FITNESS
ON DEMAND

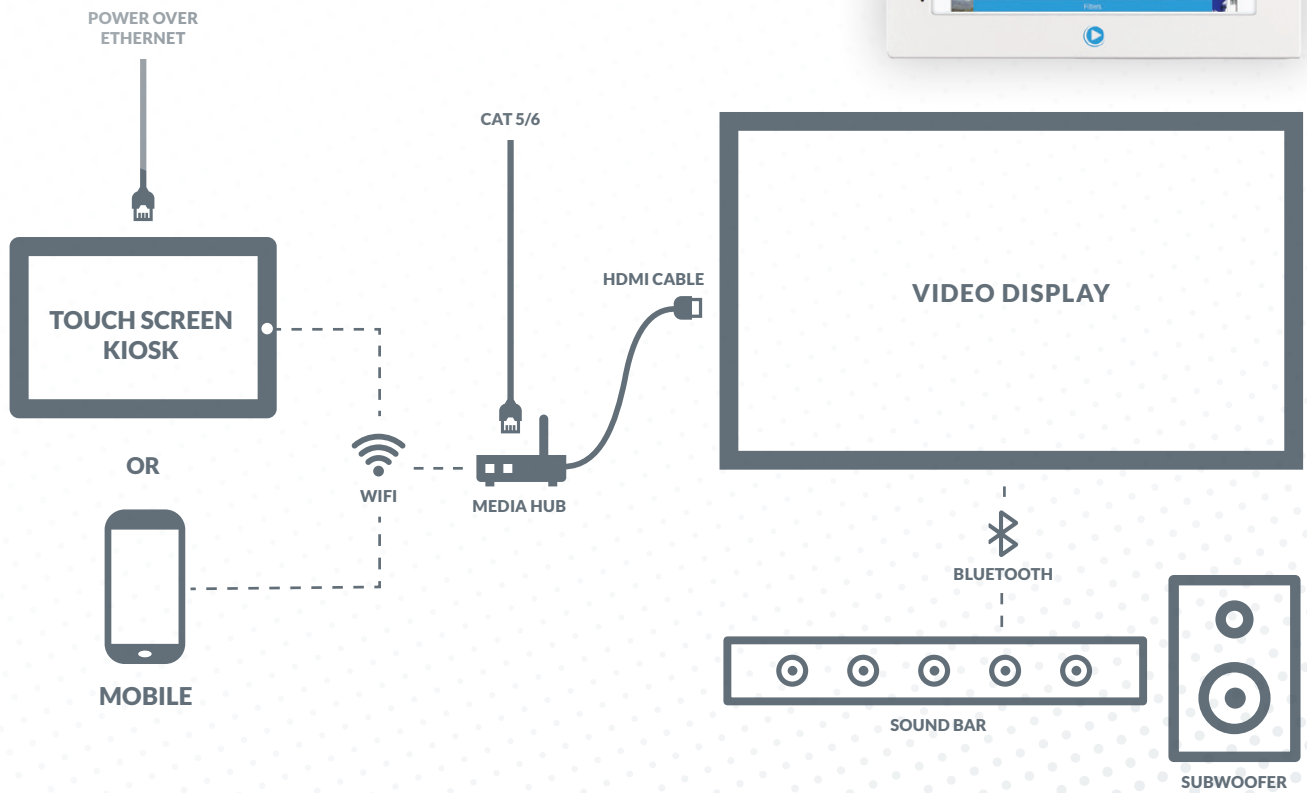# INSTALLATION GUIDE

PICK. CLICK. **PLAY.**

CONTENTS

ONE PLATFORM
UNLIMITED FITNESS

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

This guide will take you through the standard installation process of your new FitnessOnDemand hardware.

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

POWER OVER ETHERNET

CAT 5/6

HDMI CABLE

VIDEO DISPLAY

TOUCH SCREEN KIOSK

OR

WIFI

MEDIA HUB

MOBILE

BLUETOOTH

SOUND BAR

SUBWOOFER

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

* Local voltage converter may be required outside the United States

❏ **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)
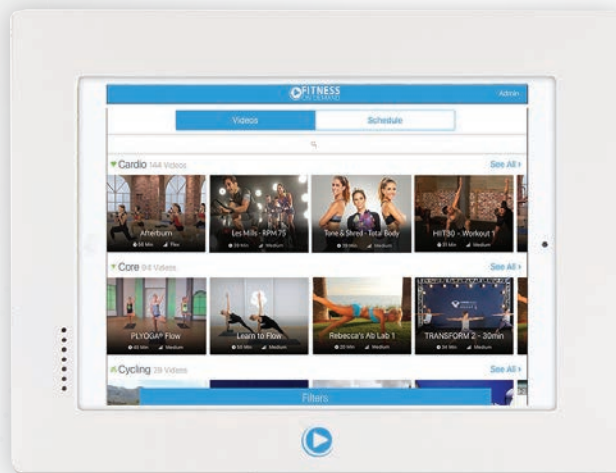
KIOSK
INSTALLATION

KIOSK COMPONENTS
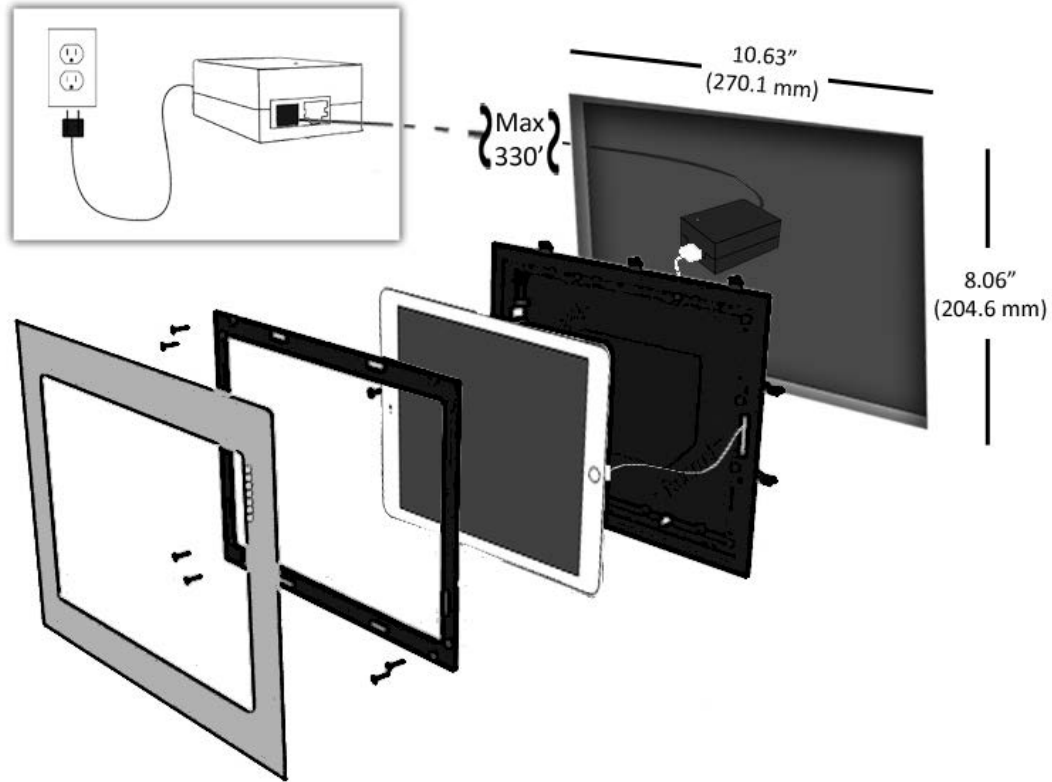
COMPONENT SPECIFICATIONS

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

10.63"
(270.1 mm)

8.06"
(204.6 mm)

Back
In-Wall Bracket

Side
Finished Depth

.14"
(3.6 mm)

1.04"
(26.5 mm)

.52"
(13.3 mm)

11.63"
(295.5 mm)

9.13"
(231.9 mm)

6.31"
(160.4 mm)

9.06"
(230 mm)

Front
Finished with Faceplate

KIOSK PLACEMENT

Approx. Center → ✕

48"- 60" From Floor
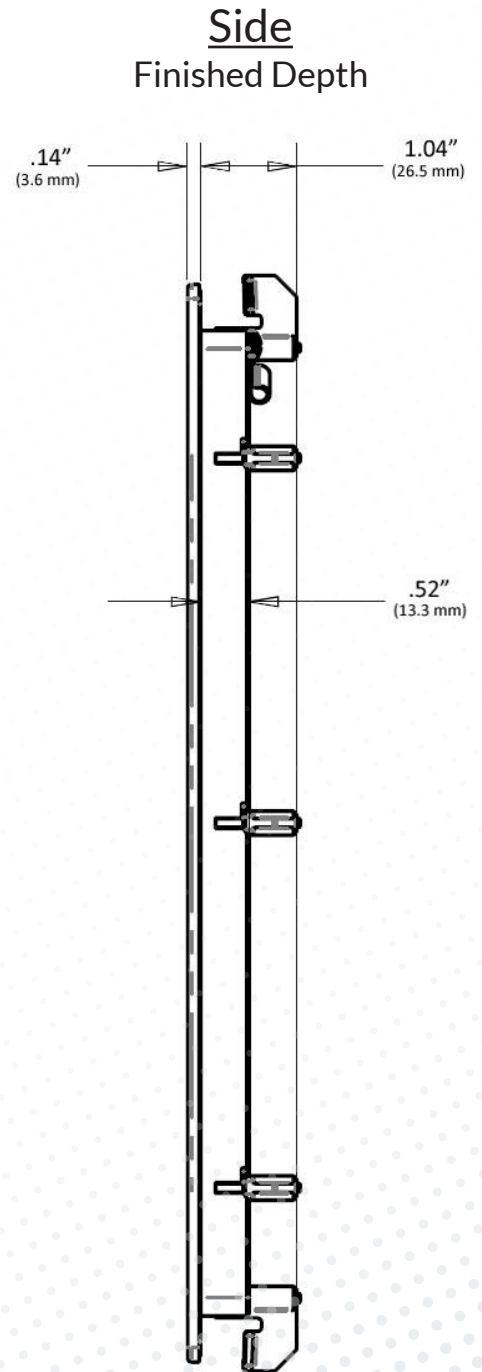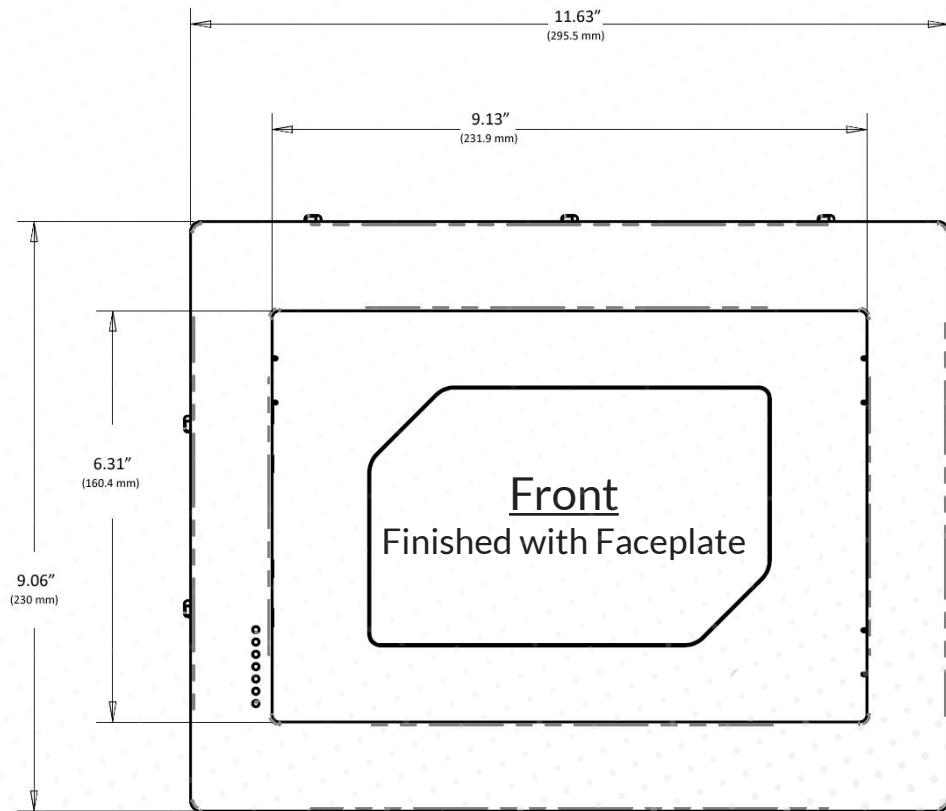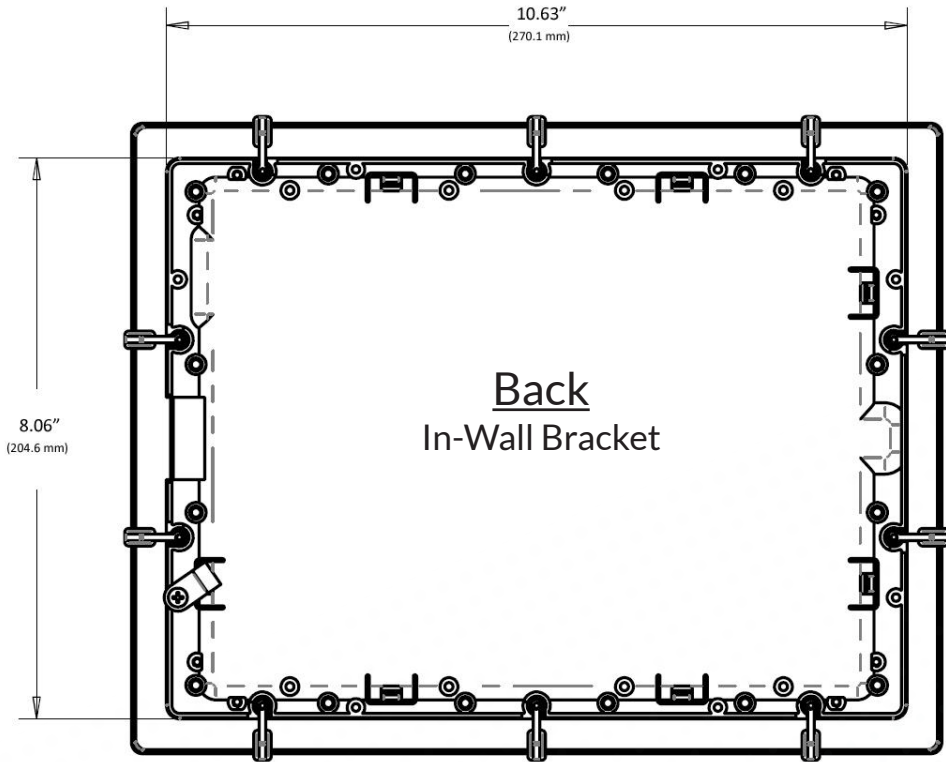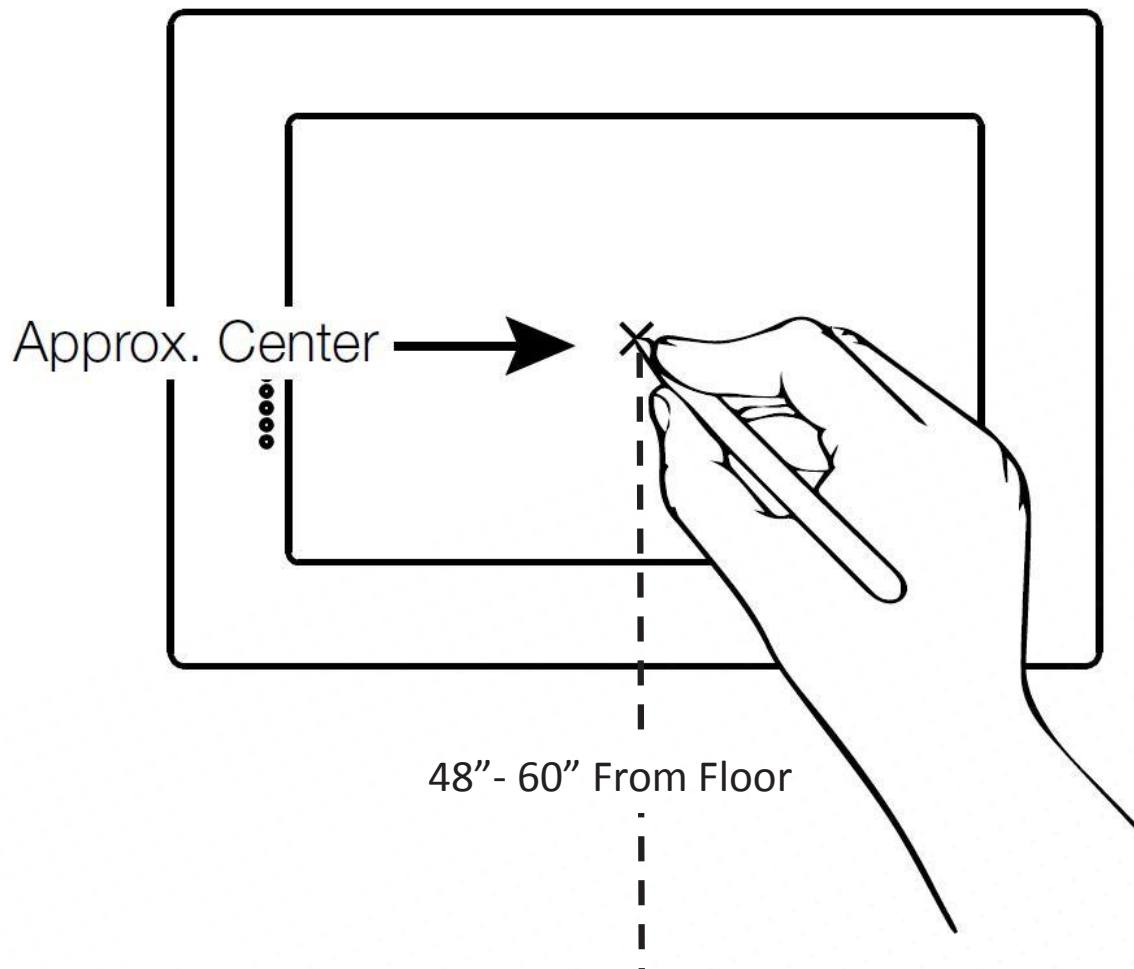
The FitnessOnDemand™ touch screen kiosk is designed to be mounted horizontally in locations where 1/2" or 5/8" drywall has been installed. Because of the shallow depth of the in-wall bracket, it is not necessary to limit placement only to areas between studs.
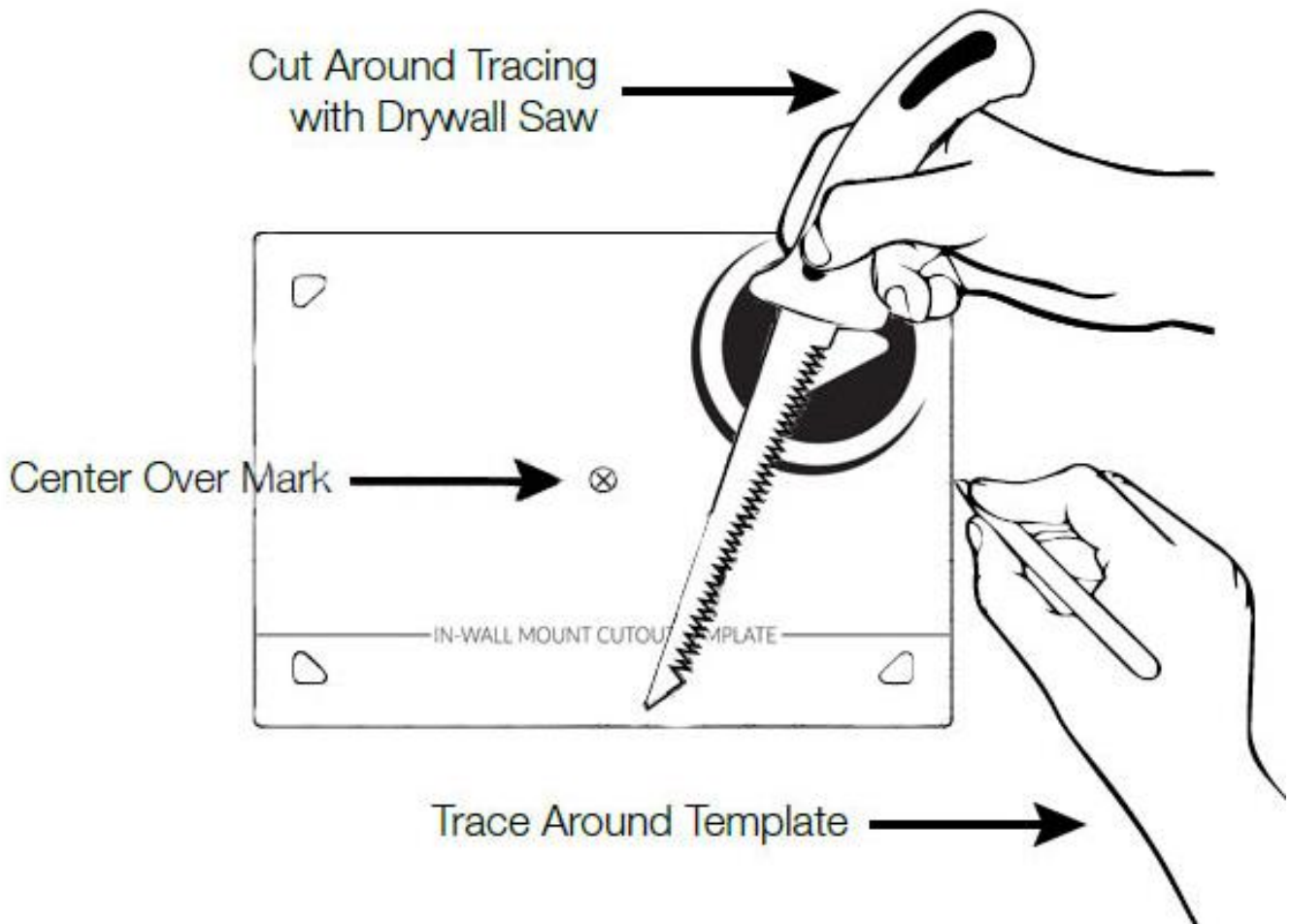
Once paired with the media hub, the kiosk communicates wirelessly to the video display without proximity restrictions. However, we recommend placing the kiosk directly outside of the entrance to your group fitness studio when applicable, or in an open area that is easily accessible to your users.

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.
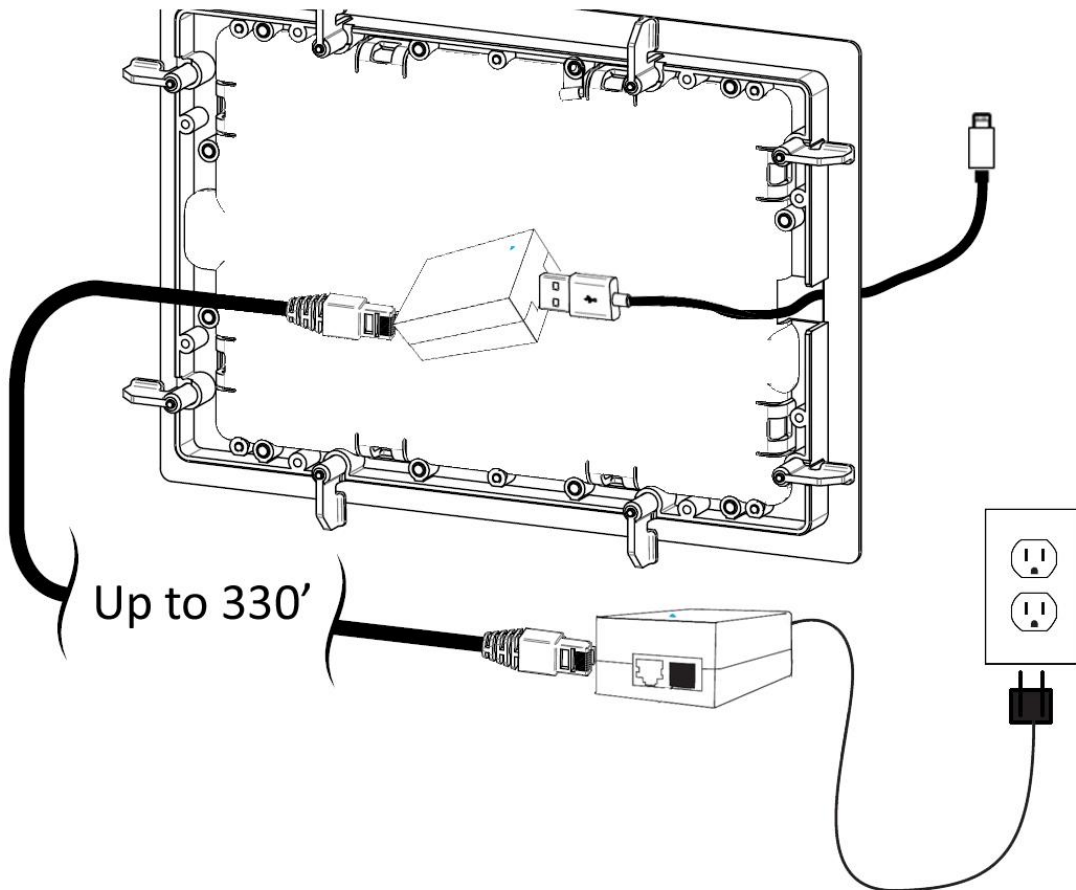
CUTTING THE OPENING

Cut Around Tracing
with Drywall Saw

Center Over Mark ⊗

IN-WALL MOUNT CUTOUT TEMPLATE

Trace Around Template

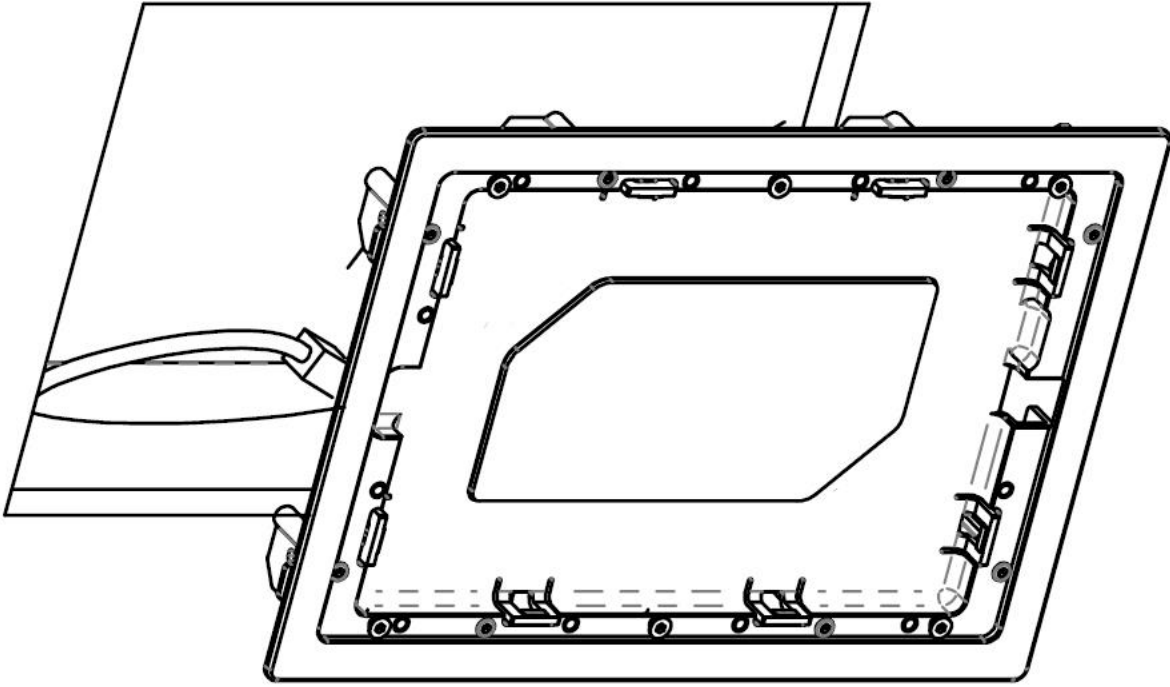Using a level, center and place the included cutout template over the center point mark. Trace and then cut the opening using an electric rotary tool or drywall saw, taking care not to damage any wiring, plumbing or ductwork inside the wall.

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

Up to 330'

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.
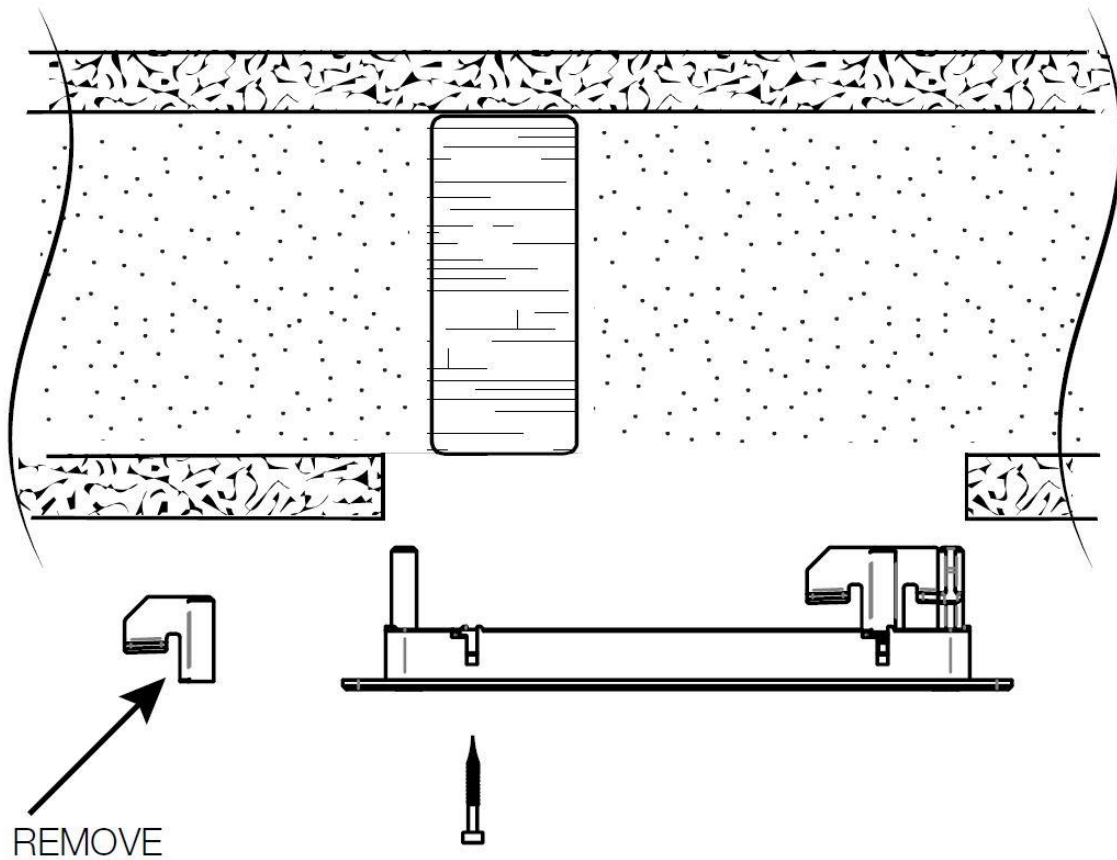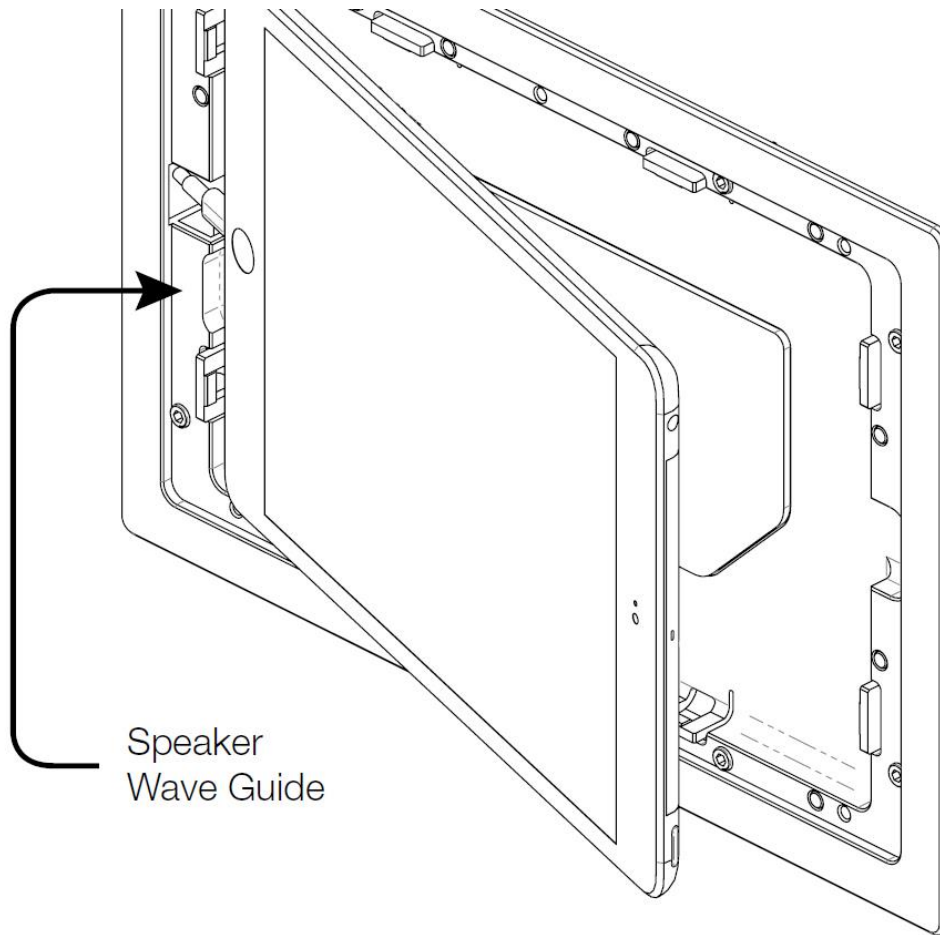
REMOVE

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.
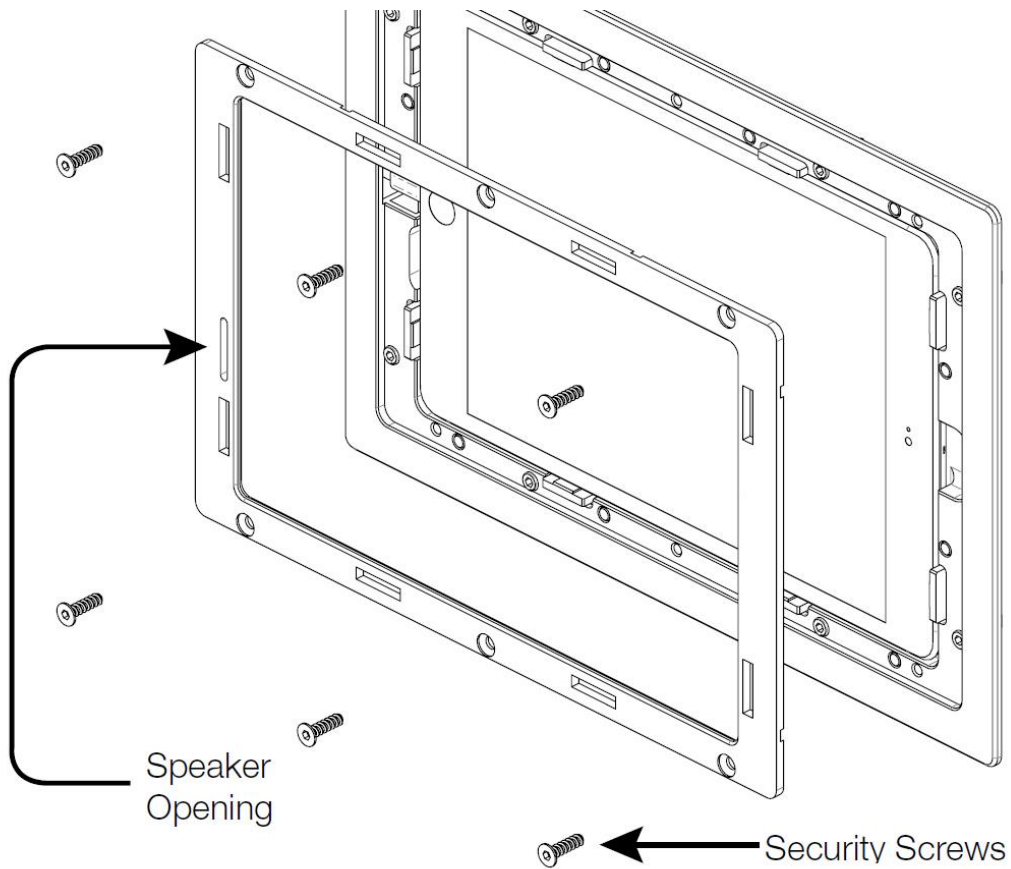
Speaker
Wave Guide

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.
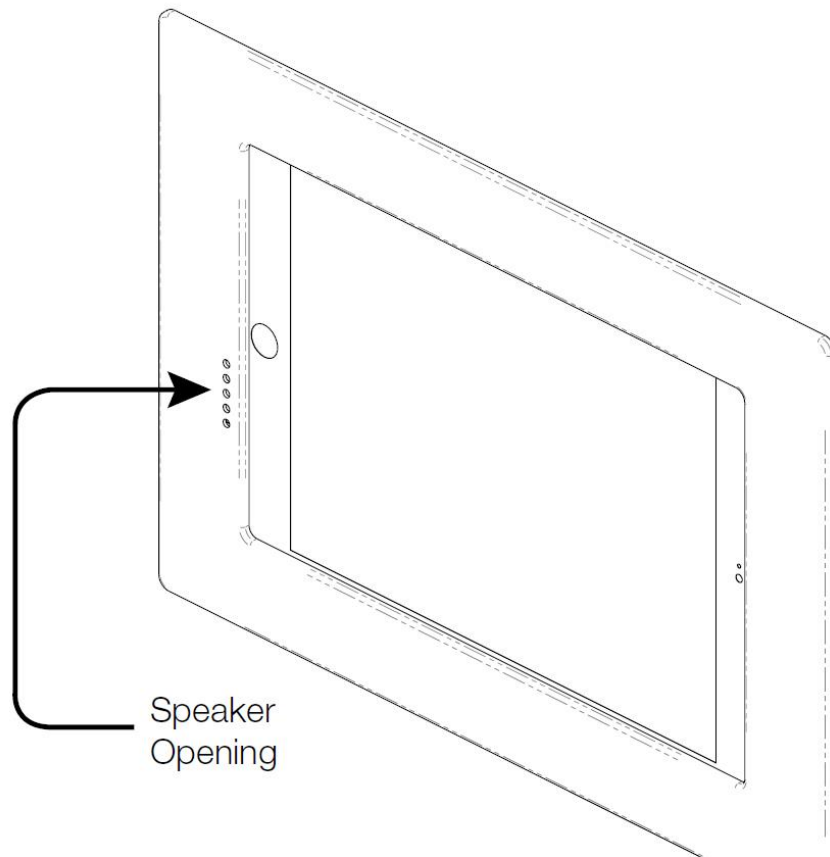
Speaker
Opening

Security Screws

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

Speaker
Opening

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
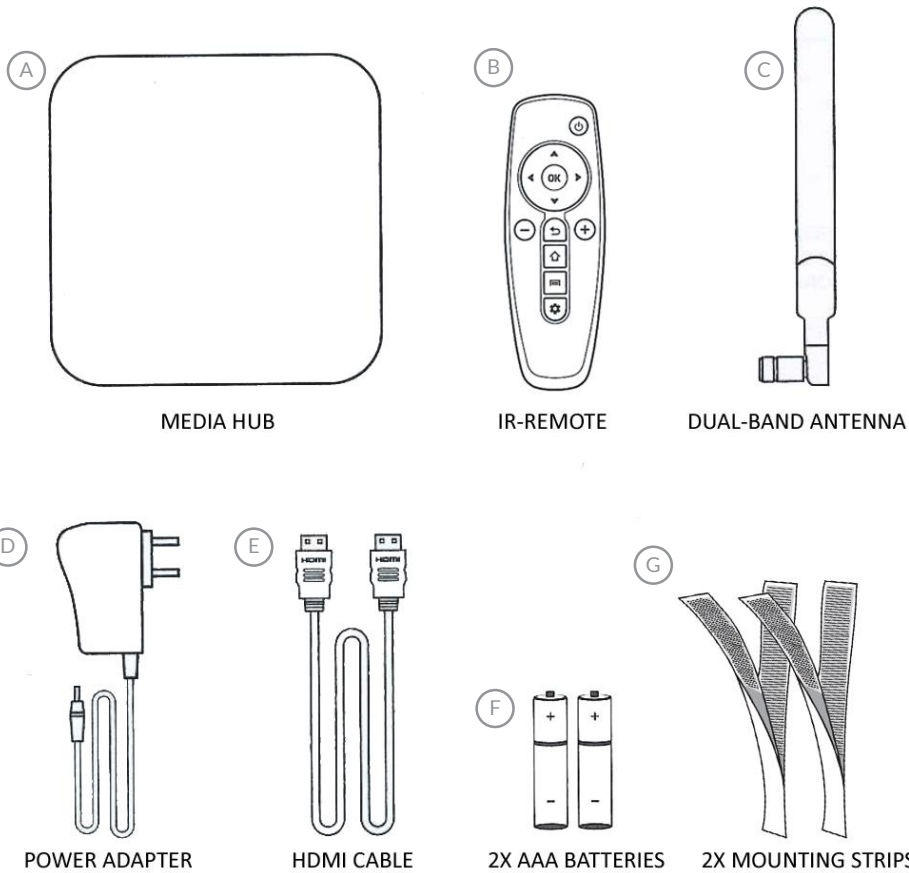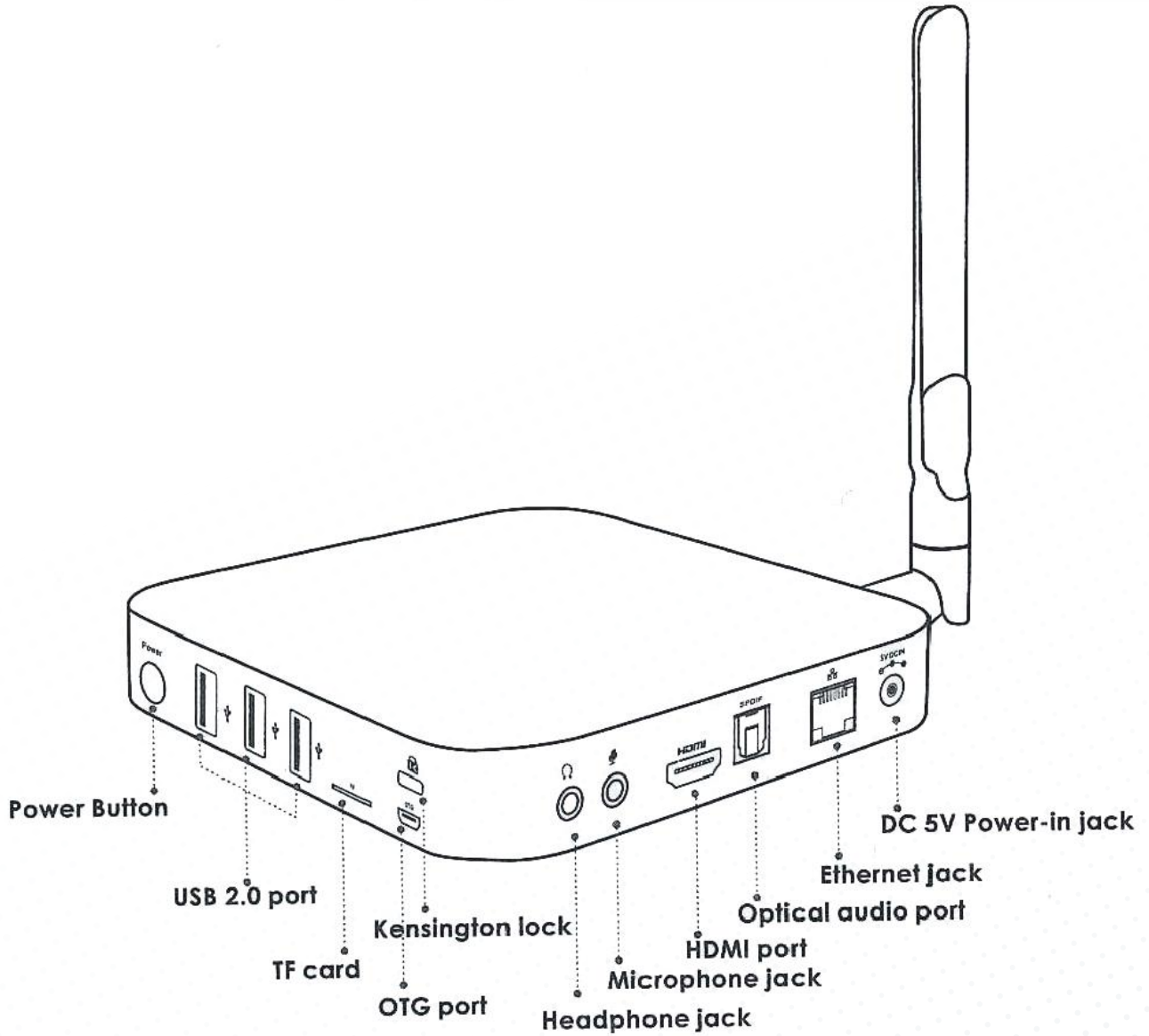lines up with the opening in the retaining ring.
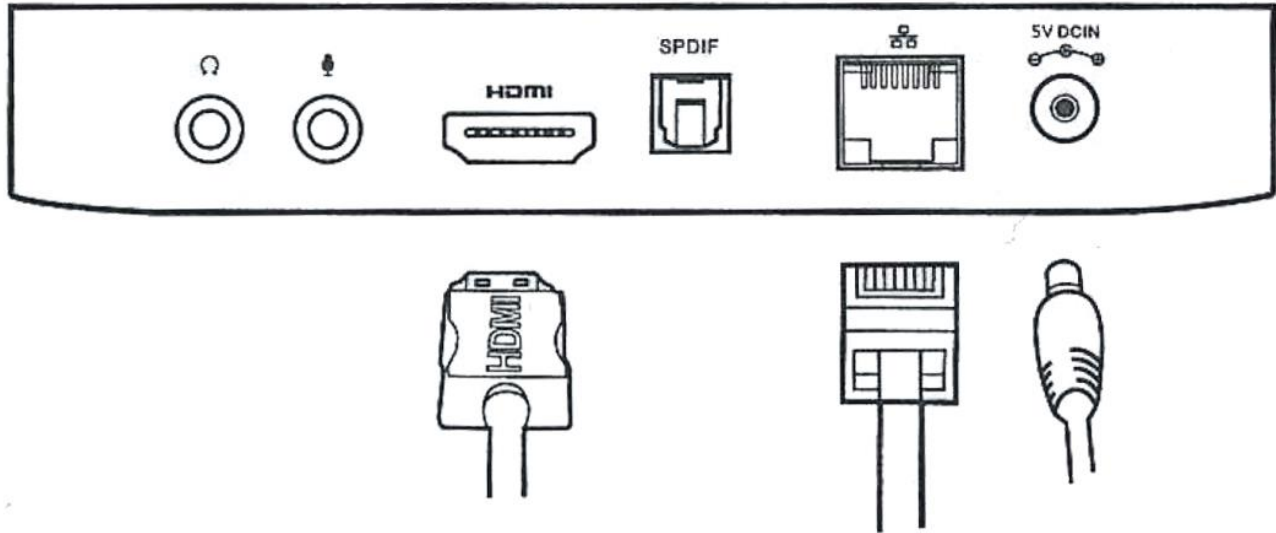
VIDEO PLAYER INSTALLATION

MEDIA STREAMING SOLUTION

MEDIA HUB

IR-REMOTE

DUAL-BAND ANTENNA

POWER ADAPTER

HDMI CABLE

2X AAA BATTERIES

2X MOUNTING STRIPS

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"

Power Button

USB 2.0 port

TF card

OTG port

Kensington lock

Headphone jack

Microphone jack

HDMI port

Optical audio port

Ethernet jack

DC 5V Power-in jack

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.

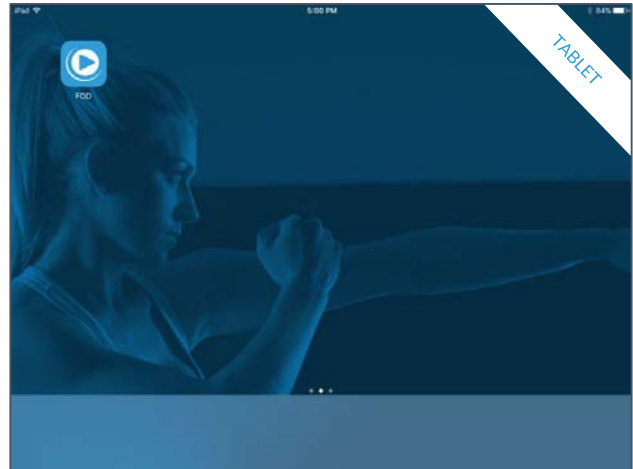*Local voltage converter may be required outside the United States.*
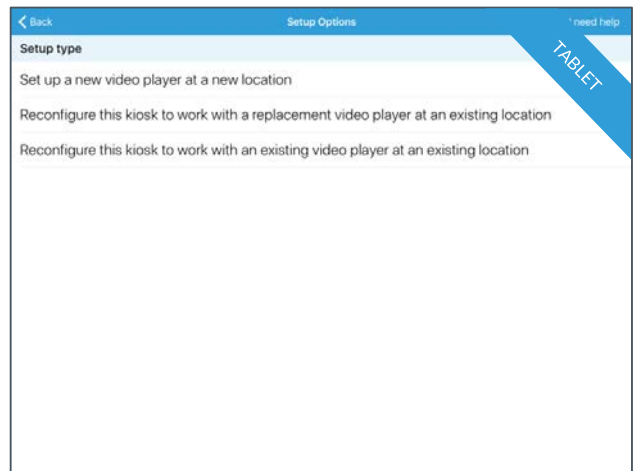
ACTIVATION

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.
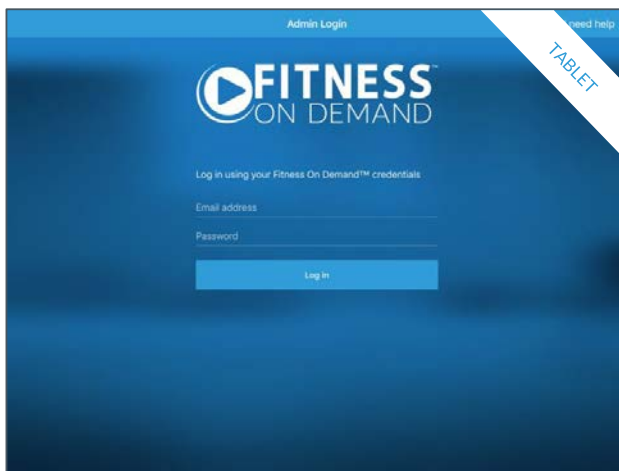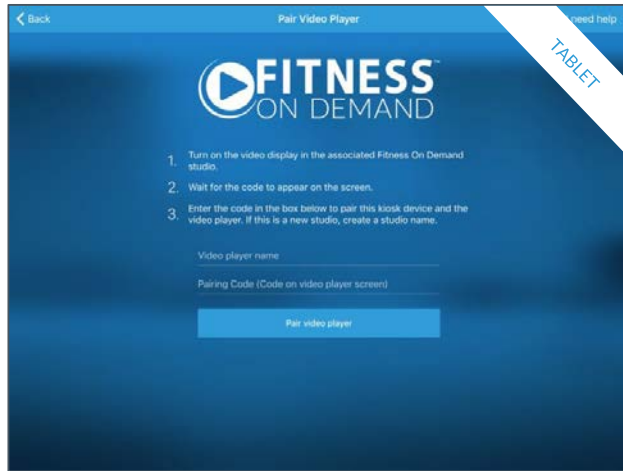

**3** When prompted, sign in to the FitnessOnDemand™ app using your existing Management App credentials.

4 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."
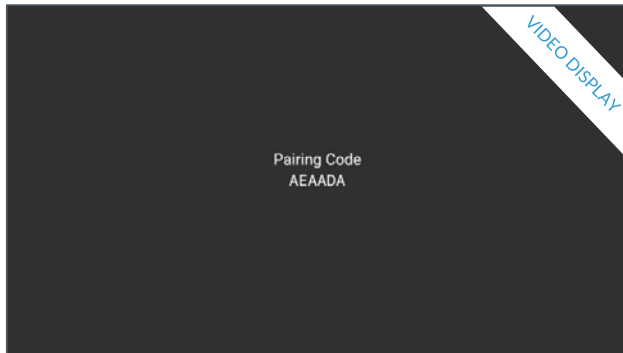
ACTIVATION

5 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.
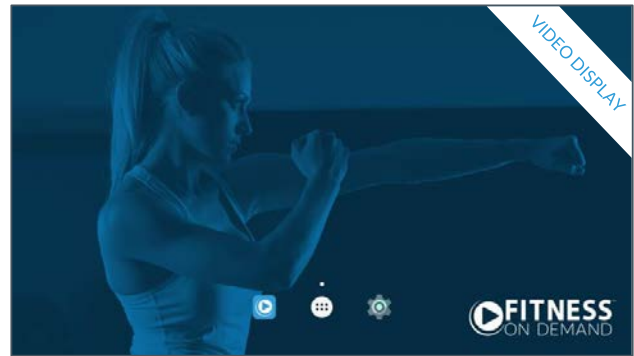
6 After powering on the media hub and selecting the corresponding HDMI input on the video display, you will come to the media hub home screen. Launch the FitnessOnDemand™ app using the included remote control.

7 The video display will now give you a 6 character pairing code.
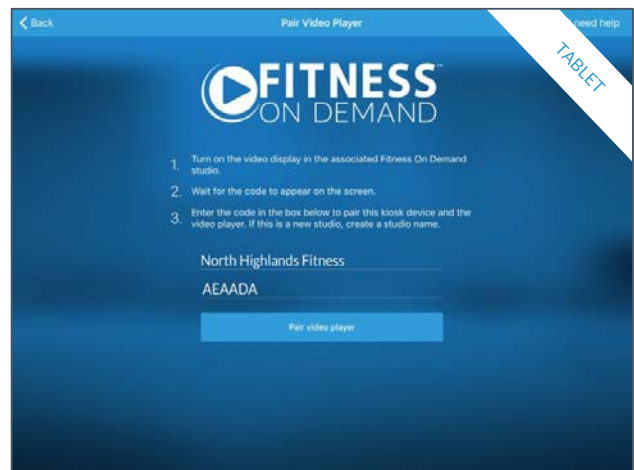
8 Back at the kiosk, enter in your studio name and the pairing code from the video display. Tap "Pair video player" and you are now ready to offer FitnessOnDemand™.

FIREWALL RULES

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

GROUP	PORT	TRAFFIC	DESTINATION	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

FITNESS
ON DEMAND ™

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