

# INSTALLATION GUIDE

Pick. Click. Play.

# CONTENTS

## **PRE-INSTALLATION REQUIREMENTS 04**

## **KIOSK INSTALLATION 05**

- Kiosk Components 06
- Kiosk Mount Dimensions 07
- Kiosk Placement 08
- Cutting The Opening 09
- Installing Power Over Ethernet 10
- Install The In-Wall Bracket 11
- Installing Over Studs (If Necessary) 12
- Installing The Tablet 13
- Installing The Retaining Ring 14
- Installing The Magnetic Faceplate 15

## **VIDEO PLAYER INSTALLATION 16**

- Media Streaming Solution 17
- Media Hub Ports 18
- Media Hub Installation 19

## **ACTIVATION 20**

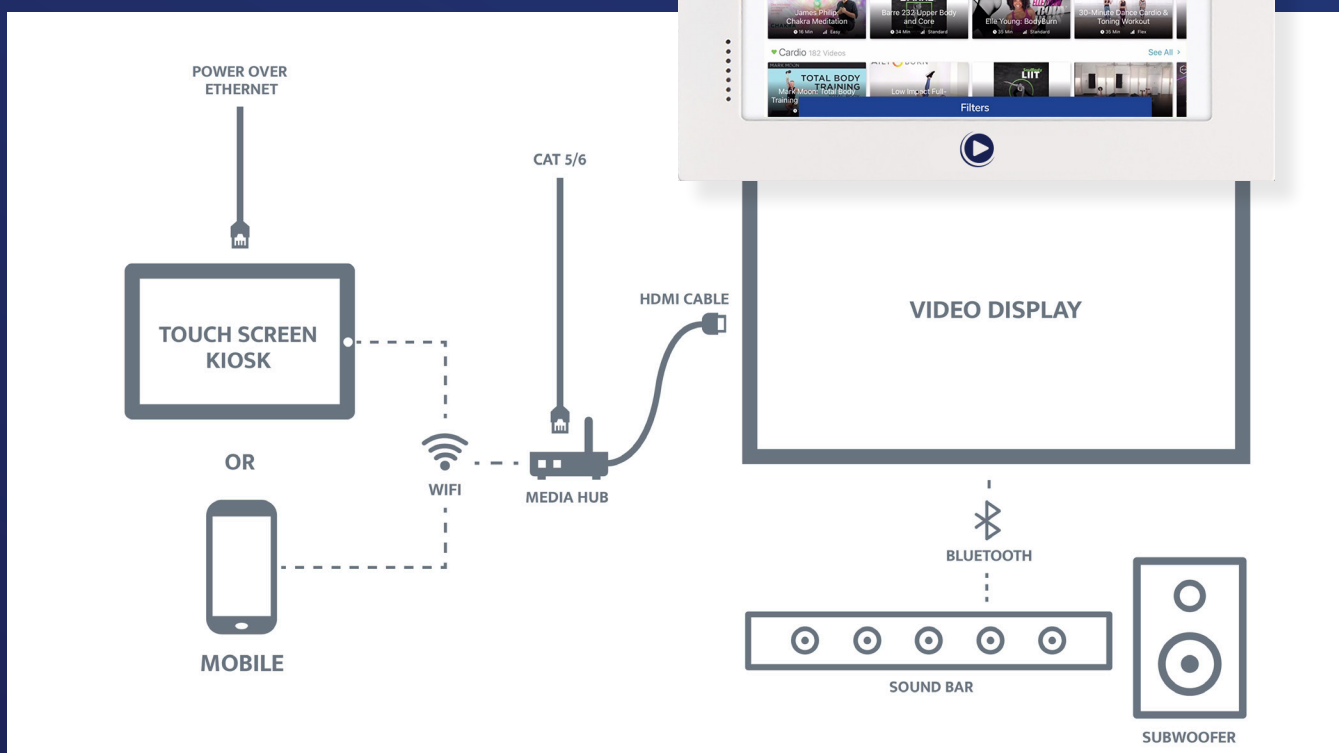
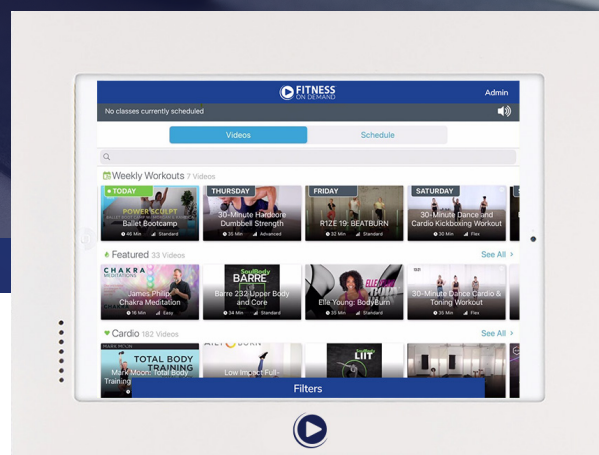
- Firewall Rules 23

# ONE PLATFORM UNLIMITED FITNESS

Thank you for partnering with Fitness On Demand  
to deliver the highest quality virtual fitness  
experience to your users.

This guide will take you through the standard  
installation process of your new  
Fitness On Demand hardware.

If you have additional questions, please  
contact our Technical Support team at  
**1.855.981.9049**  
**Support@fitnessondemand247.com**



# PRE - INSTALLATION REQUIREMENTS

*Before getting started, please review the following pre-installation requirements to ensure your location meets the established minimum requirements for a successful FitnessOnDemand™ installation. Configuring components may require support from your internet service provider and/or your IT/network support team. Addressing network configurations will avoid delays during the installation.*

☐ A recommended internet download speed of **10 Mbps** dedicated to the system

☐ **Wi-Fi internet access** – Required to be “live” at the time of installation

☐ Wi-Fi network name and password

☐ FitnessOnDemand™ admin email address and password

☐ Standard power outlet\* at the video display mount location

☐ Cat5 or Cat6 Ethernet jack with “live” internet access at the video display mount location

☐ Cat5 or Cat6 Ethernet cable accessible in the wall at the kiosk mount location, extending no more than 330’ before terminating near a standard power outlet\*, typically in your facility’s server room.

☐ **Drywall 1/2” or 5/8” thick** at the kiosk mount location

☐ **Minimum 75” video display** of your choice with an available HDMI input

☐ Specified network ports available on your firewall. See page 23 for specified ports.

☐ **KIOSK LOCATION ENVIRONMENTAL REQUIREMENTS:**

- **Operating ambient temperature:**

32° to 95° F (0° to 35° C)

- **Nonoperating temperature:**

-4° to 113° F (-20° to 45° C)

- **Relative humidity:** 5% to 95% noncondensing

- **Operating altitude:** tested up to

10,000 feet (3000 m)

☐ **TOOLS REQUIRED:**

- Electric rotary tool or drywall saw

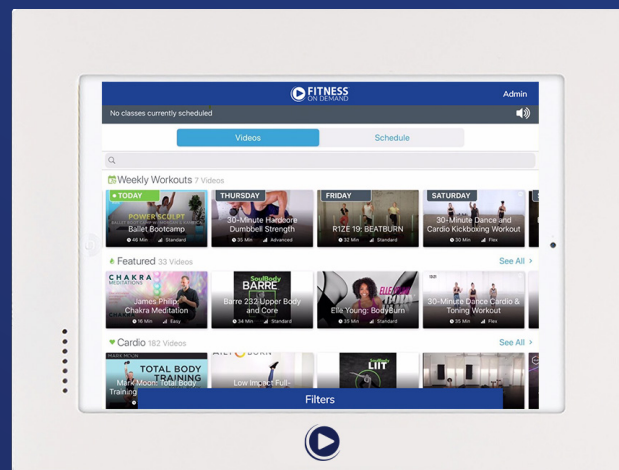
- Level

- Tape measure

- Multi-bit screwdriver with Phillips bit (security bit is included)

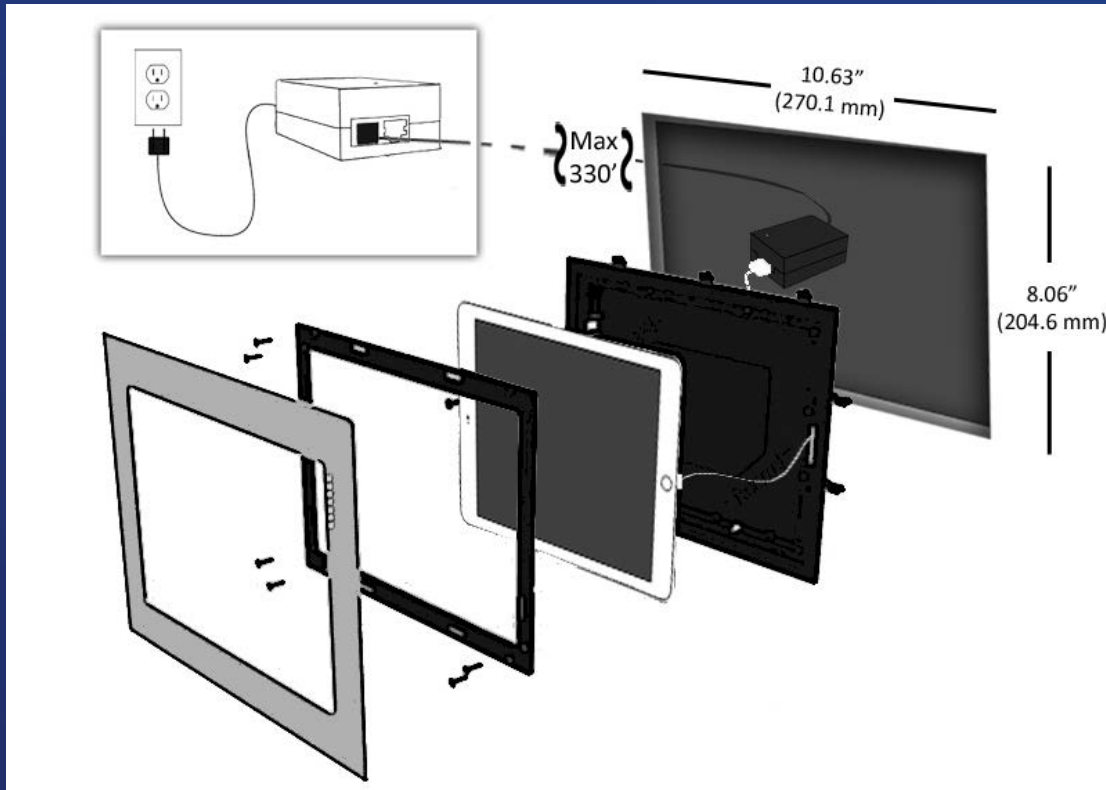
*\* Local voltage converter may be required outside the United States*





# KIOSK INSTALLATION

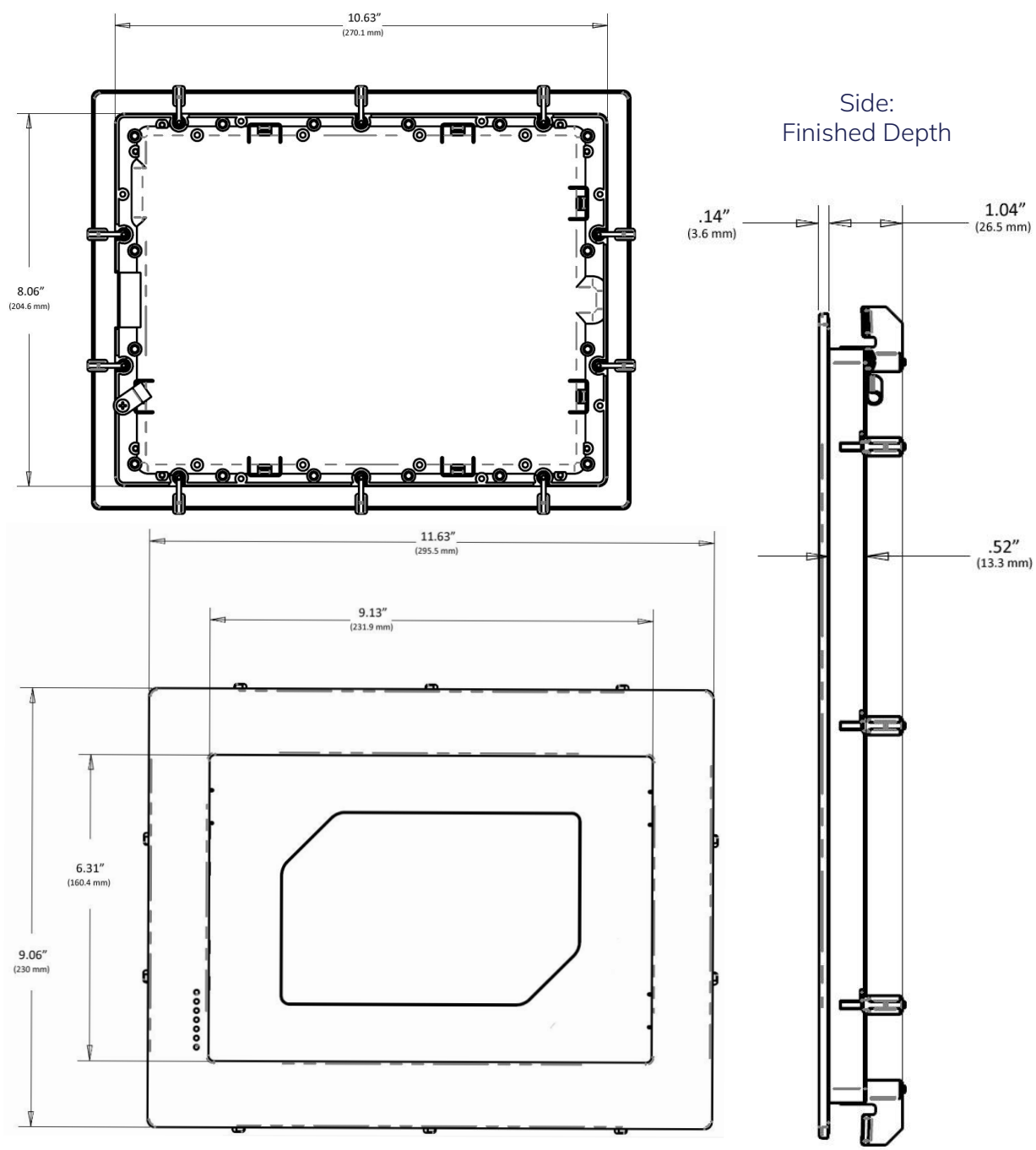
# KIOSK COMPONENTS



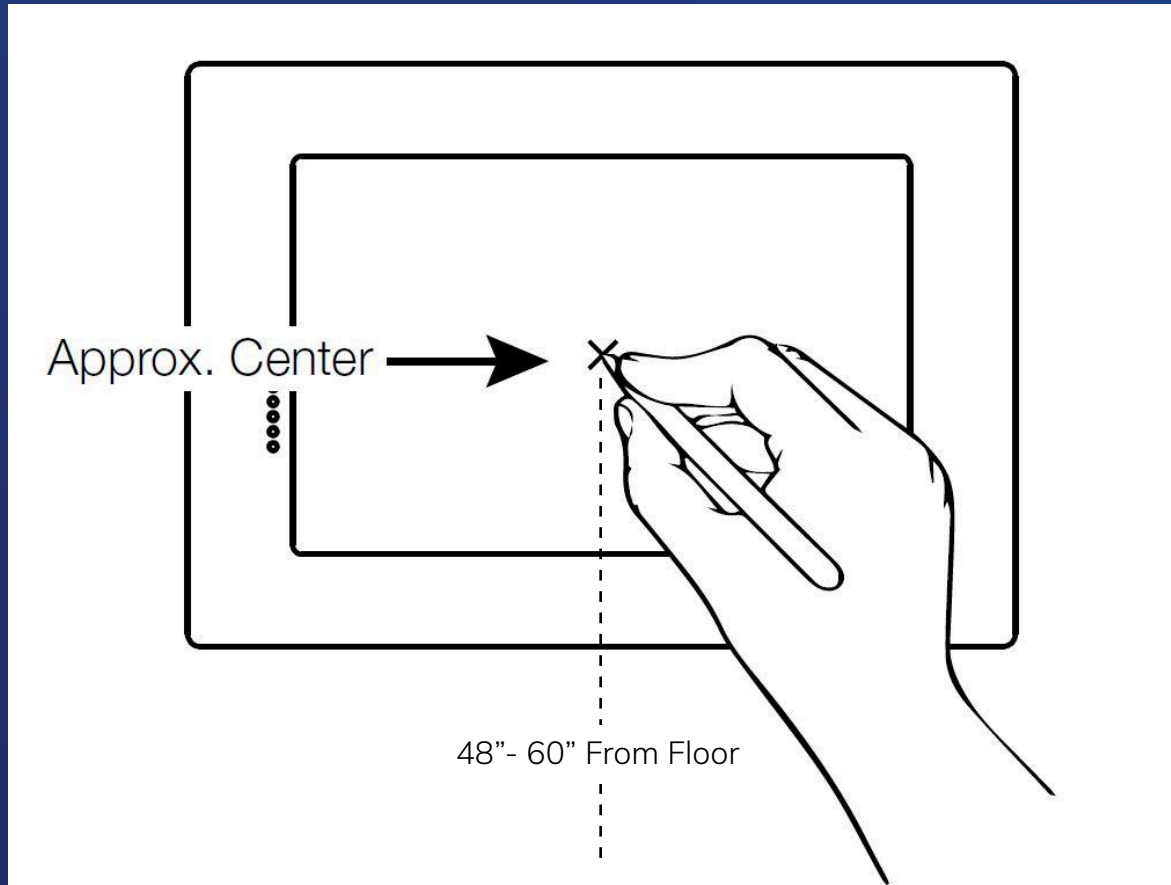
## COMPONENT SPECIFICATIONS

ID	COMPONENT	SIZE
A	Magnetic Faceplate	9.06" x 11.63" x .14"
B	Retaining Ring	7.8" x 10.44" x .16"
C	In-Wall Bracket	8.9" x 11.44" x .63"
D	Touch Screen Tablet	6.6" x 9.4" x .24"
E	Lightning Cable	3' Cable
F	Power over Ethernet to USB Receiver	3.125" x 2.25" x 1.25"
G	Cat5 or Cat6 Ethernet Cable (Not Included)	Maximum Length: 330'
H	Power over Ethernet Injector	3.5" x 2.25" x 1.25"
I	Power over Ethernet Injector Power Cable	2' Cable

# KIOSK MOUNT DIMENSIONS



# KIOSK PLACEMENT



The FitnessOnDemand™ touch screen kiosk is designed to be mounted horizontally in locations where **1/2" or 5/8" drywall has been installed**. Because of the shallow depth of the in-wall bracket, it is not necessary to limit placement only to areas between studs.

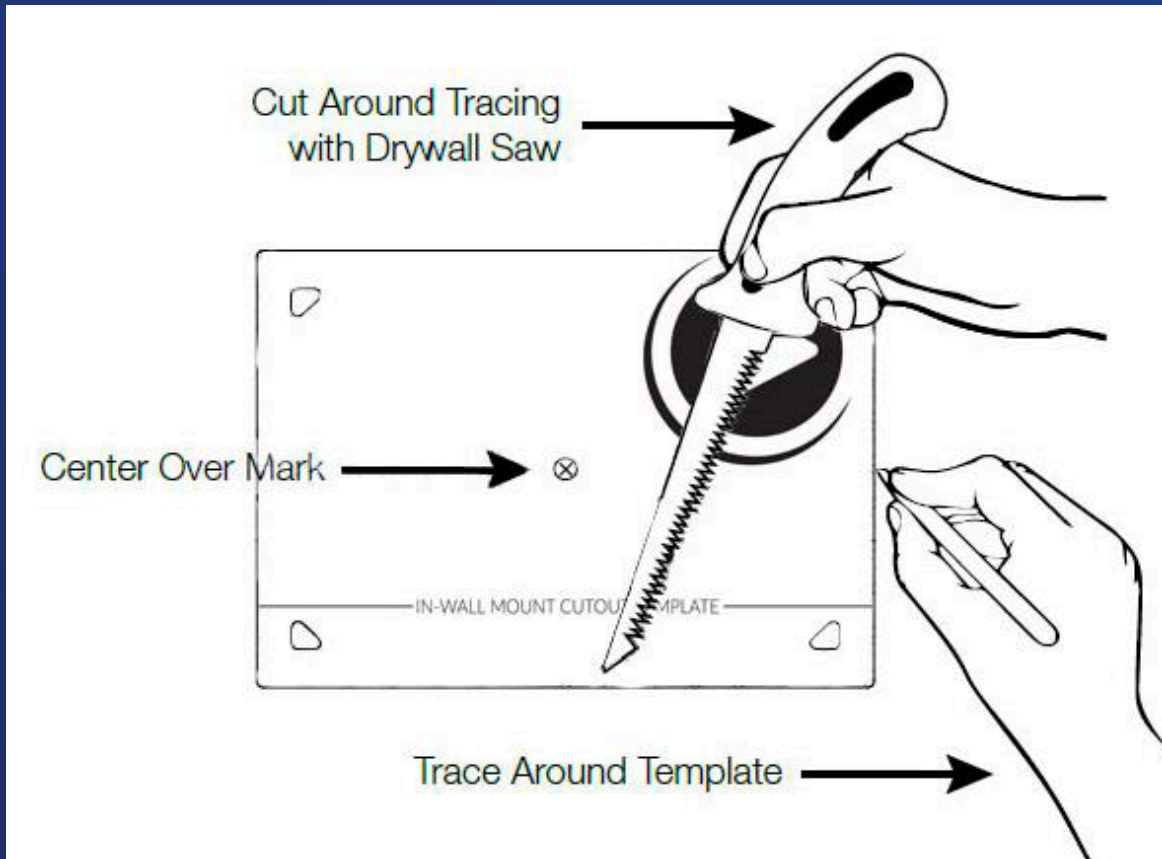
Once paired with the media hub, the kiosk communicates wirelessly to the video display without proximity restrictions. However, we recommend placing the kiosk directly outside of the entrance to your group fitness studio when applicable, or in an open area that is easily accessible to your users.

At your selected install location, **measure between 48" and 60" up from the floor**, depending on preference and local A.D.A. regulations, and mark an "X" on the wall.

This will be the center point of your kiosk screen.



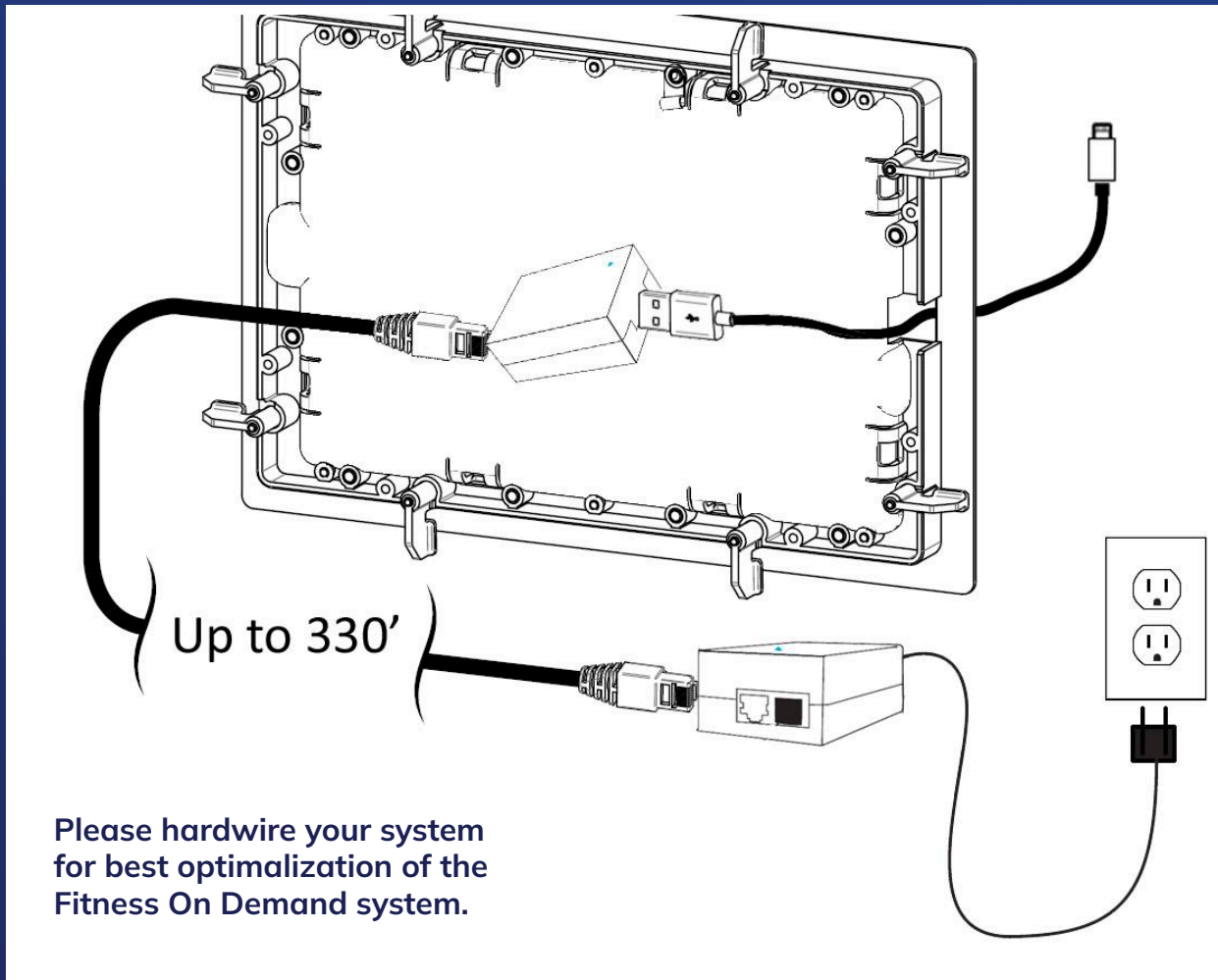
## CUTTING THE OPENING



Using a level, center and place the included cutout template over the center point mark. Trace and then cut the opening using an electric rotary tool or drywall saw, taking care not to damage any wiring, plumbing or ductwork inside the wall.

To allow the bracket frame to sit flush with the wall, and to allow the dog-ears to swing easily into place, trim any rough interior or exterior edges of the drywall opening.

# INSTALLING POWER OVER ETHERNET



The included PoE to USB receiver and PoE Injector work together to provide 2.1A (10W) charging to your FitnessOnDemand™ touch screen tablet through up to 330' of Cat5 or Cat6 Ethernet cable.

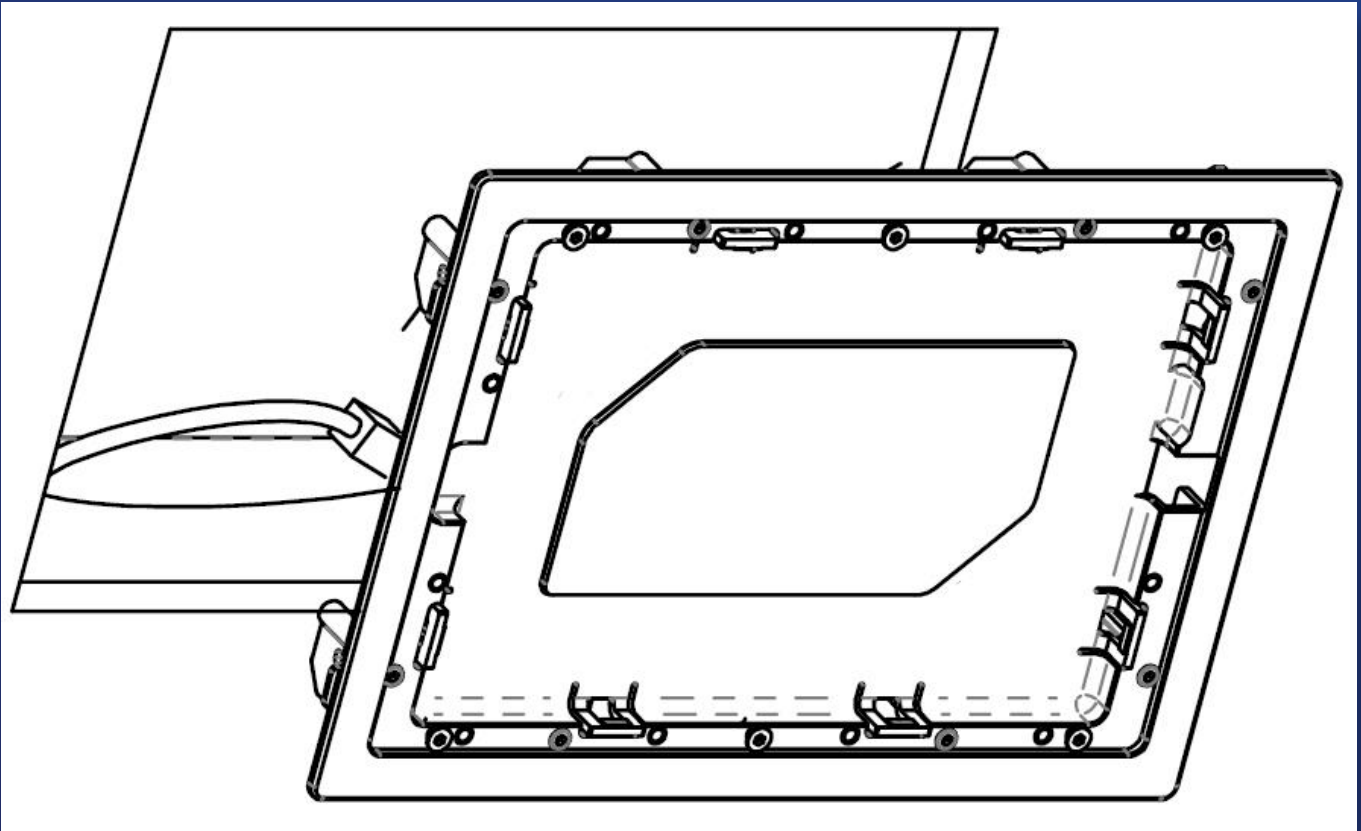
Simply connect one end of a new or existing Ethernet cable from the opening in the wall to the PoE to USB Receiver. Then connect the PoE to USB Receiver to the touch screen tablet using the USB end of the provided lightning cable. Route the other end of the lightning cable through the opening in the in-wall bracket frame.

Mount the PoE to USB Receiver to the back side of the in-wall bracket frame using the included adhesive hook and loop strip.

Lastly, plug in the other end of the Ethernet cable, no more than 330 feet from the kiosk, to the PoE Injector. Plug the PoE injector into a standard power outlet using the included power adapter\*.

*\*Local voltage converter may be required outside the United States.*

## INSTALL THE IN-WALL BRACKET



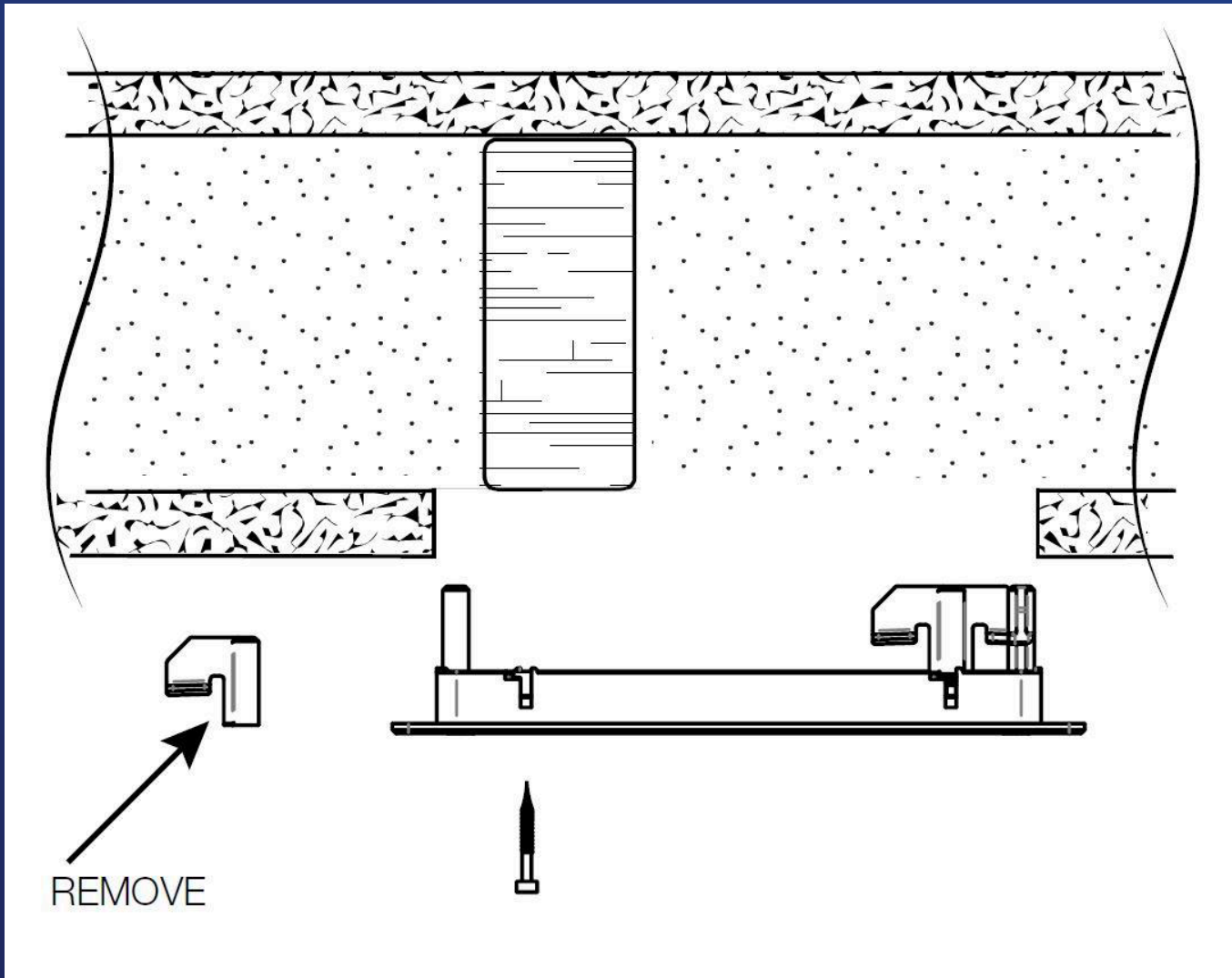
Remove the steel faceplate as well as the plastic retaining ring from the in-wall bracket and set them aside.

Place the in-wall bracket in the cutout opening, taking care not to kink the charging cable.

Making sure the frame is level, carefully tighten each of the dog-ear screws around the perimeter with a Phillips head screwdriver to secure the frame.

As you tighten each dog-ear it will swing into place and begin to clamp the frame to the drywall. It is important not to over tighten any of the dog-ears, as this may warp the bracket.

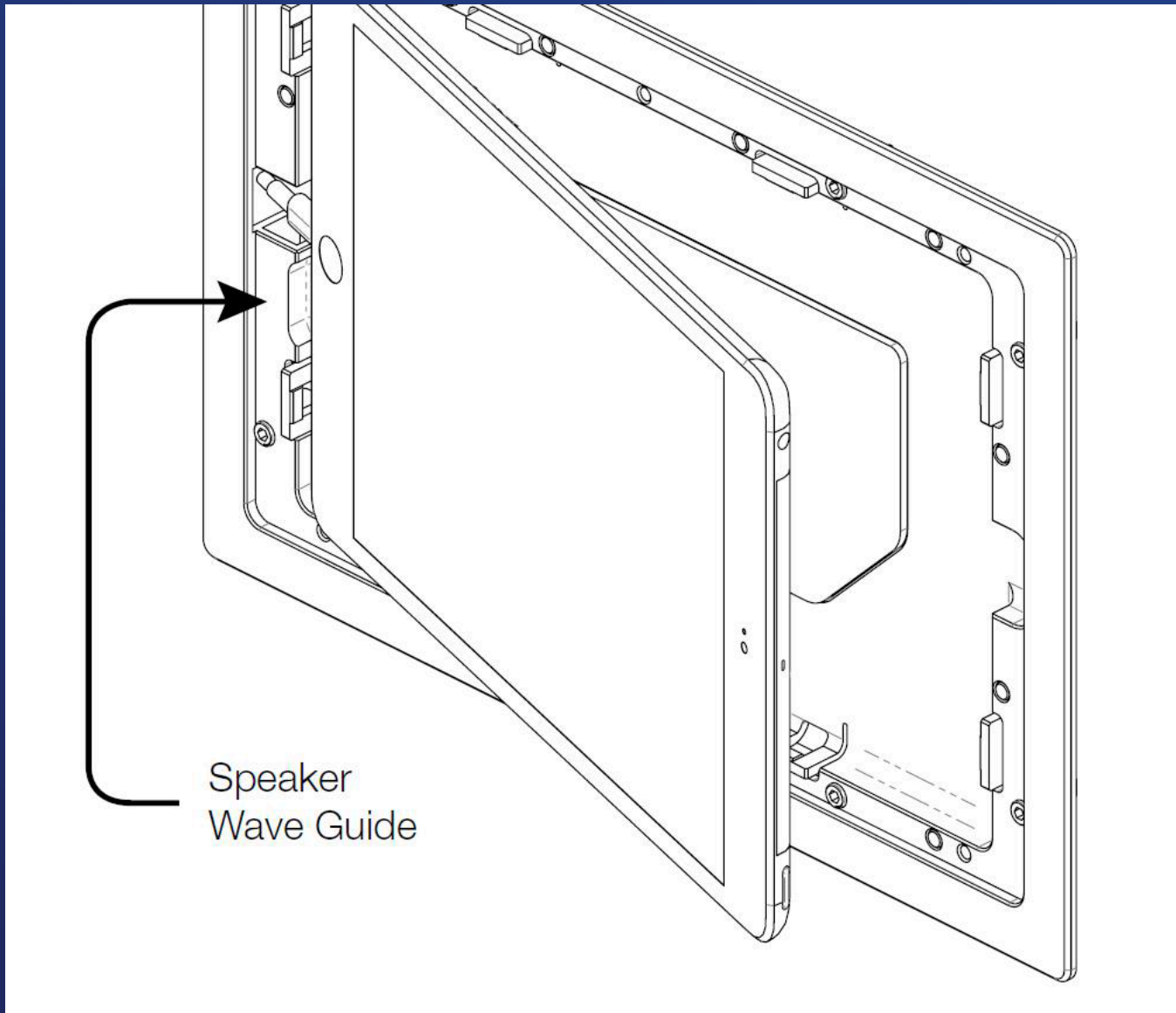
## INSTALLING OVER STUDS *(IF NECESSARY)*



If the opening in the drywall is obstructed by a wooden stud or other obstruction, it may be necessary to remove one or more of the dog-ears.

If this occurs, use one of the included mounting screws to secure the frame, or simply omit the dog-ear in that location if the wood screw is not a suitable option.

## INSTALLING THE TABLET

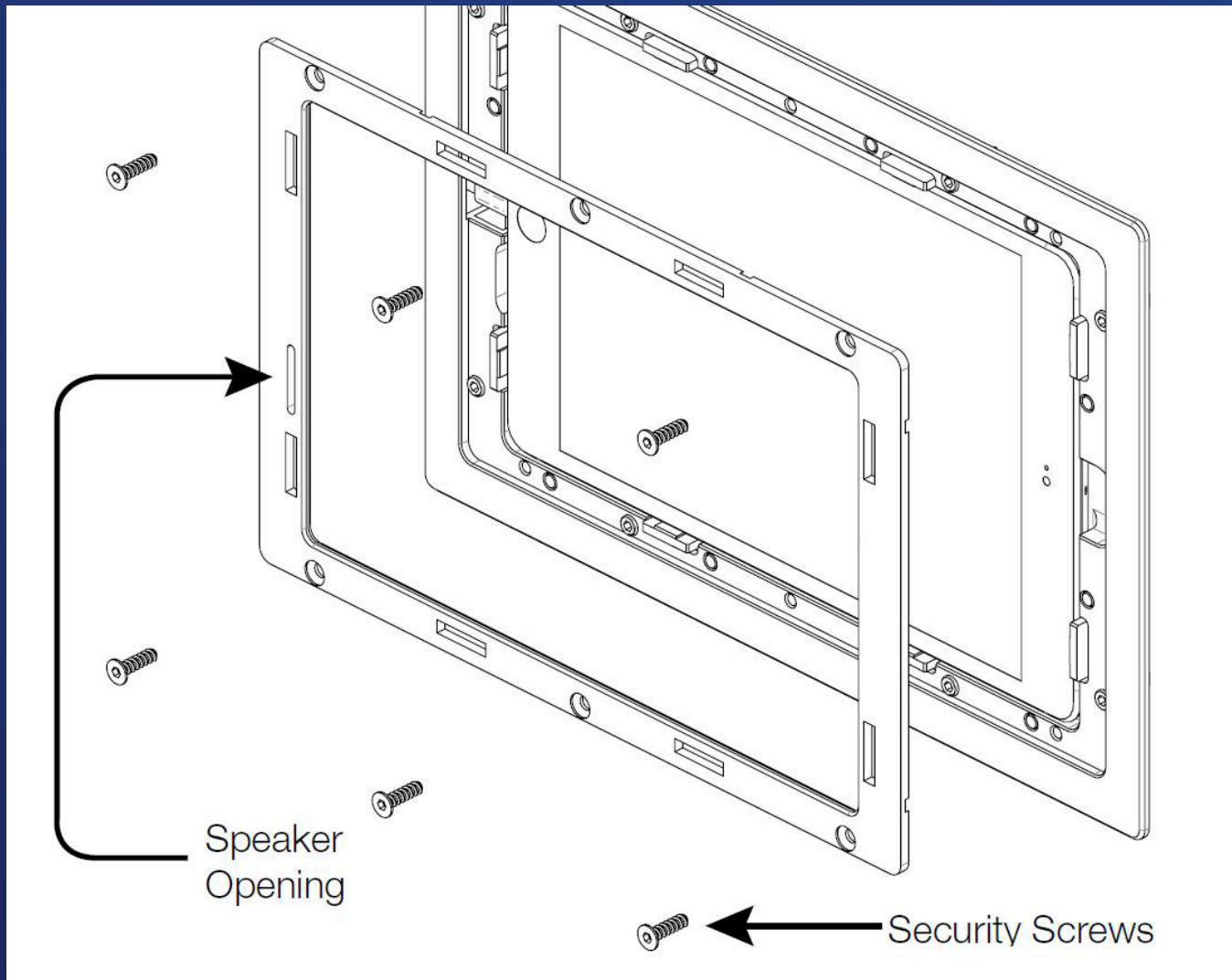


Attach the charging cable to the tablet and carefully position the charging connector through the opening of the bracket frame.

Press the tablet firmly into the frame and make sure that all of the latching tabs grip the edges of the tablet.



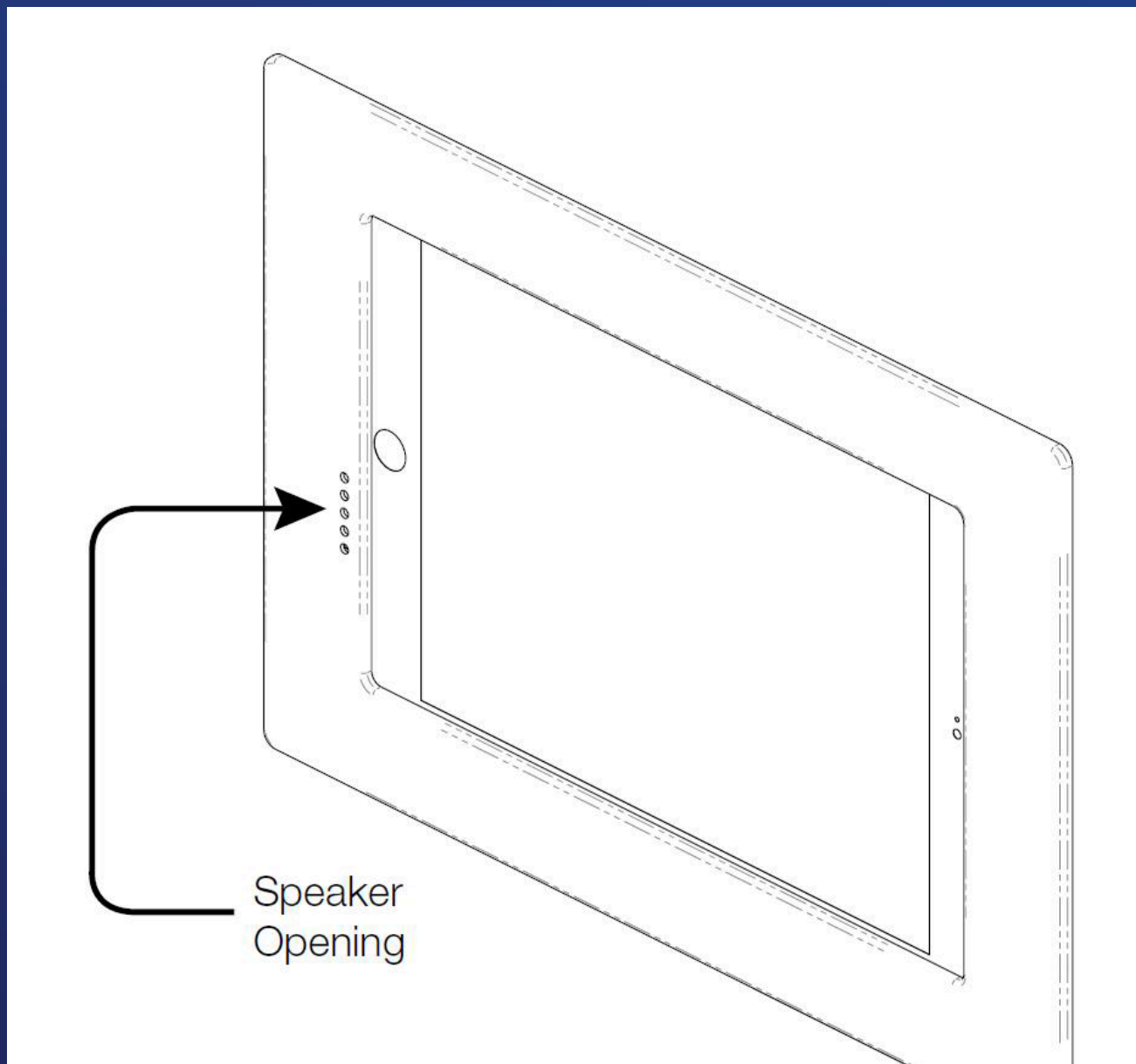
## INSTALLING THE RETAINING RING



Place the magnetic retaining ring over the tablet, making sure that the opening for the speaker is oriented correctly.

Secure the retaining ring using the included security screws and bit.

## INSTALLING THE MAGNETIC FACEPLATE



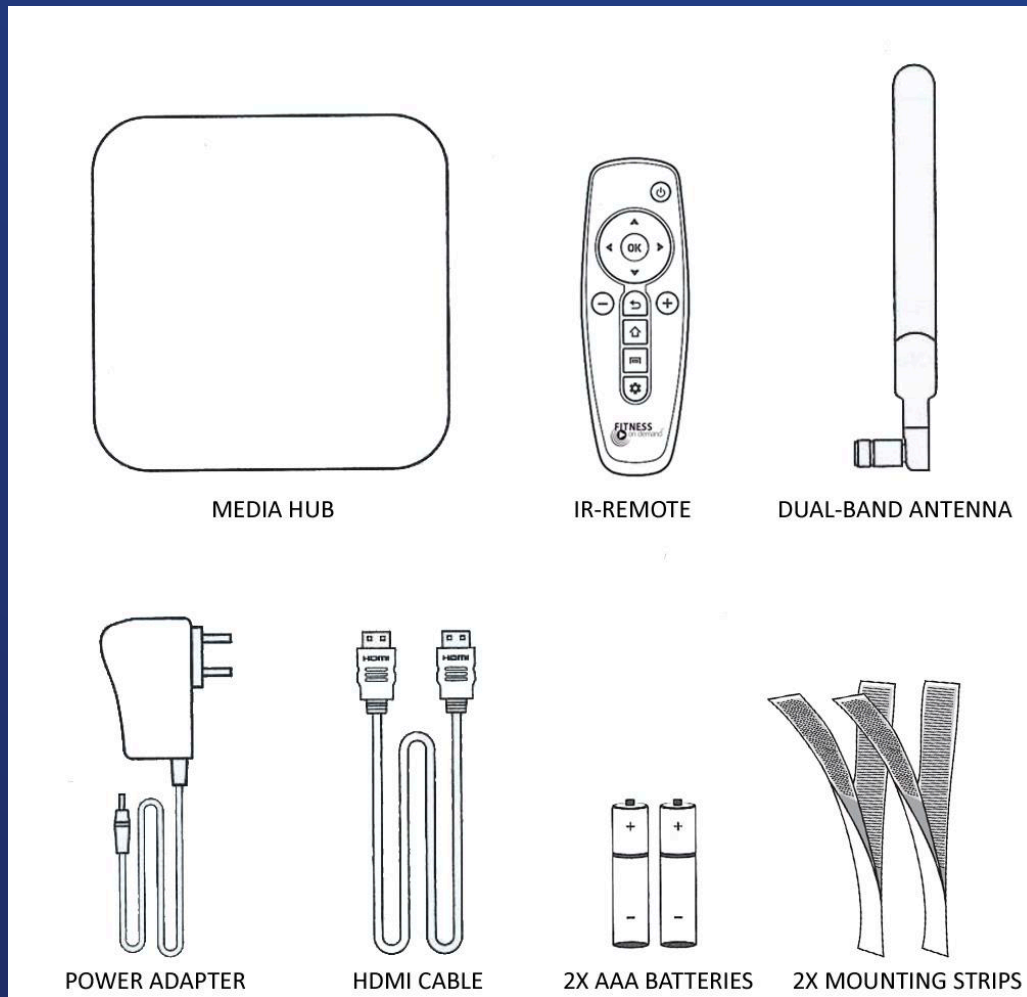
With the retaining ring in place, attach the steel faceplate to the frame. The faceplate is held securely in place by the magnets in the retaining ring.

Make sure to orient the faceplate correctly so that the speaker opening lines up with the opening in the retaining ring.



# VIDEO PLAYER INSTALLATION

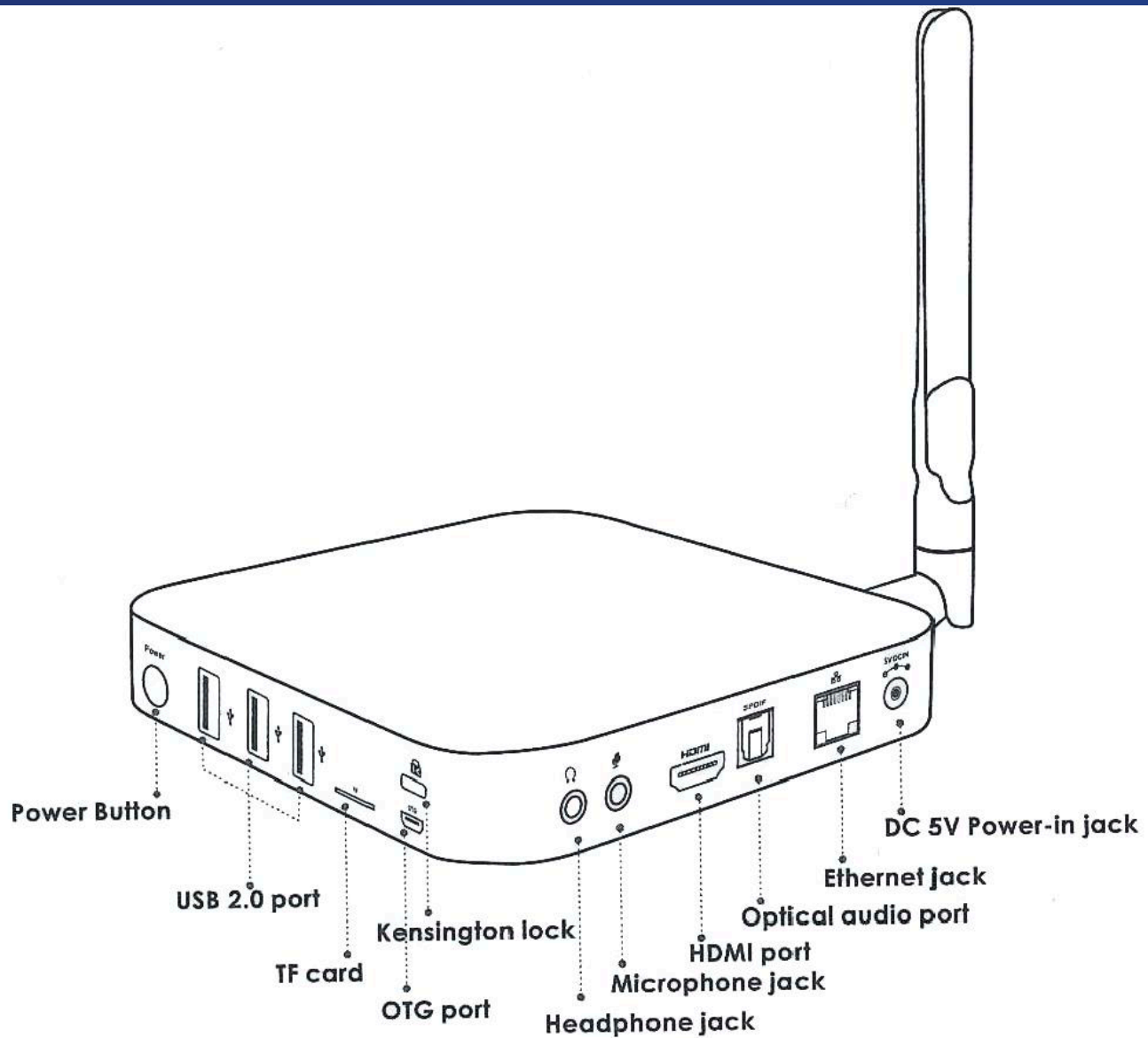
# MEDIA STREAMING SOLUTION



## COMPONENT SPECIFICATIONS

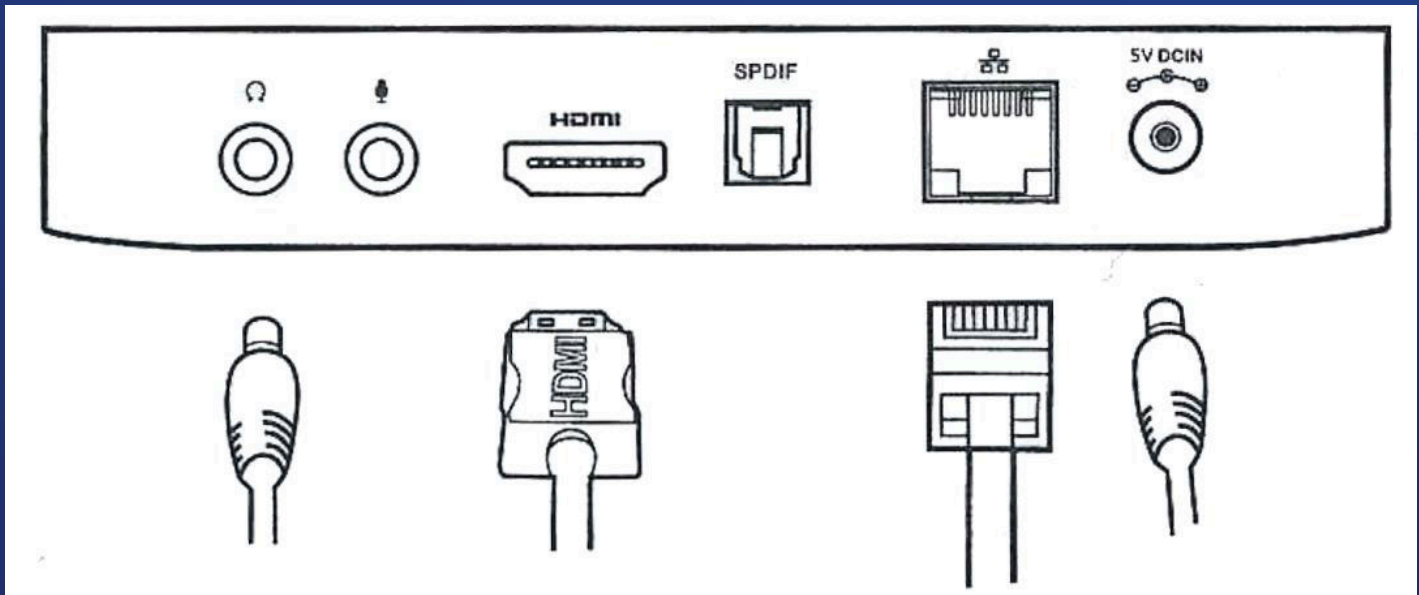
ID	COMPONENT	SIZE
A	Media Hub	5" x 5" x .87"
B	Remote Control	1.63" x 5.25" x .75"
C	Dual-Band Antenna	6.25" x .75" x .5"
D	Power Adapter	5' Cable
E	HDMI Cable	3' Cable
F	(2) Batteries	AAA
G	(2) Mounting Strips	1" x 3"

# MEDIA HUB PORTS



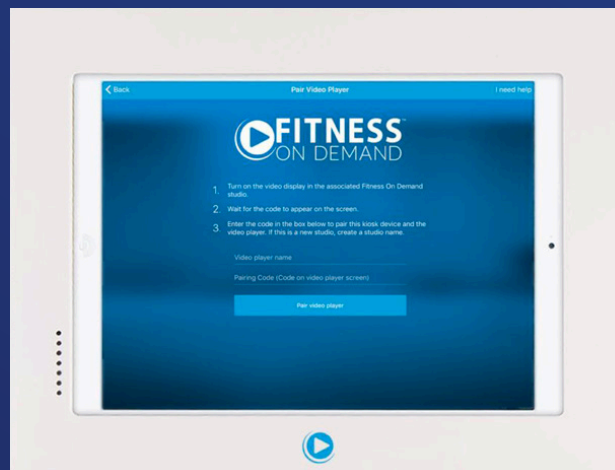


# MEDIA HUB INSTALLATION



- 1 Connect one end of the included HDMI cable to the HDMI port on your video display. Connect the other end of the cable to the HDMI port on the media hub.
- 2 Connect the supplied 5V power adapter to the 5V DCIN port on the media hub and plug it into a standard power outlet\* behind your video display.
- 3 Press and hold the power button on the media hub for 2-3 seconds. The blue power LED should glow indicating the power is on.
- 4 Turn on your video display and select the corresponding HDMI input connected to the media hub.
- 5 Connect a Cat5 or Cat6 Ethernet cable to the Ethernet port on the media hub. Connect the other end to a live Ethernet jack on the wall behind your video display.
- 6 Mount the media hub to a smooth surface wall behind the video display using the 2 included sets of hook and loop strips.

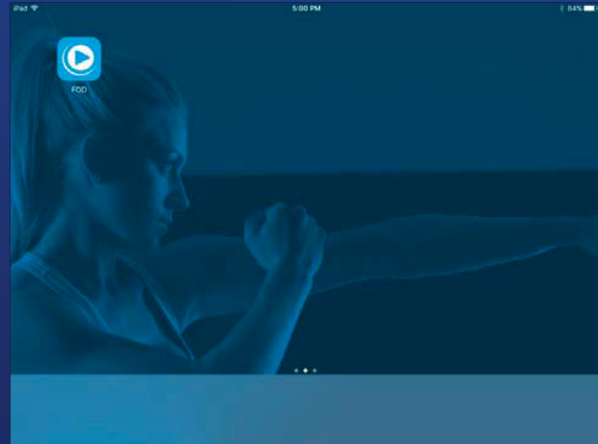
*\*Local voltage converter may be required outside the United States.*



# ACTIVATION

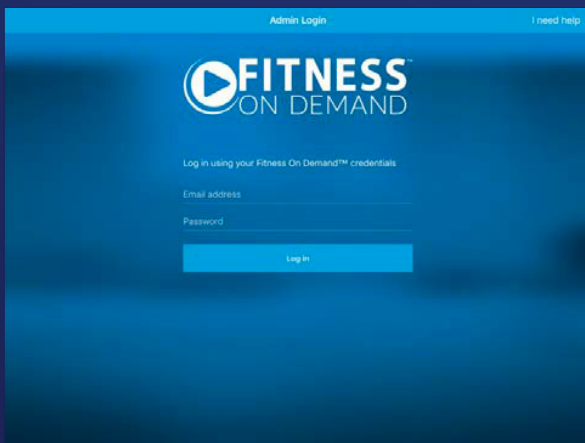


- 1 After turning on the tablet, you will be prompted to choose a Wi-Fi network. Select the appropriate network for your location and enter the password.

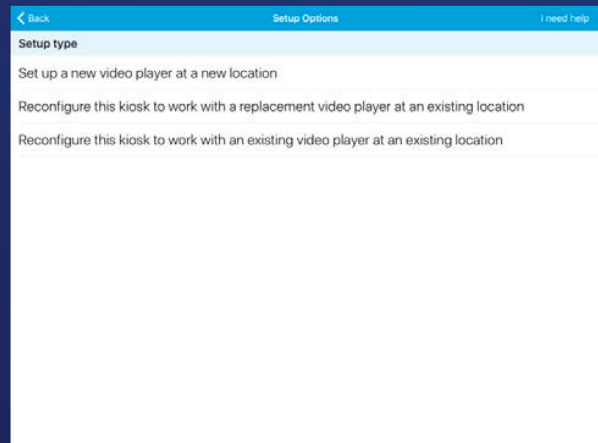


- 2 After connecting to the Wi-Fi network, you will be brought to the tablet home screen. Launch the FitnessOnDemand™ app from the home screen.

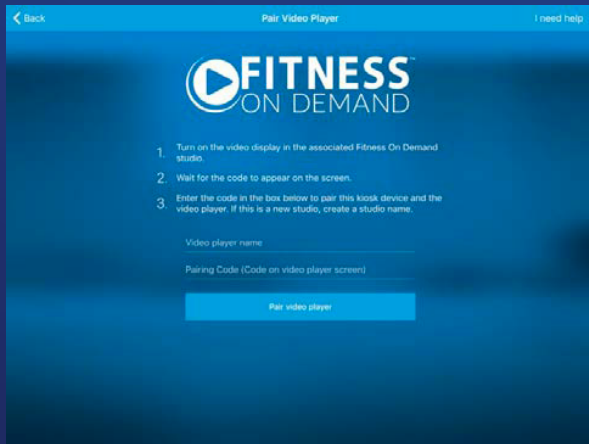
- 3 After launching the Fitness On Demand App you will be required to enter in the admin code **2411** to the admin button located on the top right of the kiosk. The devices should pair automatically. If the devices do not pair please continue with the steps below.



- 4 When prompted, sign in to the FitnessOnDemand™ app using your existing Management App credentials.



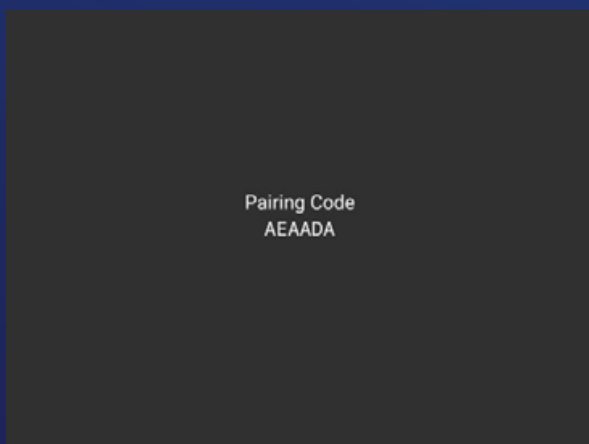
- 5 After signing in, you will be given a choice for setting up your video player. If this is a brand new installation, select the first option that says "Set up a new video player at a new location"



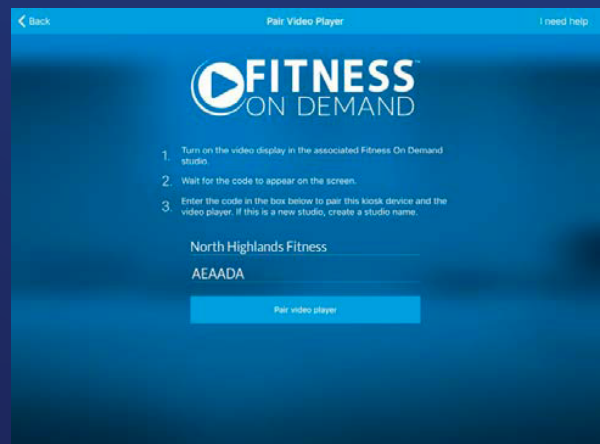
**6** You will come to a screen that will ask you for your studio name and pairing code. Hold here while you complete activation of the media hub.



**7** After powering on the media hub and selecting the corresponding HDMI input on the video display, you will come to the media hub home screen. Launch the Fitness On Demand™ app using the included remote control.



**8** The video display will now give you a 6 character pairing code.



**9** After signing in, you will be given a choice for setting up your video player. If this is a brand new installation, select the first option that says “Set up a new video player at a new location”

**10** You're all set ! Your video player is now activated and ready to go. Sit back, relax, and enjoy the content - no further steps needed!

# FITNESS ON DEMAND BASIC TROUBLESHOOTING

**Problem :** TV is displaying a red cloud.

**Solution :** The red cloud in the top-right corner of the tv screen indicates that the media hub is not connected to the local network.

1. Check that your facility's internet network is currently working on another device.
2. Verify the physical ethernet connection to the media hub and network router or switch.
3. **Reboot the media hub** by holding down the power button on the remote and selecting Reboot, or by **unplugging the power to the media hub, waiting 30 seconds, and plugging it back in.**

**Problem :** TV is displaying a blue cloud.

**Solution :** The blue cloud is displayed when the internet connection to the media hub drops below 6 Mbps. You will most likely encounter buffering, skipping videos, and/or playback issues when the internet bandwidth is this low.

1. Using the remote provided with your FitnessOnDemand system, press the Menu button to open the configuration overlay to check the internet speed on the device.
2. On the configuration overlay under **Device**, verify that you are using a Wired connection rather than WiFi.

**Problem :** The iPad kiosk is showing a login screen and the video display shows the normal idle screen.

**Solution :** This indicates that the FOD media hub is still paired to your zone, but the iPad must be re-paired.

1. Enter your FOD Management App login credentials.
2. Select the option stating **Reconfigure this kiosk to work with an existing video player.**
3. Select the **facility/zone** that the kiosk is in. This screen may only show up if you manage multiple zones.
4. Test a video


**Problem :** The iPad kiosk shows the normal video library and the video display shows a pairing code.

**Solution :** This indicates that the iPad kiosk is still paired to your zone, but the media hub has unpaired.

1. Tap **Admin** on the top-right
2. Enter the passcode **2411**
3. Select the option **Replace Video Player**
4. Enter the **pairing code** showing on your video display
5. Test a video



**Problem :** FitnessOnDemand is not playing on the screen but instead you can see the punching girl background image. (Image below)

**Solution :** This indicates the FOD app is not launched. Use the arrows on the remote to hover over the blue FOD app  and then press OK on the remote

**Problem :** Scheduled class did not play.

**Solution :** If a scheduled class does not start on the main display you may want to start the class on-demand. The iPad will likely prevent you from playing an on-demand class as the scheduled event will show as “Now Playing.” To play an on-demand class, stop the scheduled event from the admin section.

1. Tap **Admin** on the top-right
2. Enter the passcode **2411**
3. Tap **Stop video playback**
4. Press **OK** on the pop-up

This will stop both a virtual scheduled class and a Live Class. Once the class is stopped, exit the admin section by tapping the X on the top-right and an on-demand class can now be played.

**Problem :** The system is on the correct input and the media hub is turned on, but you see “No Signal” on the TV’s.

**Solution :** First ensure the media hub is powered on. After confirming it’s powered on then unplug the power to the media hub, wait 30 seconds then plug it back in. If you still see “No Signal” then confirm the input is set correctly.



## CONTROL *(FROM LEFT TO RIGHT):*

**Loop** - The loop function is used to set a video to loop indefinitely, causing the video to restart automatically once it is complete. When active, the loop icon will have a white background on the kiosk and the icon will appear on the top-right of the video playing on your large format display.

**Rewind** - Jumps the video back 30 seconds

**Pause** - Pauses the video onscreen indefinitely. A pause icon and the video progress will show onscreen.

**Stop** - Stops the video. The main screen will go back to the current idle screen and the kiosk will give the option to rate the class.

**Fast Forward** - Jumps the video forward 30 seconds

**Volume** - The volume icon will expand volume controls when selected. Volume up and down controls will show the current volume on the large format display. When muted, the mute icon will show with a white background instead of the normal volume control on the iPad, and a mute icon will show on the top-right of the large format display. **\*\*Note if the volume is at zero it will also display the mute icon.**

## EXAMPLE IMAGES:

**Punching Girl** – Media Hub home screen



**Media Hub** (Black or Gray)



# FIREWALL RULES

*The following network ports must be available on your firewalls to support communication and traffic on FOD™ systems.*

GROUP	PORT	TRAFFIC	DESINATION	DESCRIPTION
AirWatch MDM	80/443	HTTP/s	0.0.0.0/0	AirWatch Device Services
Apple Push Notification Services	443	HTTPS	17.0.0.0/8	Used as a fallback on Wi-Fi only when devices are unable to communicate to APNs on port 5223
	2195	APNs	17.0.0.0/8	Send notifications to APNs
	2196	APNs	17.0.0.0/8	APN Feedback service
	5223	APNs	17.0.0.0/8	The port used to send messages from APNs to the mobile devices and computers in your network.
BugFender	80/443	HTTP/s	*.bugfender.com	Used for collecting application logs.
Fitness On Demand / Lift Brands	443	HTTPS	api.liftbrands.com	Provides API responses for FOD products
	443	HTTPS	cdn.fod247.com	Provides CDN distribution for image and video content
	80/443	HTTP/s	*.fod247.io	
Google FireBase Cloud Messaging	443	HTTPS	0.0.0.0/0	FCM Cloud Messaging Servers
	5228-5230	FCM	0.0.0.0/0	FCM Cloud Messaging Servers. FCM usually uses 5228, but it sometimes uses 5229 and 5230. FCM does not provide specific IPs, so you should allow your firewall to accept outgoing connections to all IP addresses contained in the IP blocks listed in Google's ASN of 15169.
Ooyala (Video Streaming)	80/443	HTTP/s	*.ooyala.com	Provides video streaming content
Pushy	443/1883	HTTP/ Pushy	*.pushy.me	Provides device communication and control messaging system.
TeamViewer	80/443	HTTP/s	*.teamviewer.com	Teamviewer (hosted)
	TCP/UDP 5938	Screen share	*.teamviewer.com	Teamviewer remote desktop connection



1.855.981.9049

[Support@fitnessondemand247.com](mailto:Support@fitnessondemand247.com)