OmniCycle Connect and OmniTour Setup

WI-0314

A Customer Support Work Instruction
Security Level: Low

Course-0671

December 18th, 2024

Customer Support Supervisor

Effective Date: December 18th, 2024

Release Date: See Master Control

Table of Contents

1. Scope

1.1 This document details the process by which users will set up the OmniCycle Connect and OmniTour Stand, as well as connect them to each other.

2. References

2.1 None

3. Forms

3.1 None

4. Introduction and Tools Required

4.1 All the cords on the OmniTour serve a purpose. If you see a loose cord hanging from the unit, you may be missing important functionality.

4.2 The OmniTour wheels can be locked by adjusting the wheel cover lock mechanism on the wheels from horizontal to downward.

4.3 This process will involve some lifting and maneuvering of heavy equipment. For your safety, please enlist someone's help to do the following:

　　4.3.1.1　Remove the boxed OmniCycle from the pallet (5.2)

　　4.3.1.2　Remove the OmniTour monitor from the pallet (7.1.3)

　　4.3.1.3　Remove the OmniTour stand from the pallet (7.1.4)

　　4.3.1.4　Mount the monitor on the OmniTour stand (8.3)

4.4 Tools Required:

　　4.4.1　Box cutter or utility knife

　　4.4.2　Philips head screwdriver

　　4.4.3　T7 torx wrench (star key) – Supplied in terminal box

　　4.4.4　3mm hex key - Supplied

　　4.4.5　5mm hex key - Supplied

　　4.4.6　10mm nut driver - Supplied

　　4.4.7　Hex/Philips key - Supplied

4.5 No CTRL Found

4.5.1 If the cycle boots up to show "Error no CTRL found" then you may need to unplug the terminal cord and plug it back in. If the error persists, call Customer Support.

4.6 The Tour and Cycle as they look when they arrive onsite:

5. Unpack the Cycle

5.1 Device will arrive in a box on a pallet.

5.1.1 Remove any strapping and set aside for disposal.

5.1.2 Remove any packing manifests or shipping documents and save for later use.

5.1.3 Open the small box on top of the cycle. Set the tools and accessories aside for use.

5.2 **Have someone help you** remove the cycle box from pallet and set the pallet aside for disposal.

5.2.1 Open the cycle box and remove the cycle.

5.2.2 There is a smaller box inside, containing the terminal and the T7 torx wrench

5.2.2.1 Remove the terminal and the torx wrench from the box.

5.2.2.2 Set both aside with the other accessories and tools

6. Set up the Cycle

6.1 Adjust the Cycle T-bar.

6.1.1 Tip the device on its forward edge, lifting the wheels.

6.1.2 Use the 3mm hex key to loosen, but do not remove, the fixing screws.

6.1.3 Pull out the T-bar no further than the STOP mark (12cm).
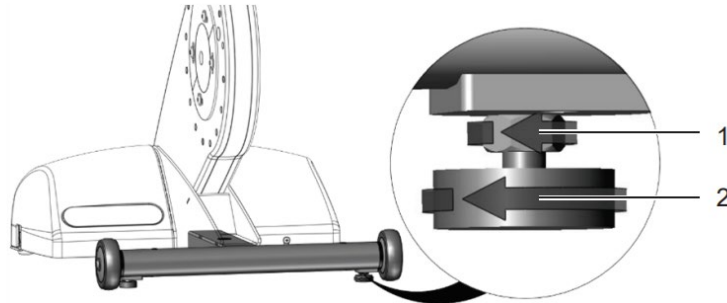
6.1.4 Retighten the fixing screws.
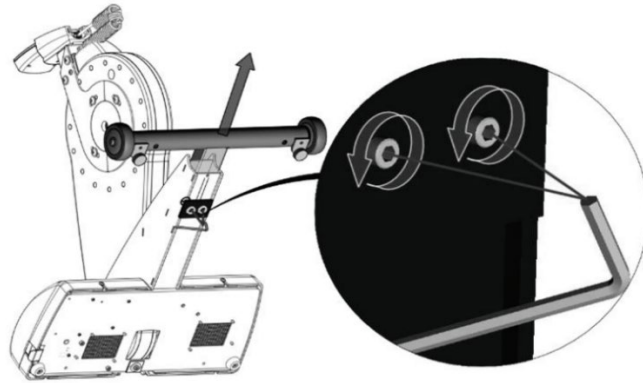
6.2   Use rubber buffers to compensate for any unevenness of the floor.

   6.2.1   Loosen lock nuts (1) with a suitable tool - Use fingers or 10mm wrench (not included).

   6.2.2   Set height of rubber buffers (2) on device so that OmniCycle Connect is stable.

   6.2.3   Tighten lock nuts.
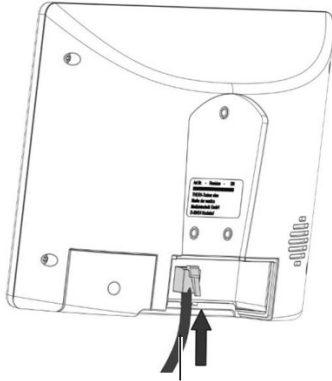

6.3   Connect the cycle terminal.

   6.3.1   Open the service cover (1) by using the torx wrench on the inset screw (2).

      6.3.1.1   Screw (2) is very small and can be easily lost.
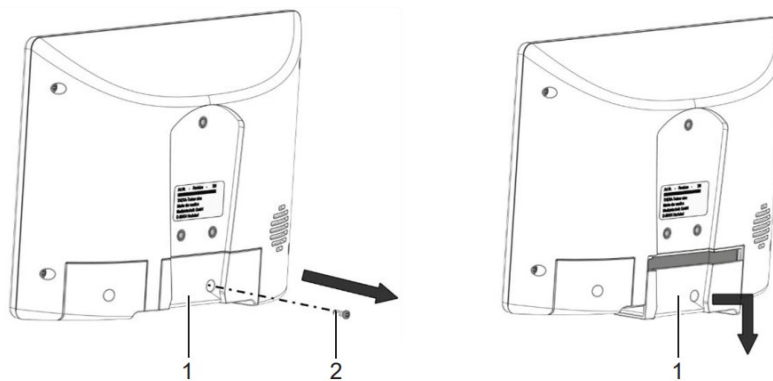
   6.3.2   Plug the gray RJ45 cable into the terminal until it clicks into place.

6.3.3   Reattach the service cover.

6.3.4   Fix the terminal (3) to the holder (4) and fasten with provided thumbscrews (5).

      6.3.4.1   This is also the time to attach the optional tool holder.
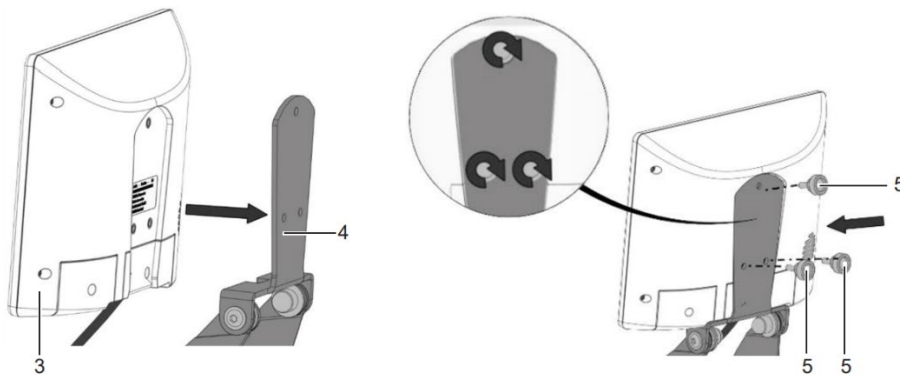
6.4   Plug the power cord into the port on the base of the cycle and wrap the other end onto the cycle.

      6.4.1   You will plug the cycle into the power strip on the OmniTour cart after assembling.

6.5   (OPTIONAL) Turn off Sonic Stop as needed.

      6.5.1   Discuss with users the proper safety protocol regarding the sonic stop function.

      6.5.2   From the main screen, press the Wrench icon.

      6.5.3   Scroll to "System" and press green check.

      6.5.4   Scroll to "Sens. Mic" and press green check.

      6.5.5   Set to 0 and press green check.

      6.5.6   Scroll down to "Set Params as Default" and press green check.

7.   Unpack the OmniTour

7.1   Device will arrive on a pallet, covered by a cardboard dust cover.

      7.1.1   Remove any packing manifests or shipping documents for later use.

      7.1.2   Remove any strapping and the cardboard dust cover. Set all aside for disposal.

7.1.3   **Have someone help you** remove the monitor box from the pallet and set upright nearby.

7.1.4   **Have someone help you** remove the cart from pallet and set pallet aside for disposal.

7.1.5   You should now have a monitor box and a stand which has several boxes strapped to it.

     7.1.5.1   Cut the tape holding the boxes and set them aside.

     7.1.5.2   Swing the laptop arm from the front of the monitor bracket to the back by pressing upwards on the elbow joint while pressing down on the distal end of the arm, nearest the laptop mounting surface. See picture.


     7.1.5.3   The HDMI cable is tucked in to the laptop arm on arrival. If you need to give the laptop less restrictive movement, then adjust the way that it is tucked in to the arm.

8.   Set up the OmniTour Monitor

8.1   The monitor will come fully assembled with mounting hardware.

     8.1.1   The monitor power cord is already attached to the OmiTour stand.

8.2   Cut the monitor box open from the top and remove the upper Styrofoam.

8.3   **Have someone help you** lift the monitor out of the box, and place the upper hooks onto the monitor mounting bracket.
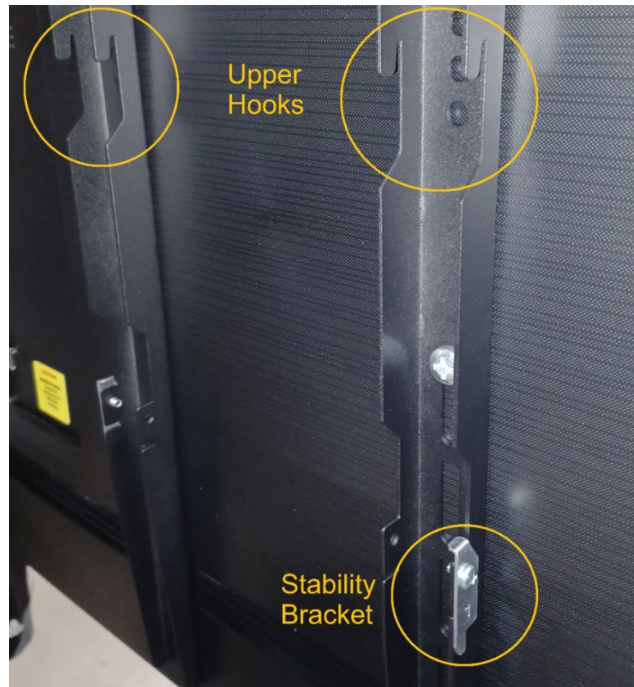
8.4 Set the stability brackets.

    8.4.1 Unscrew the stability brackets from the back of the monitor

    8.4.2 Set them upside down, so that the bracket overlaps with the monitor mounting bracket and the letters are upright, then tighten the screws in their new position.

    8.4.3 If the stability brackets do not fit quite right, use a Philips head screwdriver to loosen the monitor mounting brackets slightly to allow the two holes to line up.
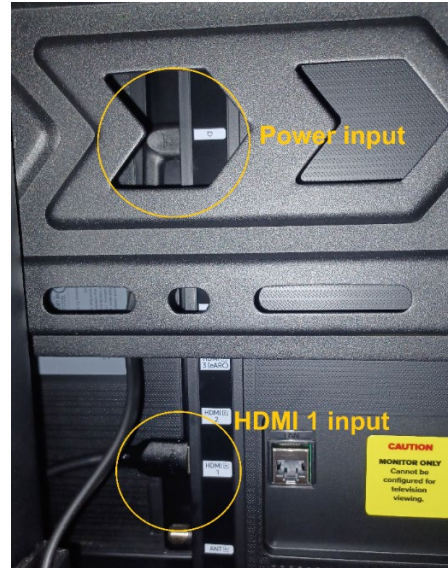

8.5 Connect the monitor power.

8.6 Connect the HDMI cord.

    8.6.1 If you have trouble with the length of the HDMI cord, adjust the laptop arm or adjust the way that the cord tucks into the channel on the arm. See pictures for arm tucking method and monitor-side connections.
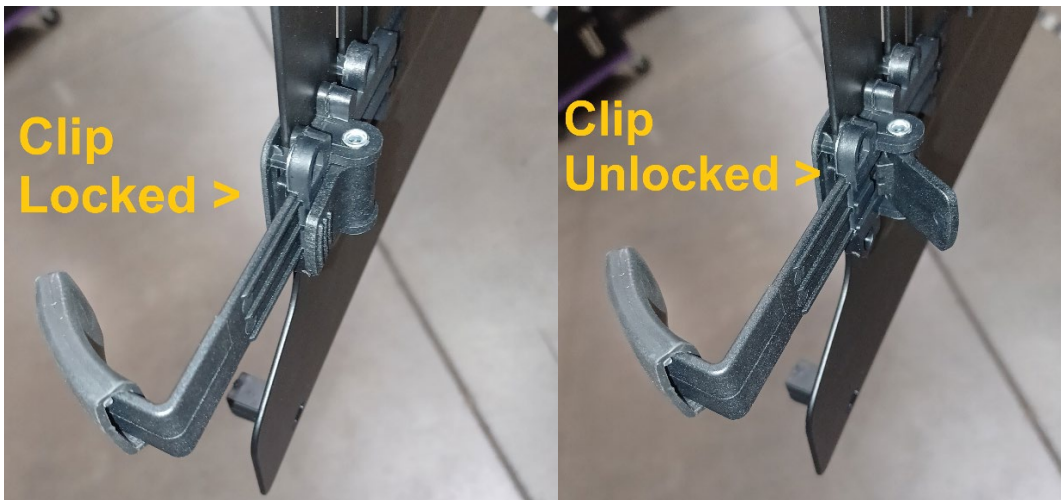
Power input

HDMI 1 input

9. Set up the OmniTour Laptop

9.1 Remove the laptop from its box.

    9.1.1 Set laptop power supply on the bottom shelf.

9.2 Unlock the clips on the laptop mounting surface.

Clip Locked >

Clip Unlocked >

9.3 Place the laptop so that the two clips are on the sides, as low as possible in their channel.

9.4 Lock the clips so that the laptop fits snuggly and the ports on the left side are exposed.

9.5 Connect laptop to HDMI.

    9.5.1 Cord will be hanging near the laptop mount

    9.5.2 Plug into HDMI port on left side of laptop.

9.6   Remove the USB receiver from the remote mouse battery compartment and plug it into the left side of the laptop.


9.7   Set up and connect the laptop power supply.

9.7.1   Remove the velcro circles from their counterparts on the bottom bar of the stand.

9.7.2   Remove the clear plastic backing from the circles.

9.7.3   Place the circles on the laptop power supply.

9.7.4   Velcro the power supply to the bottom bar of the stand.

9.7.4.1   See picture under Section 13 for attached power supply

9.7.5   Tuck laptop power cable into the cable holder under the laptop arm.

9.7.6   Plug into the left side of the laptop.

9.7.7   Power on the laptop
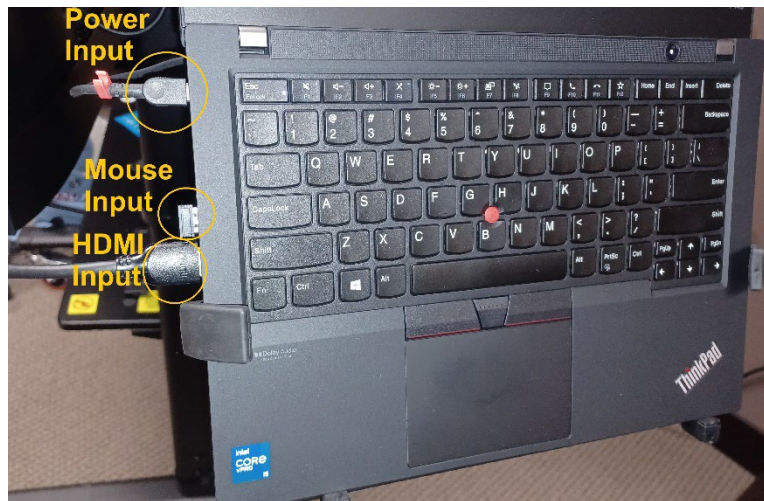
10. Adjust the OmniTour Monitor Source

10.1 Insert the batteries into the TV remote and turn the monitor on.

10.2 If the monitor brings up Windows or the OmniTour screen, then no further action is needed.

10.3 If the monitor brings up the dashboard screen, it should detect the laptop and will ask you to press down on the remote to accept the PC input.
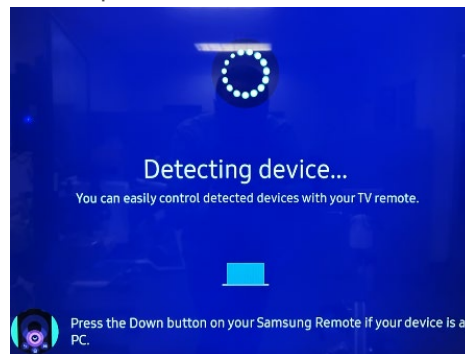
10.4 If no inputs are detected, unplug and plug in both ends of the HDMI cord.

11. Connect the Cycles

11.1 Connect the Cycles first

    11.1.1 Plug the cycle into the power strip on the rear of the OmniTour.

    11.1.2 Select the wrench icon

    11.1.3 Scroll to and select System.

    11.1.4 Scroll to and select Wireless Connection.
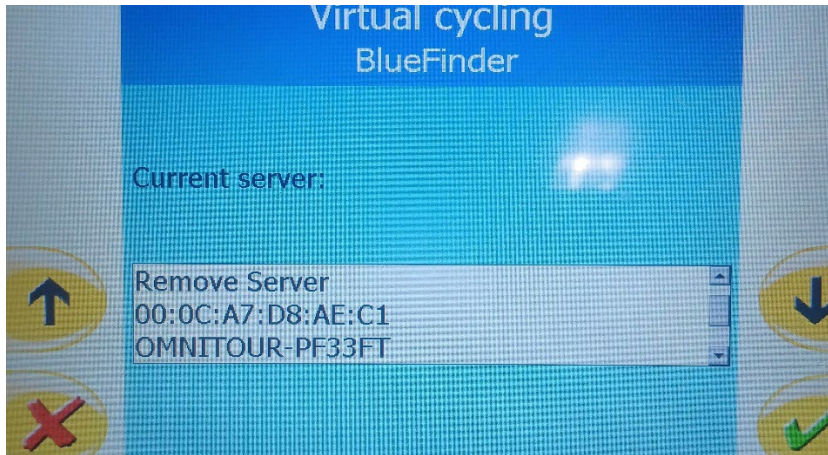
    11.1.5 Select Virtual Cycling.

    11.1.6 Wait for the BlueFinder screen to complete its search.

11.1.7   Find OMNITOUR-[SERIALNUMBER]

      11.1.7.1   This will be the serial number of the laptop.

11.1.8   Select it with your finger and press the green check mark
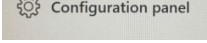
11.1.9   The cycle will restart

11.1.10   Once the OmniCycle Connect has rebooted, navigate through the games at the top of the screen until you have located Virtual Cycling

11.1.11   Do this, one at a time, for each cycle on site

12. Connect the Tour

12.1 Touch/Click anywhere on the screen and the hamburger menu will appear near the top right.

12.2 Select the hamburger menu ≡ and click configuration panel .

      12.2.1   A prompt will ask if you want to continue, click yes to proceed.
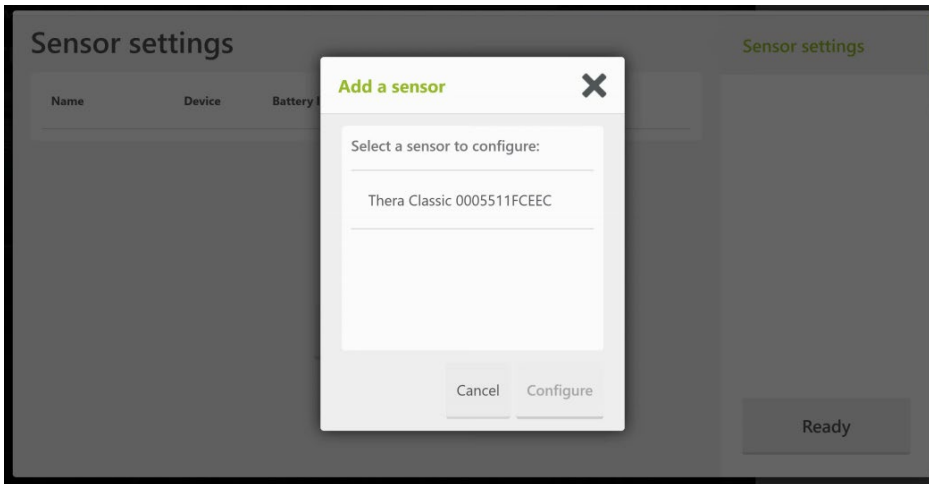
12.3 Click Add a Sensor.

      12.3.1   The cycle must be turned on and not in sleep mode to be detected.

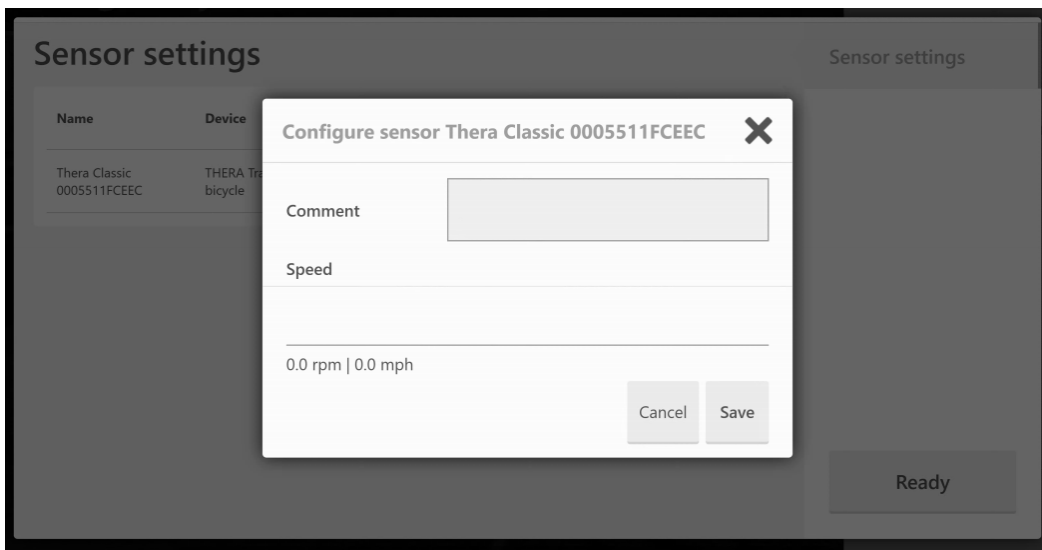   12.3.2   Select the Thera Classic PBrd number once it populates in the list.

12.4 Click configure to proceed

    12.4.1 At this point you can add a nickname or number in the comment box to make each OmnCycle Connect easier to find in the future

    12.4.2 Press the Save button to return to the settings and set up the next cycle

        12.4.2.1   If you lose track of which unit is which, identify bikes that have been connected by turning them on and cycling while on the configuration panel. It will show the movement speed of each bike.

    12.4.3 Press the Ready button to close the configuration panel to continue to the OmniTour dashboard

12.5 If you need to find the PBrd number on the cycle

    12.5.1   If there are several cycles onsite and it becomes unclear which is which, follow these steps on the cycle to pull up the PBrd number.

    12.5.2   From the main menu, press the wrench icon

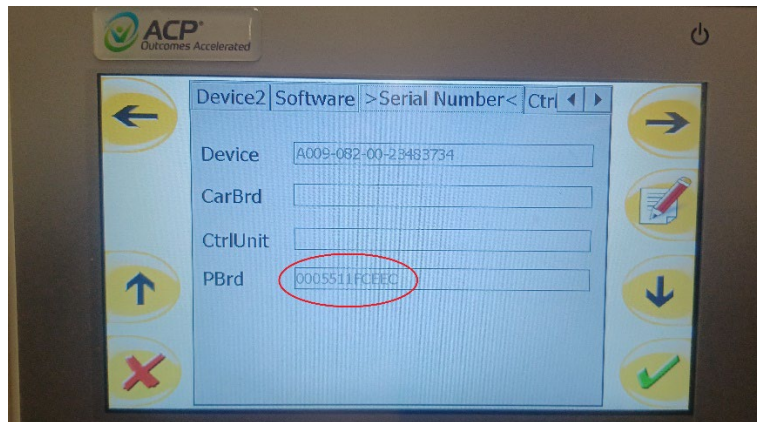   12.5.3 Scroll to "System" and press the green check.

12.5.4 Scroll to "Configuration" and press the green check.

12.5.5 scroll right using the arrows to the "Serial Number" tab.

12.5.6 The number it shows next to PBrd is the number that the Tour will see when connecting.

13. Finalizing Setup

13.1 Install batteries in the remote for the laptop.

13.2 Secure any loose cables with the extra cable-ties provided.

13.3 Set up the anti-trip mat between the OmniTour stand and any connected OmniCycles, running the cycle power cables underneath the mat and plugging them in to the power strip on the stand.

14. Where Posted

14.1 Master Control

15. Revision History

15.1 Master Control