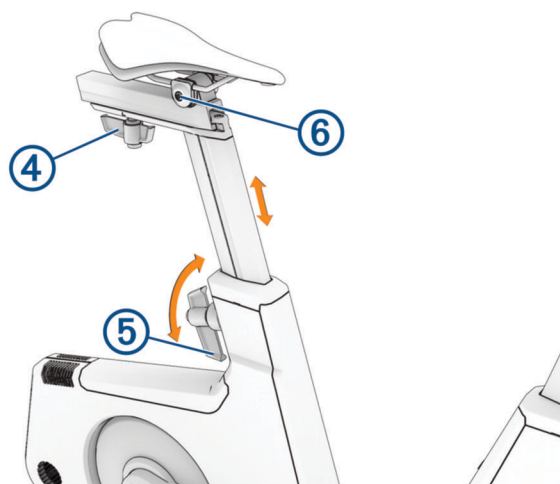
- 1 Open the assembly kit .
- 2 Use the 6 mm hex key to remove the set screw.



- 3 Place the cap ① on the saddle rail ②.



- 4 Slide the saddle ③ onto the saddle rail.
- 5 Adjust the saddle setback, and secure the M12 x 25 handle ④.
- The maximum setback distance is 15 cm.






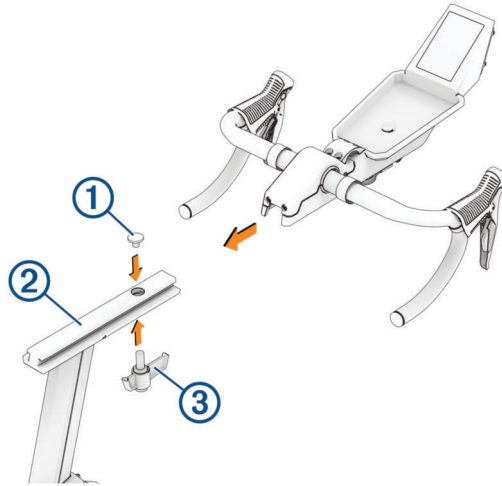
- 6 Use the 8 mm hex key to remove the set screw from the saddle post.
- 7 Adjust the saddle height, and secure the M16 x 22 handle ⑤.
- The maximum saddle height is 26 cm.
- 8 If necessary, use the 5 mm hex key to adjust the saddle angle bolt ⑥.



Installing the Handlebar

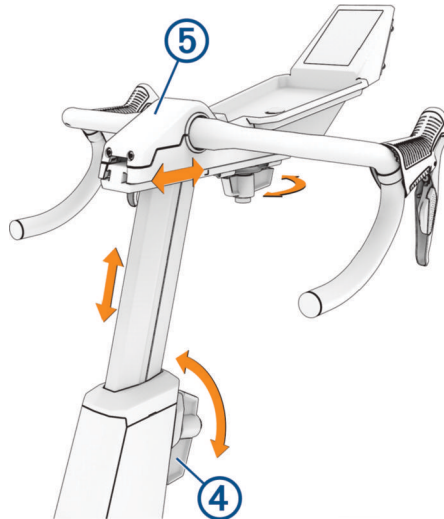



Before you install the handlebar, see the topics on posture ([Cycling Posture, page 3](#)) and geometry ([Adjusting the Trainer Geometry, page 4](#)).

- 1 Open the assembly kit .
- 2 Use the 6 mm hex key to remove the set screw.
- 3 Place the cap  on the handlebar rail .



- 4 Slide the handlebar onto the handlebar rail.
- 5 Adjust the handlebar reach, and secure the M12 x 25 handle .
The maximum handlebar distance is 15 cm.
- 6 Use the 8 mm hex key to remove the set screw from the handlebar post.
- 7 Adjust the handlebar height, and secure the M16 x 22 handle .
- The maximum handlebar height is 26 cm.



- 8 If necessary, follow these steps to adjust the handlebar angle.
- 9 Use the Torx 20 to remove the handlebar cover .
- 10 Use the 5 mm hex key to loosen the 4 screws.
- 11 Adjust the angle of the handlebar.

12 Tighten the 4 screws.

13 Replace and secure the handlebar cover.

Installing the Fans with Tablet Mount

⚠ CAUTION

Do not contact the fan blades or insert any objects into the fan housing during use. Contact with the fans or fan housing could damage the fans and cause personal injury.

F

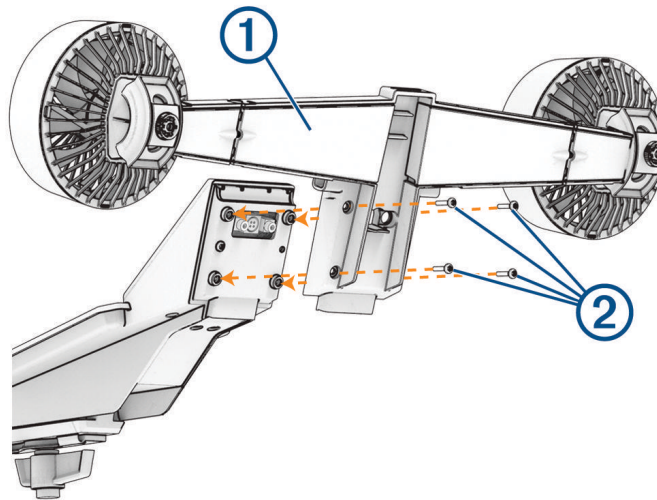
The tablet mount is between the fans (*Attaching Your Tablet to the Trainer, page 14*).

NOTE: If you choose not to install the fans, you can install the tablet mount only (*Installing the Tablet Mount, page 21*).

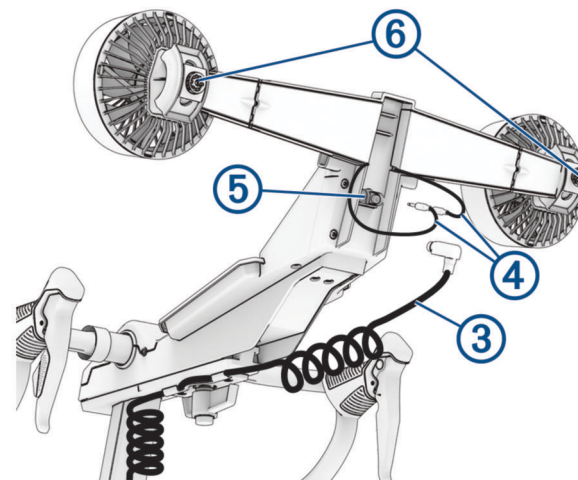
1 Align the fans ① with the back of the display.


TIP: You may need to move the fan cables out of the way.

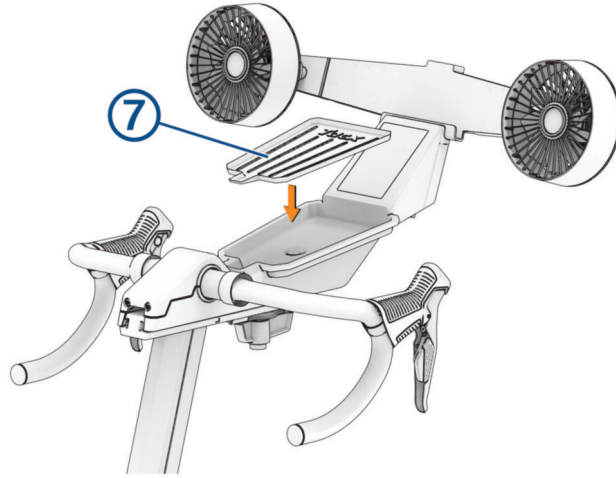
2  Use the M4 x 10 bolts ② and the Torx 20 wrench to install the fans.



3 Connect the display cable ③ and the fan cables ④ to the ports ⑤.



- 4 Use the knobs ⑥ to adjust the angle of the fans.
- 5  Place the rubber mat ⑦ into the tray.



Attaching Your Tablet to the Trainer

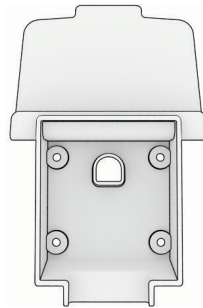
NOTICE


Before your first ride, read all of the instructions and secure your tablet to the trainer. Garmin® is not responsible for damage caused to your tablet due to incorrect mounting of the tablet holder.

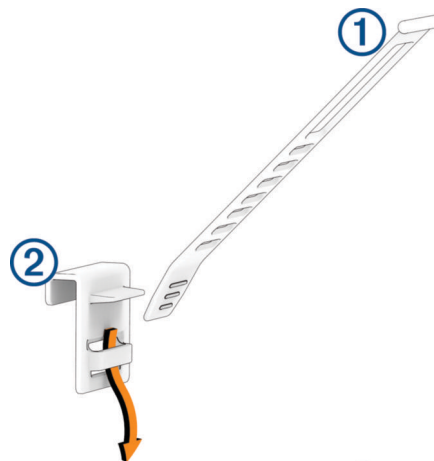
Do not adjust the handlebar height or reach while your tablet is attached to the trainer.



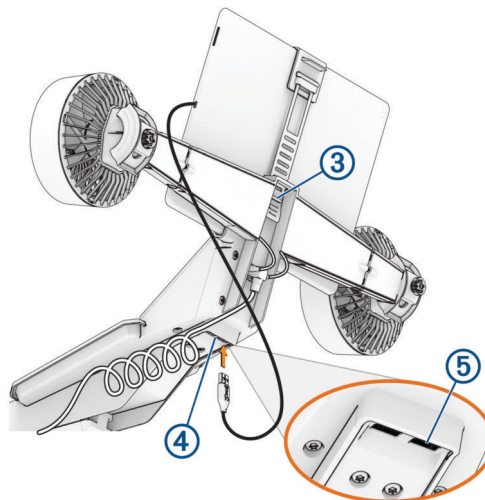
The clip fits most standard-sized tablets. If your tablet has a thick case or folio, you can remove the case or folio before attaching the tablet to the trainer. The assembly kit includes a separate tablet mount if you choose not to install the fans ([Installing the Tablet Mount, page 21](#)).



- 1  Connect the rubber strap ① to the clip ②.



- 2 Connect the rubber strap to the back of the mount ③.




3 Position your tablet on the trainer, and secure it with the clip.

4 If necessary, connect your tablet cable to a USB port ④.

TIP: The USB port labeled 12.5 W ⑤ is for high-output charging. The USB port labeled 2.5 W is for low-output charging and may not work for all devices.

Connecting the Power Cable

⚠ CAUTION

The power cable and adapter are in the assembly kit . Do not attempt to use a third-party power cable or adapter with the Tacx NEO Bike Plus trainer because this could lead to personal injury or damage to the trainer.

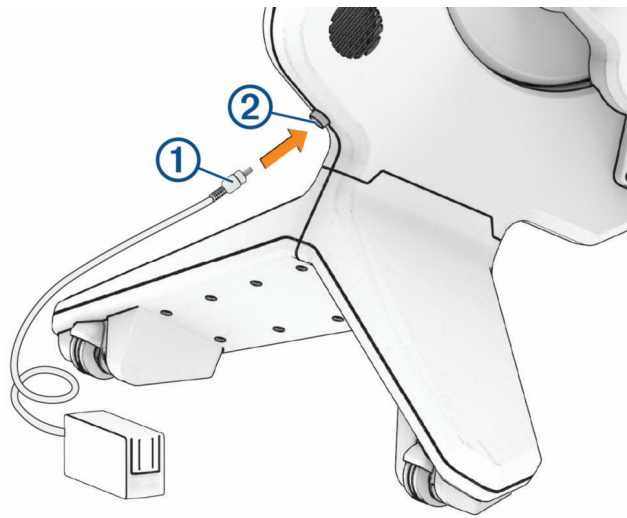
NOTICE

Do not expose the power cable or adapter to sweat or moisture because this could damage your trainer. For more about device care, see [Device Care and Storage, page 20](#).



You can use the Tacx NEO Bike Plus trainer with or without power. Some of the trainer features require power, including downhill assistance and USB charging.

1 Plug the power cable ① into the port ②.



NOTE: Some models may have a 2-part power cable with an adapter, but the functionality of either power cable is the same.

2 Plug the power cable into a standard wall outlet.

3 Rotate the crank.

The display and fans turn on. The floor LED is blue.

After each use, disconnect the power cable and store it in a dry location.

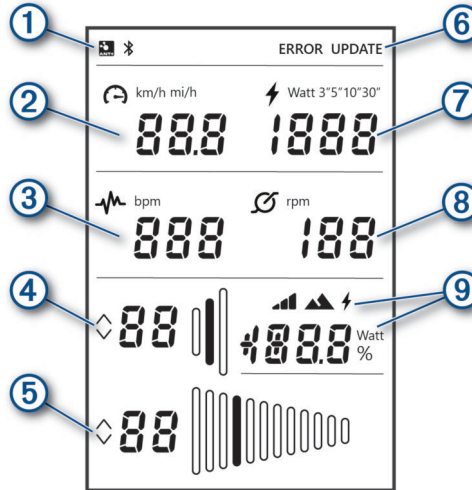
⚠ CAUTION

Make sure to power off the device and unplug it after every use. This will minimize the risk of damage to the device.

Training

Display Data

The display turns on as soon as you start pedaling. The display data varies if you are connected to the Tacx Training app, a third-party app, or optional wireless sensors.



①	Displays the ANT+® or Bluetooth® connection status (Pairing Optional Sensors, page 25).
②	Displays your current speed in kilometers per hour (km/h) or miles per hour (mi/h).
③	Displays your current heart rate in beats per minute (bpm). You must have a connected heart rate monitor.
④	Displays the current front gear (by default, the left shifter).
⑤	Displays the current rear gear (by default, the right shifter).
⑥	Displays an error message or an available trainer software update. For more information, connect to the Tacx Training app.
⑦	Displays your current power output in watts (W).
⑧	Displays your current cadence in revolutions per minute (rpm).
⑨	Displays the manual training mode (Training Modes, page 18) and additional data.

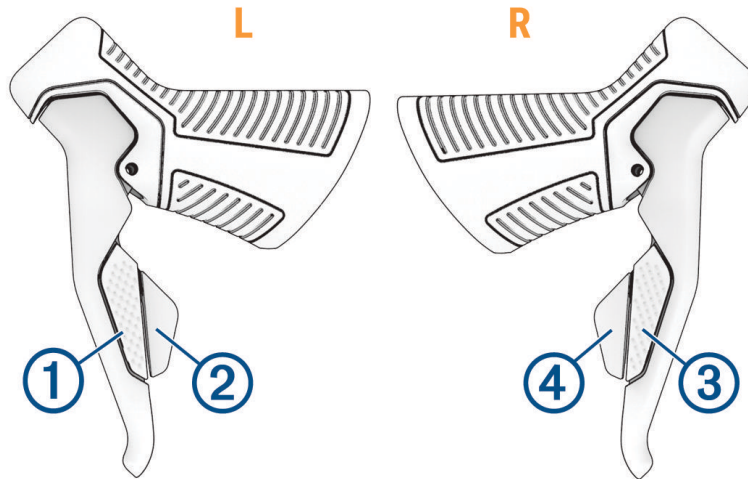
Going for a Ride

Your first ride on the Tacx NEO Bike Plus trainer should be a short, manual training ride. You should learn how to use the basic features and get comfortable with the controls and settings.

1 Start pedaling.

The display and fans turn on. The floor LED is blue ([Floor LED, page 18](#)).

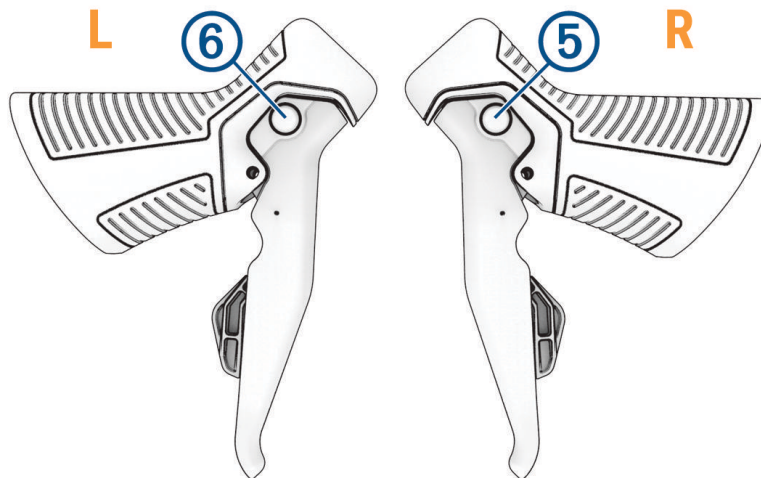
2 Use the shifters to change the front and rear gears:



- Press ① to shift the front gear up.
- Press ② to shift the front gear down.
- Press ③ to shift the rear gear down.
- Press ④ to shift the rear gear up.

The list includes the default shifter functions. You can customize the shifters to behave like Campagnolo®, Shimano®, or SRAM® shifters ([Customizing the Trainer Settings from the App, page 19](#)).

3 Hold both control buttons ⑤⑥ to select a manual training mode ([Training Modes, page 18](#)).



4 Press either button to select a mode.

The active mode icon blinks for 1 second to confirm your choice.

- 5 During your ride, select an option:
 - Press **5** to increase the incline, value, or resistance.
 - Press **6** to decrease the incline, value, or resistance.
- 6 If necessary, squeeze the brakes to slowly come to a stop.

TIP: If you rest or pause your training, you can also use the brakes to slow down the flywheel.

Adjusting the Fan Speed




After you pair your trainer to the Tacx Training app and start an activity, the fan behavior is determined by the settings in the app ([Customizing the Trainer Settings from the App, page 19](#)). You can also manually adjust the fan speed.

- 1 Press both control buttons twice ([Going for a Ride, page 17](#)).
The fan controls appear on the trainer display.
- 2 Use the right control button to increase the fan speed or the left control button to decrease the fan speed.
There are four fan speeds: high, medium, low, and off.

Training Modes

You can choose a training mode when you are doing a manual (stand alone) workout on your Tacx NEO Bike Plus trainer. Training modes are not available if you are connected to the Tacx Training app or another third-party app.

NOTE: Training modes function with or without external power connected. Training will feel more realistic with external power connected.

Symbol	Mode	Description
	Slope	Training is based on a fixed incline so you can simulate gradients and hills. You can use the control buttons to set the incline and use the shifters to change gears.
	Power	Training is based on a fixed power output value so you can ride at a controlled and constant effort level. You can use the control buttons to set the value.
	Resistance	Training is based on 20 possible resistance levels so you can ride without a specific target, such as a spin class. You can use the control buttons to change the resistance level.

Floor LED

The floor LED changes colors during training.

LED Color	Status
Blue	The trainer is active and working properly.
Purple	Indicates medium power output.
Red	Indicates high power output.
Green	When you stop pedaling for 5 minutes, the LED flashes green one time before going into standby mode (Standby Mode, page 18).
Off	The trainer is off or in standby mode.

Standby Mode

When not in use, the Tacx NEO Bike Plus trainer goes into standby mode. You can wake up the trainer by rotating the crank.

External Power Connected: After 5 minutes of no activity, the trainer goes into standby mode.

No External Power: After 10 seconds of no activity, the trainer goes into standby mode.

Tacx Training App

You can download the Tacx Training app to your compatible phone, tablet, or computer.

- Ride exciting courses without leaving your home.
- Create your own rides, workouts, and more.
- Manage your training, customize the default settings, and diagnose issues.
- Sync your indoor training data with your Garmin Connect™ account.
- Update your device software ([Updating the Trainer Software, page 23](#)).

Riding with the Tacx Training App

To use the full features of your trainer, you must put the trainer into pairing mode to connect to the Tacx Training app.

- 1 Plug the trainer into a standard wall outlet to use all the features such as downhill assistance and USB charging.
- 2 From the app store on your phone or tablet, install and open the Tacx Training app.
- 3 On the Tacx NEO Bike Plus trainer, hold both control buttons for 5 seconds ([Going for a Ride, page 17](#)).
- 4 When the display appears empty except for the flashing ✖, release the buttons.
The trainer will enter secure pairing mode for five minutes or until pairing is successful. You can press any button to cancel.
- 5 From the Tacx Training app, select **Connect Trainer**.
- 6 Follow the on-screen instructions to complete the pairing and setup process.
TIP: You should customize the trainer settings in the app before you start a workout or course ([Customizing the Trainer Settings from the App, page 19](#)).
- 7 Select a workout or course.
- 8 Start pedaling.
The display and fans turn on. The floor LED is blue ([Floor LED, page 18](#)).
- 9 Follow the on-screen instructions.

Customizing the Trainer Settings from the App

TIP: You should customize the trainer settings in the app before you start a workout or course. Some options require a connected ANT+ accessory.

- 1 Open the Tacx Training app.
- 2 Select your trainer.
- 3 Select **Trainer Settings**.
- 4 Select an option:
 - Select **Virtual Gears** to customize the gear settings.
 - Select **Fan** to set the fan levels and training conditions.
 - Select **Display** to customize the power display and speed units of measure.
 - Select **Connection Settings** to use secure or open connections.
 - Select **Shifting Mechanism** to set the type of shifting system.
TIP: It's a good idea to use the same shifting system as your road bike.
 - Select **Road Feel** to adjust the intensity of the road feel.
 - Select **Device Defaults** to set the default body weight or bike weight.
 - Select **Crank** to set your crank length to match the physical crank length of your trainer ([Installing Your Pedals, page 8](#)).

Device Information

Specifications

Power supply	Use the included 48 Vdc power cable. From 100 to 240 V
Operating temperature range	From 0° to 40°C (from 32° to 104°F)
Storage temperature range	From -20° to 60°C (from -4° to 140°F)
	NOTICE If the trainer is stored or shipped below this temperature range, allow the trainer to normalize to the operating temperature range, and wait 12 hr. before use. Extreme temperature changes can cause condensation inside the trainer that may result in property damage.
Wireless frequency	2.4 GHz @ 5.7 dBm maximum
Maximum rider weight	120 kg (265 lb.)

Device Care and Storage

WARNING

See the *Important Safety and Product Information* guide in the product box for product warnings and other important information.


NOTICE

Garmin recommends the following care and storage tips to help avoid sweat and moisture exposure to certain trainer components, which can damage your trainer.

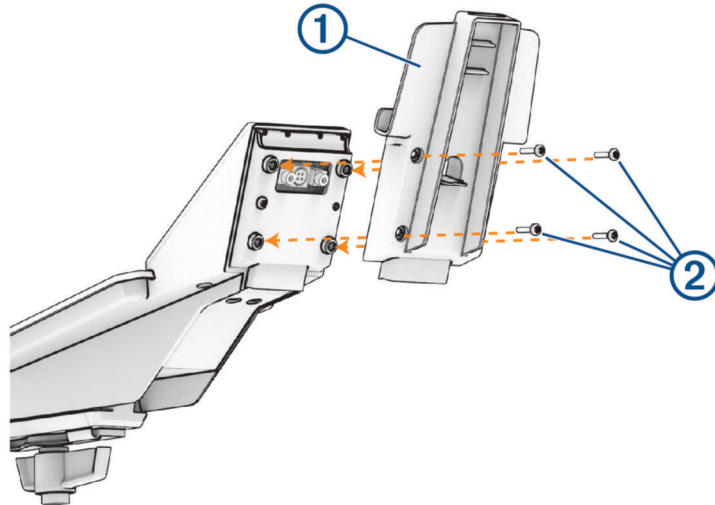
Follow these steps to help avoid sweat or moisture exposure to certain trainer components, which could damage your trainer.

- Install the sweat cover (*Installing the Sweat Cover*, page 22).
To help prevent sweat or moisture getting into trainer components, always use the sweat cover.
- Do not expose the power cable or adapter to sweat or moisture during or after riding.
- After every use, disconnect the power cable and store it in a dry location.
- After every use, clean the aluminum disc on the right side of the trainer with a moist cloth, and dry it thoroughly.
- Clean the saddle, handlebar, and pedals with a cloth and a mild cleaning solution.
- Clean and thoroughly dry the trainer before storing it.
- Use the small wheels on the back of the Tacx NEO Bike Plus trainer to move the trainer.
NOTE: You should stabilize and level the trainer after moving it.
- Check and firmly tighten the bolts, handles, and screws before use.
- Check the power cable and adapter for damage before each use.
- Go to buy.garmin.com, or contact your Garmin dealer for information about optional accessories and replacement parts.
- When you do not plan to use the trainer for several months, you should store the trainer in a cool, dry place with temperatures around the typical household level (*Specifications*, page 20).

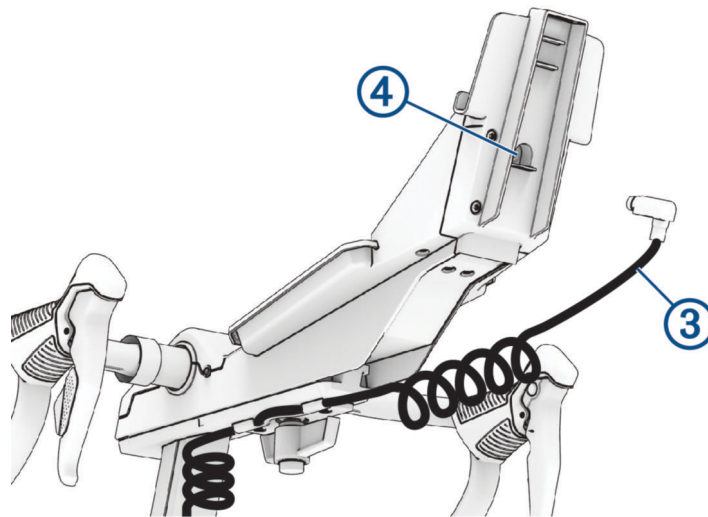
Installing the Tablet Mount

In the assembly kit , there are M4 X 10 bolts (4) to install either the fans ([Installing the Fans with Tablet Mount, page 12](#)) or the tablet mount.

- 1 Align the tablet mount **①** with the back of the display.
- 2 Use the M4 x 10 bolts **②** and the Torx 20 wrench to install the tablet mount.



- 3 Connect the display cable **③** to the port **④**.

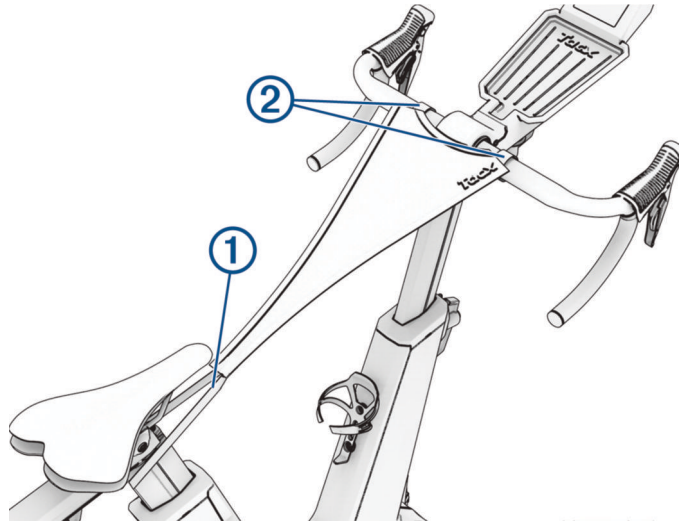


- 4 Attach the clip and tablet ([Attaching Your Tablet to the Trainer, page 14](#)).

Installing the Sweat Cover

Heavy sweat can get into the components of your device while riding and cause corrosion. For best results, Garmin recommends using the included sweat cover to protect your device while riding. The sweat cover is absorbent.

- 1 Place the loop ① around the saddle post.



- 2 Fasten the hook and loop straps ② around the handlebar.

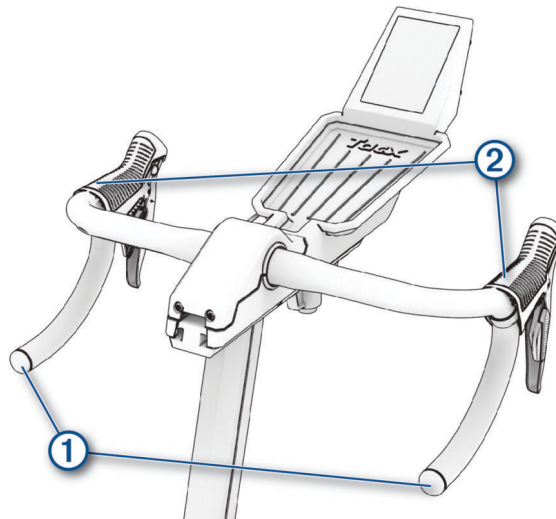
TIP: You should hand wash the sweat cover after a few rides. For care instructions, see the back of the sweat cover.

Wrapping the Handlebar

You should replace the handlebar tape if it is worn or uncomfortable. Sweat from your hands can cause the tape to degrade. Garmin recommends wearing cycling gloves.

TIP: It's a good idea to replace the tape on one side first, so you can compare it to the other side.

- 1 Remove the bar plugs ①, and pull up the lever hoods ②.



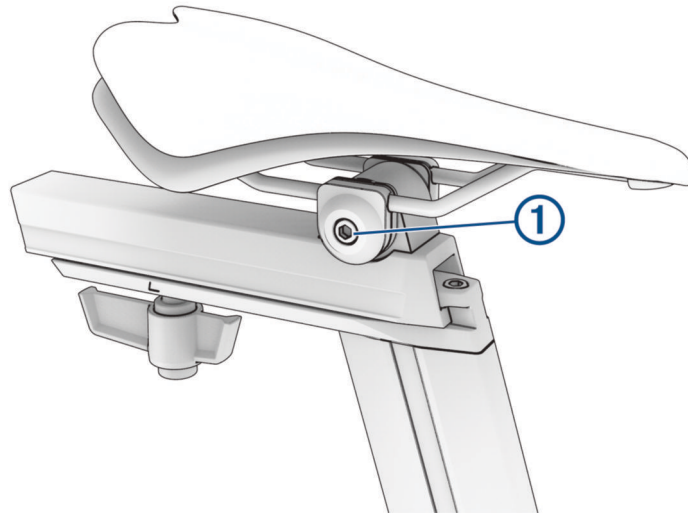
- 2 Remove all existing handlebar tape and damaged electrical tape.
- 3 If necessary, use electrical tape to secure the shifter cables.
- 4 Wrap the handlebar with new tape.
- 5 Pull down the lever hoods, and replace the bar plugs.

Replacing the Saddle

You can use a third-party, compatible saddle with your trainer.

NOTE: To purchase a replacement saddle assembly, go to garmin.com/intosports.

- 1 Use the 5 mm hex key to remove the saddle bolt ①.



- 2 Remove the saddle.
- 3 Align the new saddle on the rail, and replace the saddle bolt.
- 4 If necessary, adjust the saddle height, setback distance, and seat angle.

Troubleshooting

Updating the Trainer Software

Before you can update the trainer software, you must pair your trainer with the latest version of the Tacx Training app (*Riding with the Tacx Training App*, page 19).

- 1 Connect the power cable to a wall outlet *Connecting the Power Cable*, page 15.
- 2 Confirm that the display cable is connected (*Installing the Tablet Mount*, page 21).
- 3 Open the Tacx Training app.
- 4 Select your trainer.
- 5 Select **Firmware Update > Update**.
- 6 Wait while the firmware update finishes.
This might take a couple of minutes.

The Tacx NEO Bike Plus trainer is not responding

If the Tacx NEO Bike Plus stops responding, you can reset the device to the factory settings.

- 1 Hold both control buttons for 10 seconds.
The icons flash.
- 2 Press both control buttons to confirm.
You can press any other button to cancel the factory reset.
- 3 Wait for the device to reset.

After the factory reset is complete, you must pair the Tacx NEO Bike Plus with the Tacx Training app.

Tips for Proper Bike Fit

Bike fit is unique to each person and requires some trial and error and several rides. After a few rides, if you need help customizing the fit and geometry of your Tacx NEO Bike Plus trainer, you can try these tips.

REMEMBER: Remove your tablet before adjusting the handlebar height, reach, or angle.

- Adjust your saddle height:
 - Measure your road bike, and match it to your trainer.
 - If you don't have a road bike, stand next to the bike, and set the saddle height at your hip bone.
- Select the appropriate crank length of your trainer:
 - Match the crank length of your road bike.
Most manufacturers print the length (mm) on the inside of the crank.
 - Use your height or inseam to determine the crank length ([Crank Length Options, page 24](#)).
 - Check the crank settings in the Tacx Training app ([Customizing the Trainer Settings from the App, page 19](#)).
- Adjust the handlebar height, reach, or angle.
- Get on the bike, and see how it feels.
TIP: If multiple riders will use the trainer, you should record the height and reach values for each rider.
- If you still have questions about your bike fit, consult a professional bike fitter.

Crank Length Options

There are many published reports and crank length calculators available on the internet. If you still have questions about your bike fit, you can consult a professional bike fitter.

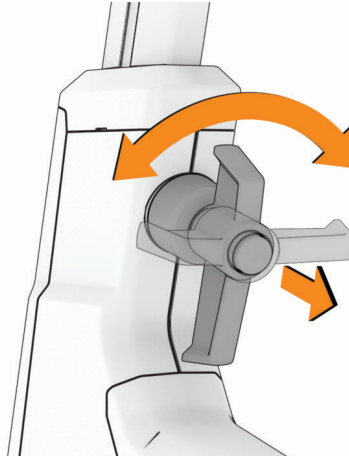
Crank Length	Height (approximate)	Inseam (approximate)
165 mm	170 cm (5 ft. 7 in.) or shorter	less than 79 cm (31 in.)
167.5 mm	172.5 cm (5 ft. 8 in.)	79 to 81 cm (31 to 32 in.)
170 mm	175 cm (5 ft. 9 in.)	81 to 83 cm (32 to 33 in.)
172.5 mm	177.5 cm (5 ft. 10 in.)	83 to 86 cm (33 to 34 in.)
175 mm	180 cm (5 ft. 11 in.) or taller	more than 86 cm (34 in.)

Tightening the Handles and Screws

⚠ CAUTION

To avoid personal injury and damaging the trainer, firmly tighten all of the handle bolts or set screws before each use.

- 1 Confirm the bike geometry, and select an option:
 - For the handle bolts, firmly tighten each handle by hand.
 - For the set screws, firmly tighten each screw using the 6 mm or 8 mm hex keys.
- 2 For the handles, pull and turn the handle only (the bolt doesn't move), and align it to the frame or rail.
The handle itself has a spring mechanism that can be snapped into alignment with the bike so it doesn't stick out or get in the way.



- 3 Make sure the handle snaps back into place.

Can I pair ANT+ or Bluetooth sensors using an open connection?

Your trainer can use an open connection with compatible ANT+ or Bluetooth sensors.

- 1 From the Tacx Training app, select **Connection Settings**.
- 2 For Bluetooth sensors, turn off **Secure Bluetooth Connections**.
A confirmation message appears.
- 3 For ANT+ sensors, turn on **ANT+ FE-C** or **ANT+ Power Sensor**.
A confirmation message appears.
- 4 Bring the sensor within 3 m (10 ft.) of your trainer.
NOTE: Stay 10 m (33 ft.) away from other sensors while pairing.
- 5 Follow the pairing instructions for your compatible sensor and trainer.
When you wake up the trainer, the ANT+ or Bluetooth connection icon will flash three times repeatedly ([Display Data, page 16](#)). The connection type is open until you change it in the Tacx Training app settings.

Pairing Optional Sensors

Your trainer can be used with wireless sensors such as a heart rate monitor. Bluetooth sensors should be paired directly to the Tacx Training app, using a secure connection. To use ANT+ sensors, you must change the device settings in the Tacx Training app. For more information about connection types, go to garmin.com/hrm_connection_types.

- 1 Bring the sensor within 3 m (10 ft.) of your trainer.
NOTE: Stay 10 m (33 ft.) away from other sensors while pairing.
- 2 Open the Tacx Training app.
The sensor appears in the connections list, and the sensor data appears on the trainer and app data fields.

