

MANUAL

Tacx Desktop application

Welcome to the manual in which we explain how to install and use the Tacx Desktop application and Tacx cloud website.

Tacx



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0. BEFORE START

Tacx Desktop application only works with:

- Windows 10
- Bluetooth 4.0
- Internet connection

Compatible trainers (Tacx Smart only)

- T2800 NEO Smart
- T2900 FLUX Smart
- T2780 Bushido Smart
- T2060/T2080 Ironman/Genius Smart
- T2180 Vortex Smart (or TourdeFrance model)
- T2420 Flow Smart
- T1994 Tacx Bluetooth heartrate belt (optional)
- T2015 Tacx Speed/Cadence sensor (optional)
- 3rd party Bluetooth heartrate belts

Tacx Desktop application is not ANT+ compatible

If you do not have a Bluetooth 4.0, then you can use a separate USB 4.0 dongle such as:

- Asus USB-BT400 USB dongle
- Trust Bluetooth 4.0 USB dongle
- Belkin Bluetooth 4.0 Dongle

T2400 Satori Smart is not compatible, only used as separate sensors

OH1 Polar is not supported

Bluetooth dongle; Eko Buy CSR 4.0 USB dongle reports issues

1. TACX CLOUD WEBSITE

Tacx created a cloud environment in which you create a training, your activities are stored and you can connect to other riders. It automatically syncs with the Tacx apps.

Supported applications.

- Tacx Training app 2.0 (phones)
- Tacx Training app 3.0 (phones and tablets, launch December 2017)
- Tacx Cycling app (tablets)
- Tacx Desktop application (windows 10, iOS (Q1 2018))

YOUR ACCOUNT

Login

Please make sure to use the same account across all applications. So if you use your Facebook, Google or Tacx account for your first login, use the same account for future logins on all platforms.

If you do not have a Facebook or Google account installed on all your devices, it's best to create a Tacx account by using your email address.

Please note: even if you use Facebook or Google with the same email address, it is not the same account for Tacx.

My Profile

In "My profile" you can manage your settings like your name, picture etc. We ask for your weight to accurately measure your power. All this info is not used for any other purpose.

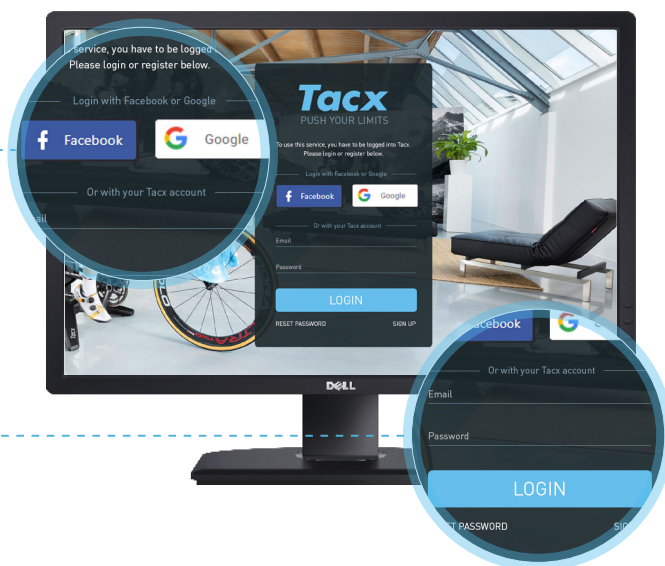
What is FTP?

FTP value is the average wattage you can ride for 1 hour. There are many programs that can calculate your FTP value (Tacx applications will synch this with your cloud, only available on the Cycling app)

GO TO THE TACX CLOUD WEBSITE

CLOUD.TACX.COM

<https://cloud.tacx.com>



Tacx Cloud



Workout library



Training plans



High quality videos



GPS Tracks



Data analysis tools



Cross-platform compatibility



Community



Dashboard

2. DOWNLOAD AND LOGIN

The Tacx Desktop can be downloaded for free from the Microsoft store (Windows) or the App store (Mac).

DOWNLOAD

Microsoft store & App store

Go to the [Microsoft store](#) & [App store](#), search for Tacx and download the Tacx Desktop application (for free).

App

Open the Tacx Desktop app on your Desktop computer.



LOGIN

Login in via Facebook or Google

Please make sure to use the same account across all applications. So if you use your Facebook, Google or Tacx account for your first login, use the same account for future logins on all platforms.

If you do not have a Facebook or Google account installed on all your devices, it's best to create a Tacx account by using your email address.

OPEN THE CLOUD WEBSITE

My Profil

In "My profile" you can manage your settings like your name, picture etc. We ask for your weight to accurately measure your power. All this info is not used for any other purpose.

TACX CLOUD WEBSITE

Tacx created a cloud environment in which you create a training, your activities are stored and you can connect to other riders. It automatically syncs with the Tacx apps.

3. CONNECT THE TRAINER

To run the Tacx desktop application you need an internet connection.



Connect

It is important to understand that the Tacx Desktop application always needs to be connected to internet. When Bluetooth is not connected you will only see the simulator trainer. A fictive trainer to test your app.

Start

In the menu left click on [Devices].
You will see a list with connected trainers

Select the trainer

Click the trainer where you want to train with. Click on [Select all]. The trainer is correctly connected. After a few seconds the heart rate sensor will disappear. Follow the same steps to connect a Bluetooth heart rate monitor.



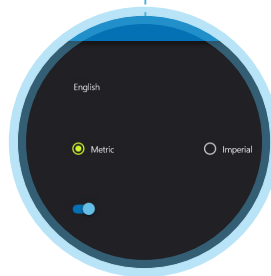
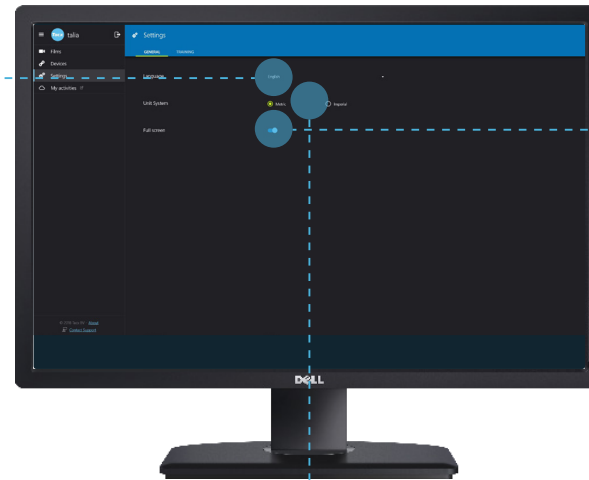
Is there a problem, or doesn't your device see a trainer? Go to chapter 0

4. SETTINGS

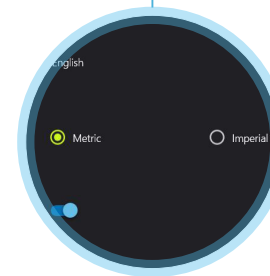
The settings screen is divided into 2 screens: General settings and Training settings

General settings

In the menu left click on [Settings]. The General settings are for the general display.



Language
The standard language is English. You can select another language here.



Unit System
Units are set in kilometres, you can choose to see it in inches by selecting the Imperial system here.



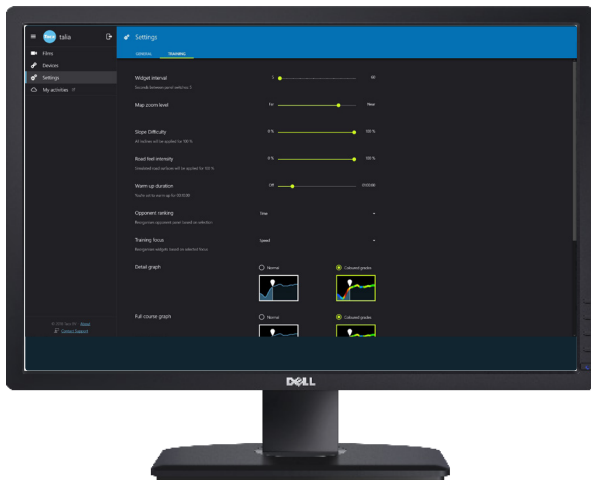
Full screen
Choose to watch the software in full screen mode or not by this switch

4. SETTINGS

The settings screen is divided into 2 screens: General settings and Training settings

Training settings

In the menu above click on [training]. You will see a list with settings for the training. Widget interval, Map zoom level, Slope Difficulty, Road feel intensity, Warm up duration, Opponent ranking, etc.

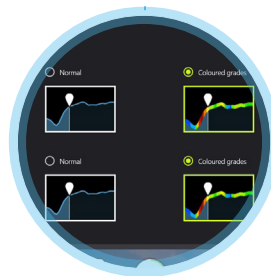
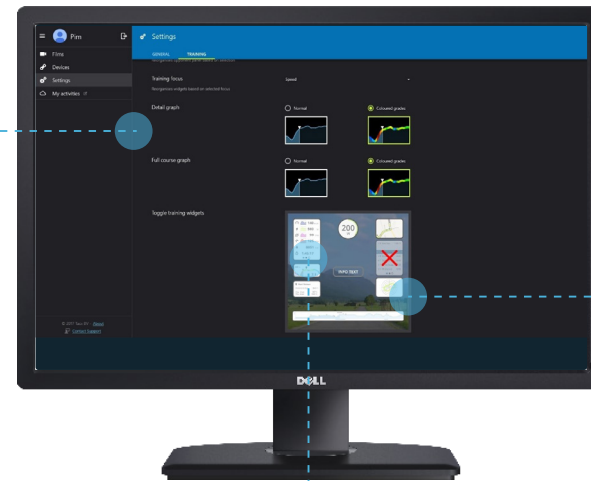


Road feel intensity (For the NEO only)

All videos feature Road feel. You can opt to turn it off or decrease the sensitivity.

Warm up duration

The app will always start with a warm up. If you want to cancel this, then please put warm up at 0 sec.



Detail graph & Full course graph

Some fields can be turned off or on.



Toggle training widgets

You can opt to hide data by pressing on the pictures (see red cross)



Pedal stroke analysis (NEO only)

To display the pedal stroke analysis, please update the latest firmware via the [\[Tacx Utility App\]](#) that can be downloaded on your phone or tablet (Android and iOS for free).

Your training can be exported to Strava via the Tacx Cloud website, this cannot be done directly from the Tacx Desktop application.

5. VIDEOS

Ride famous cycling stages and races from all over the globe. Unlock dozens of videos via a monthly subscription.

Video's

Select a video in the menu



Free demo films

3 Video's are available for free for you to try:

- Dinant to Namur – Cycle Tour
- England, Gold Hill
- Grosse Scheidegg Demo



Download a video

Before you start, you have to download the videos you want to ride. To do so, click [download] at the bottom of the page. You can choose between two qualities: 720px or 1080px. The video is downloaded to your compute by pressing the small arrow.

Start a video

After selecting the video, you can see several tracks. The ones you've already ridden are shown in yellow. Select the track you wish to ride and start your training by pressing [KNOP].

Please note it is not possible to create your own tracks from a video at beforehand. You can do so by saving an activity, start a training and stop where you wish and save it. Next time your track is shown in yellow.

Do you wish to ride more videos? Get your monthly subscription at the Tacx Cloud website, under settings.

6. OPPONENTS

Beat other's or try to break your own record by riding with opponents: previously ridden results on the different tracks in the video.

Change privacy settings

To ride with opponents you have to change your privacy settings in the Tacx Cloud website. Go to [Manage profile] and set your Privacy to Public or Protected. Other riders are now able to see and follow you in the Tacx apps and software and you can follow other's in the community. They are displayed under each film (green marked).



Select opponents

You can see and select all available opponents of a specific video in the Tacx Desktop application in the tab [Opponents].

FINISH A RIDE

After you finish, the ride stops and is automatically saved as an activity to the Tacx cloud website. If you are done with the ride before it ends, you can stop by pressing the [ESC] button.

Customize the display

You can change your view by editing the widgets in the settings of the Tacx Desktop application.

Opponents can be viewed in:

- Time
- Distance
- Watt/kg



Is there a problem, or doesn't your device see a trainer? Go to chapter 0

7. TROUBLE SHOOTING

If you encounter any issues, you can contact our support team. We've listed the most common ones here.

If you experience any issues or have a question, you can contact our support team via the form in the Tacx Desktop application. Go to [Support] in the menu, fill out the information and press [Send].



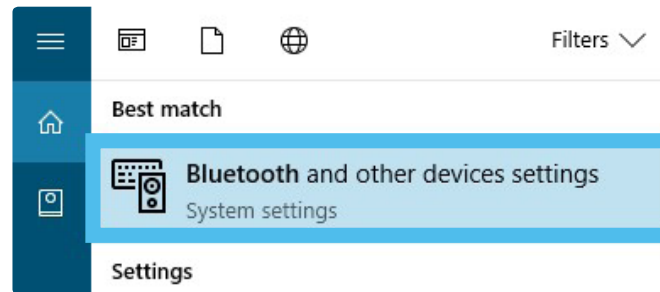
1. Connection issues, no resistance or speed during a ride

It may occur that during your training you don't have any resistance. When this occurs, your trainer is not connected to your computer. To check if this is the issue, go to [Connection] in the menu of the Tacx Desktop application. If you don't see the trainer, you are not connected.

> Select the search option in your start bar (see picture)

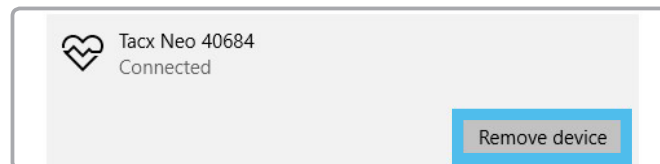


> Then search for 'Bluetooth' and click on Bluetooth and other devices settings.



On this page you will see a list of all your connected Bluetooth devices. It is very important that your Tacx Trainer is NOT listed here. Else it will not work in the Tacx Desktop Application.

In case your trainer is connected here, click on your trainer name. Doing this will open up an option to remove your device from the Bluetooth connection.



2. Bluetooth Radio is not on

This problem can be caused by the privacy settings of windows. Go to 'Search in Windows' this is at the bottom left of your start bar (next to the windows icon).

Enter [Privacy settings] here and open this program. Then click on [Radios] on the left side of your screen. And then see if the [Let Apps control radios] is On. Then click on [Other Devices] and enable these options.

When this is on, then the old bluetooth adapter is installed. Please see Bluetooth solution 3 for this. Bluetooth cannot be found, old bluetooth adapter installed. CRS bluetooth error.

Application crash

In case an application crashes, it might help to turn off the widget for GPS view. We have seen with some customers that this solves the problem. Also please send the logs (via the support button) to Tacx so we can investigate the problem.

8. FREQUENTLY ASKED QUESTIONS

1. I installed the application but cannot see how to start it (only from the Office store)

Solution: Select Windows logo. Here you will see all your apps. Select the Tacx Desktop application. When it runs, you can also select and pin it to your taskbar.

2. Will I lose my data when the application crashes during my ride?

Solution: No, the data automatically is stored every 2 seconds. The moment the application crashes, just restart the application. At that moment the temporary file is being synced with the Tacx Cloud Website and you will not lose your data.

3. How do I redeem a voucher code?

Solution: Login with your Facebook, Google or Tacx account to the Tacx cloud website. Go to <https://cloud.tacx.com/#/voucher-validate> and add the code. Then add the code. The discount of free access will be added to your cloud account.

4. Does it only work via Bluetooth?

Solution: Yes, it only works via Bluetooth as Windows only supports this protocol.

5. Can I use the Tacx Films of the Tacx Trainer software 4?

Solution: No, you cannot use Films from the TTS 4 in the Tacx Desktop application. These are two different platforms. If you wish to ride with the Tacx Films, you can do so with your TTS 4 software. If you wish to ride videos in the Tacx Desktop application, you can activate a monthly subscription in the cloud website. Please note we'll keep supporting the TTS 4 platform.



Designed and produced
in the Netherlands

tacx.com

