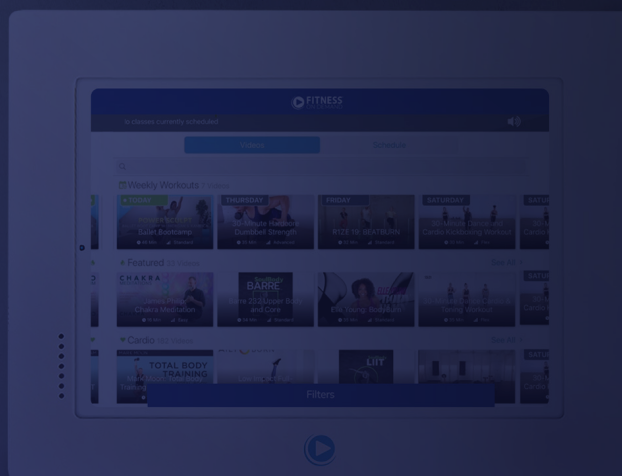




INSTALLATION GUIDE

Pick. Click. Play.

IMPORTANT SAFETY INFORMATION

Read all instructions completely before beginning installation. Improper installation or failure to follow these instructions may result in damage to the iPad, mounting system, connected equipment, property damage, and/or personal injury. Installation should be performed by a qualified installer familiar with commercial wall mounting.

The installer is responsible for confirming that the selected installation location, wall structure, mounting hardware, and installation method are appropriate to safely support the mounted device and enclosure. Wall construction and installation conditions vary. Any included mounting hardware may not be suitable for all wall types or installation environments. The installer must select and use appropriate fasteners and installation methods based on the specific mounting surface and structural conditions. Do not install the mount into surfaces or materials that cannot safely support the installed equipment.

Do not modify, alter, or substitute components of the mounting system. Unauthorized modifications may affect the safety, performance, and reliability of the installation.

If there is any uncertainty regarding mounting requirements, wall structure, or hardware selection, consult a qualified professional installer.

Fitness On Demand provides these instructions as a guide for installation of this product. Because installation conditions vary, Fitness On Demand cannot anticipate every possible installation scenario. The installer is responsible for verifying that the completed installation is secure, safe, and suitable for the intended application before placing the system into service.

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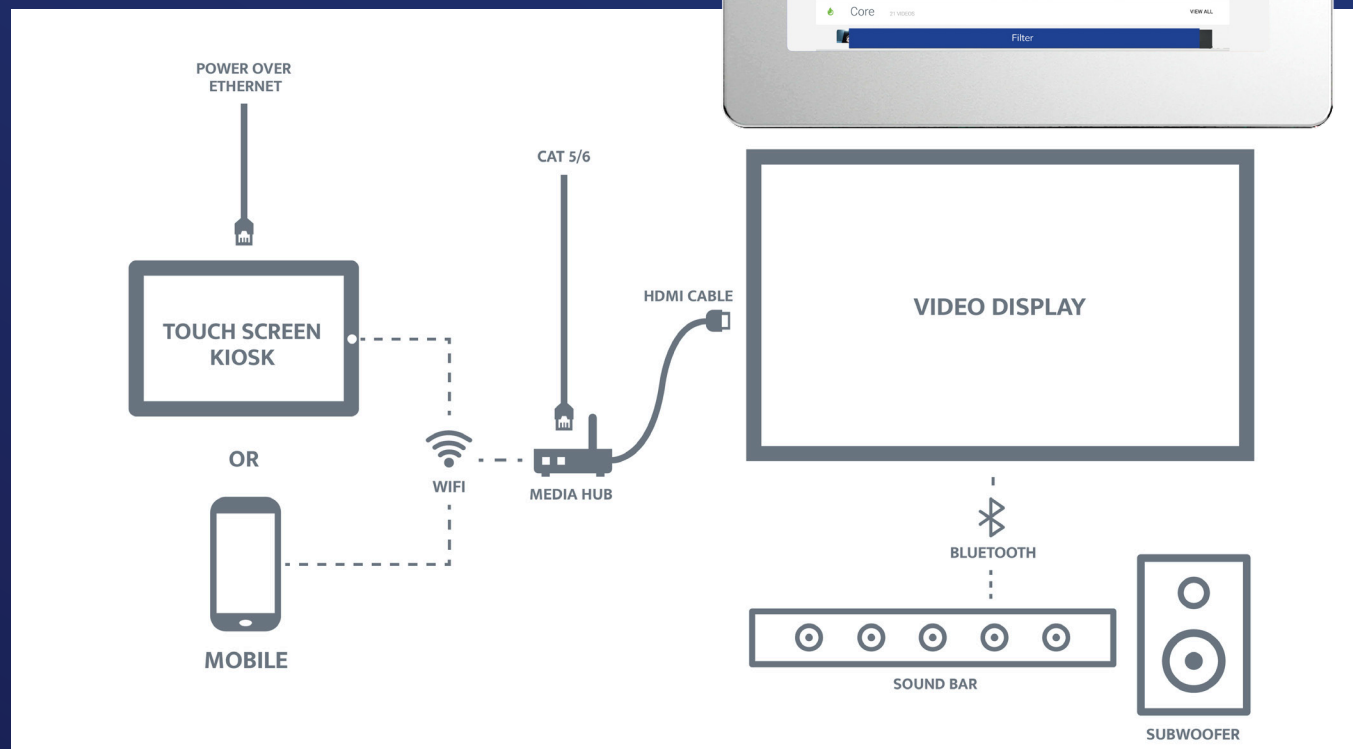
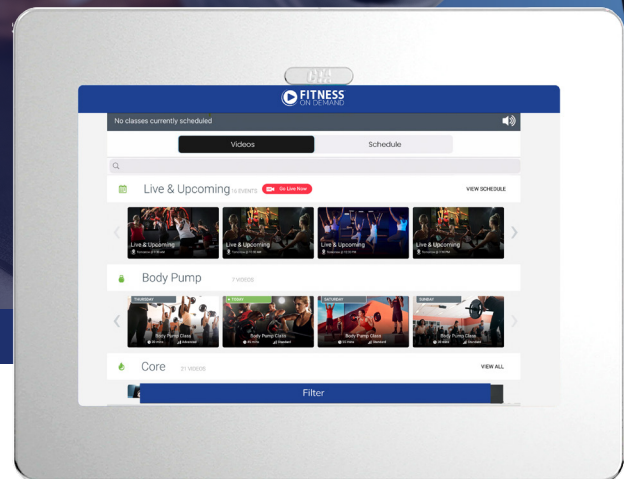
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ONE PLATFORM UNLIMITED FITNESS

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 70" 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:**

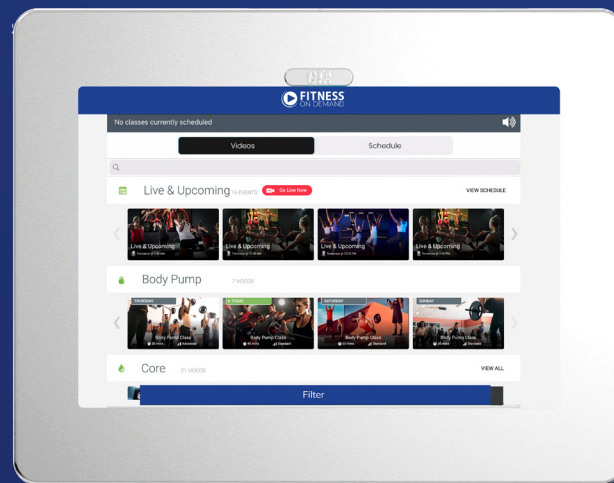
- Electric standard drill

- Level

- Tape measure

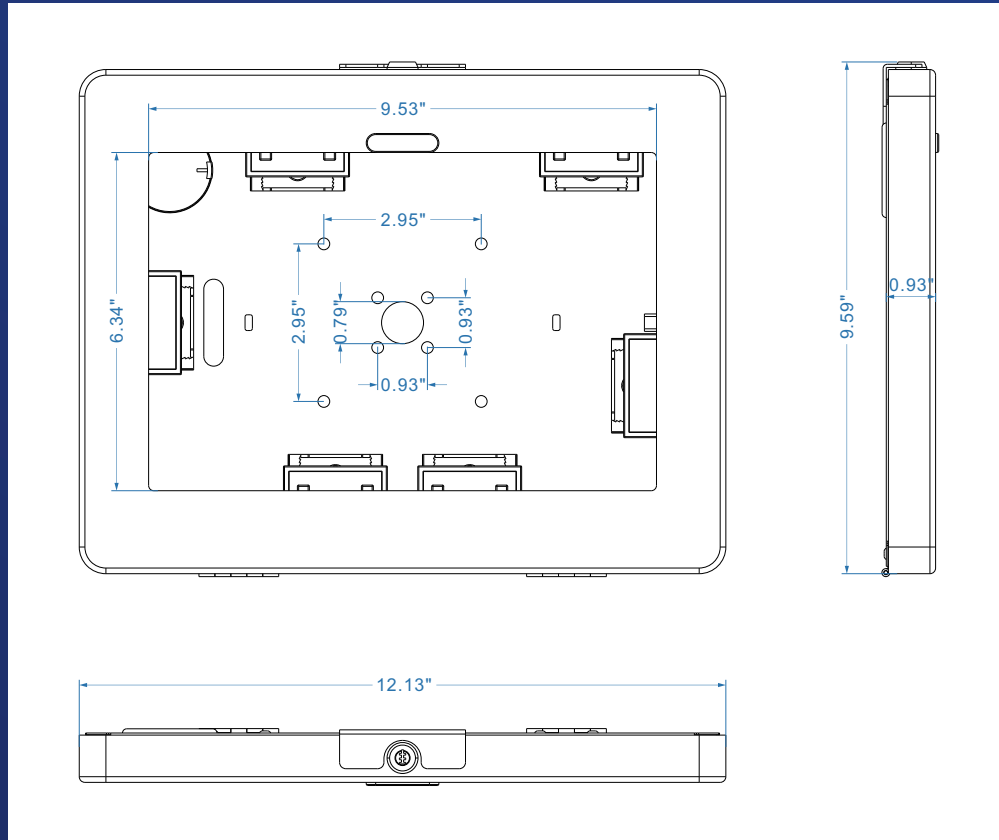
- Multi-bit screwdriver with Phillips bit (security bit is included)

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



KIOSK INSTALLATION

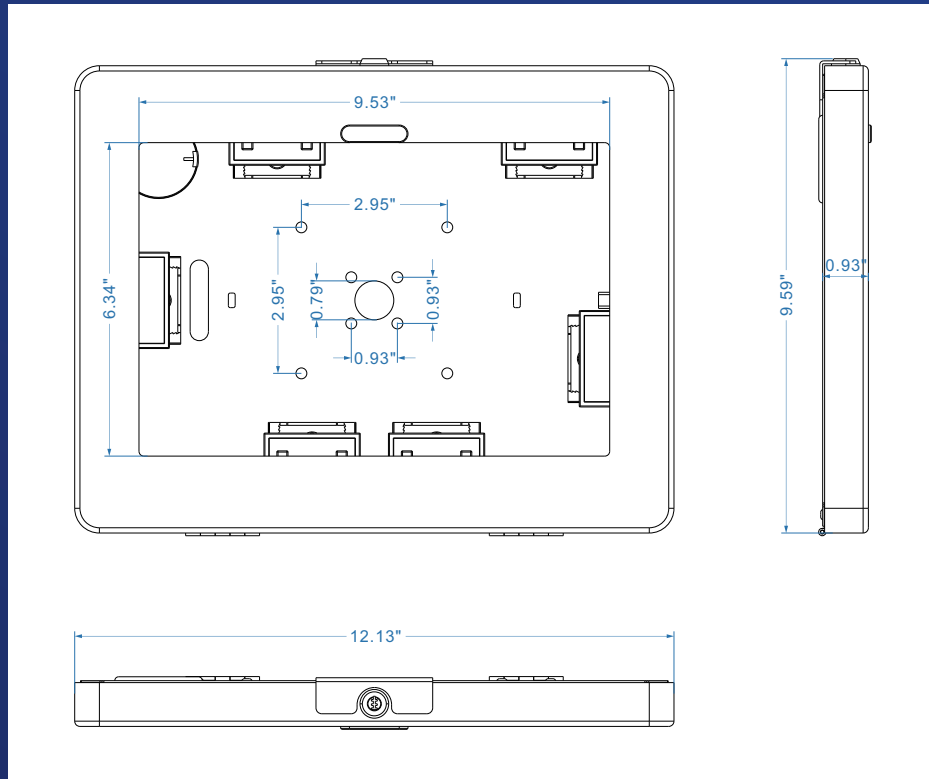
KIOSK COMPONENTS



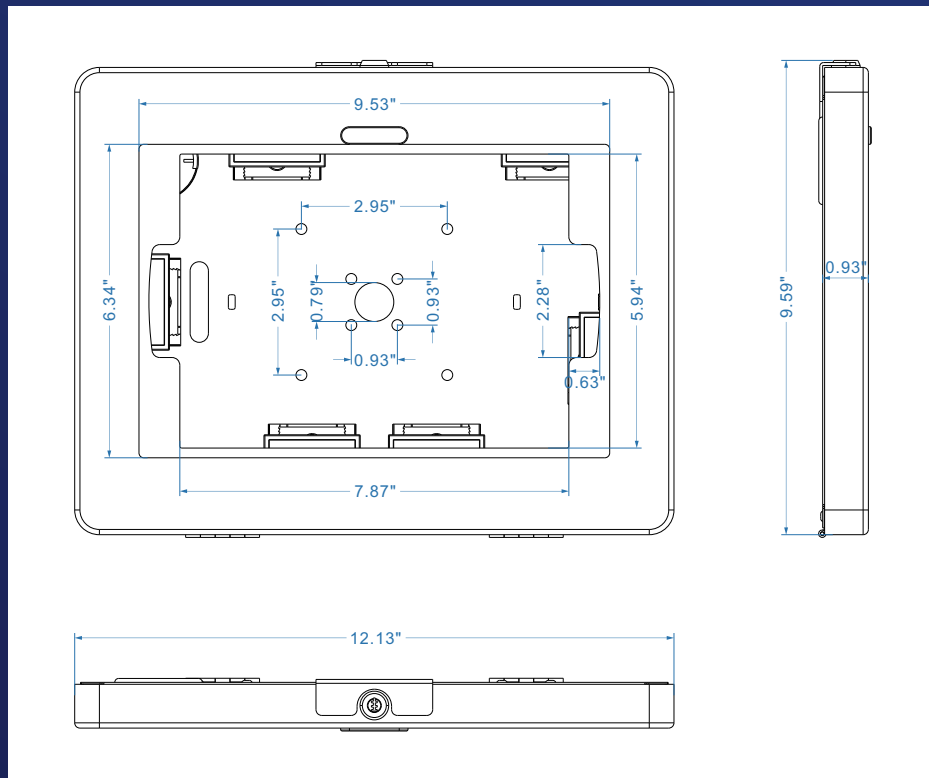
Tools and Materials Included	Tools and Materials Required
Wall Mount	Drill and appropriate drill bits
(2) Keys	Level
Mounting Hardware	Measuring tape
Touchscreen Tablet	Pencil or marker
3' Lightning Cable	
Power of Ethernet to USB-C Receiver	
Power Over Ethernet Injector	
2' Power Over Ethernet Injector Power Cable	

PRO TIP: A Cat5 or Cat6 Ethernet Cable is not included, but recommended for the highest quality setup. These range in length, with a maximum length coming in at 330'!

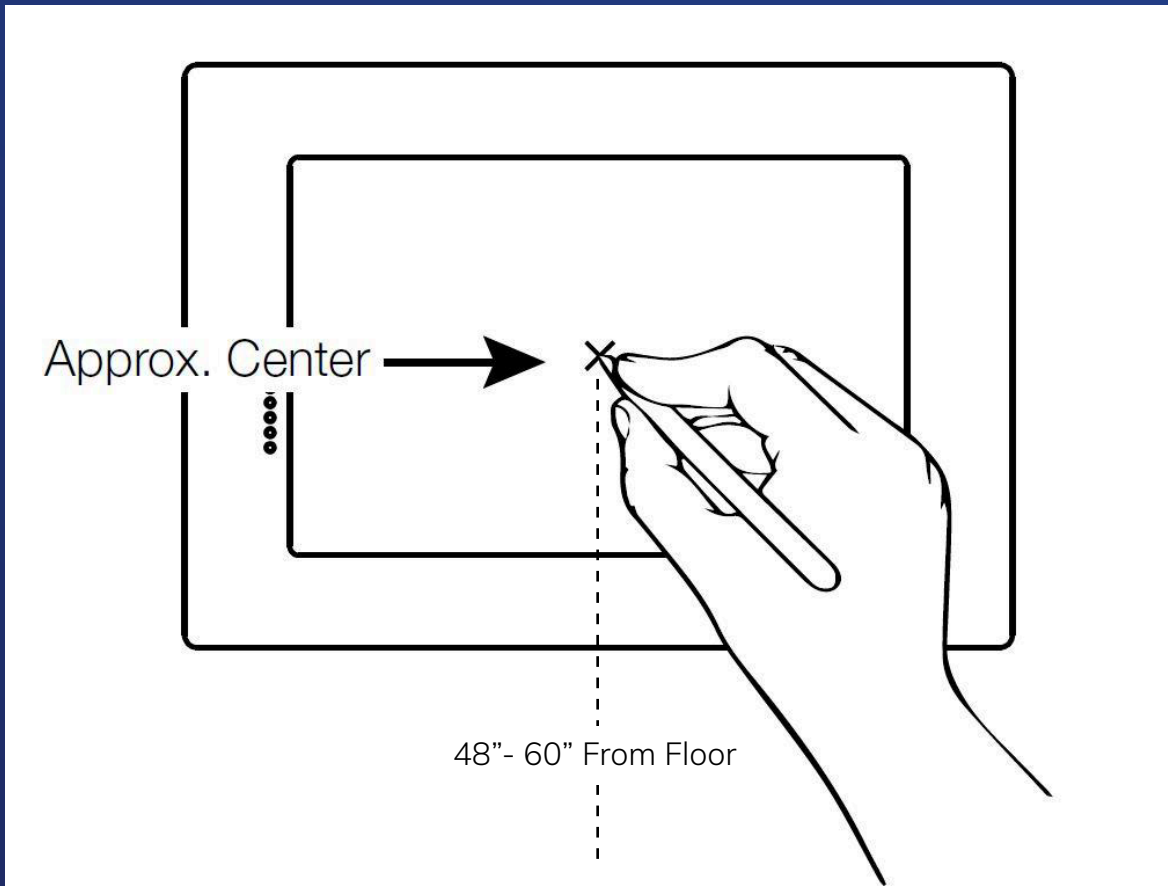
IPAD 11TH GEN DIMENSIONS



IPAD 6TH GEN DIMENSIONS



KIOSK PLACEMENT



The touchscreen kiosk is designed to be mounted horizontally. The recommended placement of the kiosk is where 1/2" or 5/8" drywall has been installed.

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.

DRILL AND PREPARE THE WALL

Using the previously marked locations, drill the four mounting holes and the PoE cable access hole. Select a drill bit that is appropriate for the wall material and the supplied wall anchors. Before drilling, verify that the mounting locations are level and clear of any hidden electrical wiring, plumbing, or other obstructions.

INSTALLING POWER OVER ETHERNET

The included PoE to USB receiver and PoE Injector work together to provide 2.1A (10W) charging to your Fitness On Demand group kiosk tablet through up to 330' of Cat5 or Cat6 Ethernet cable.

Route the PoE cable through the designated cable access hole, ensuring the cable path is free from sharp bends, pinch points, or tension that could damage the cable or interfere with installation. Then, connect it to the mounting assembly according to the installation requirements. Once the connection is secure, carefully position the assembly against the wall in preparation for mounting.

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.*

INSTALLING THE WALL MOUNT

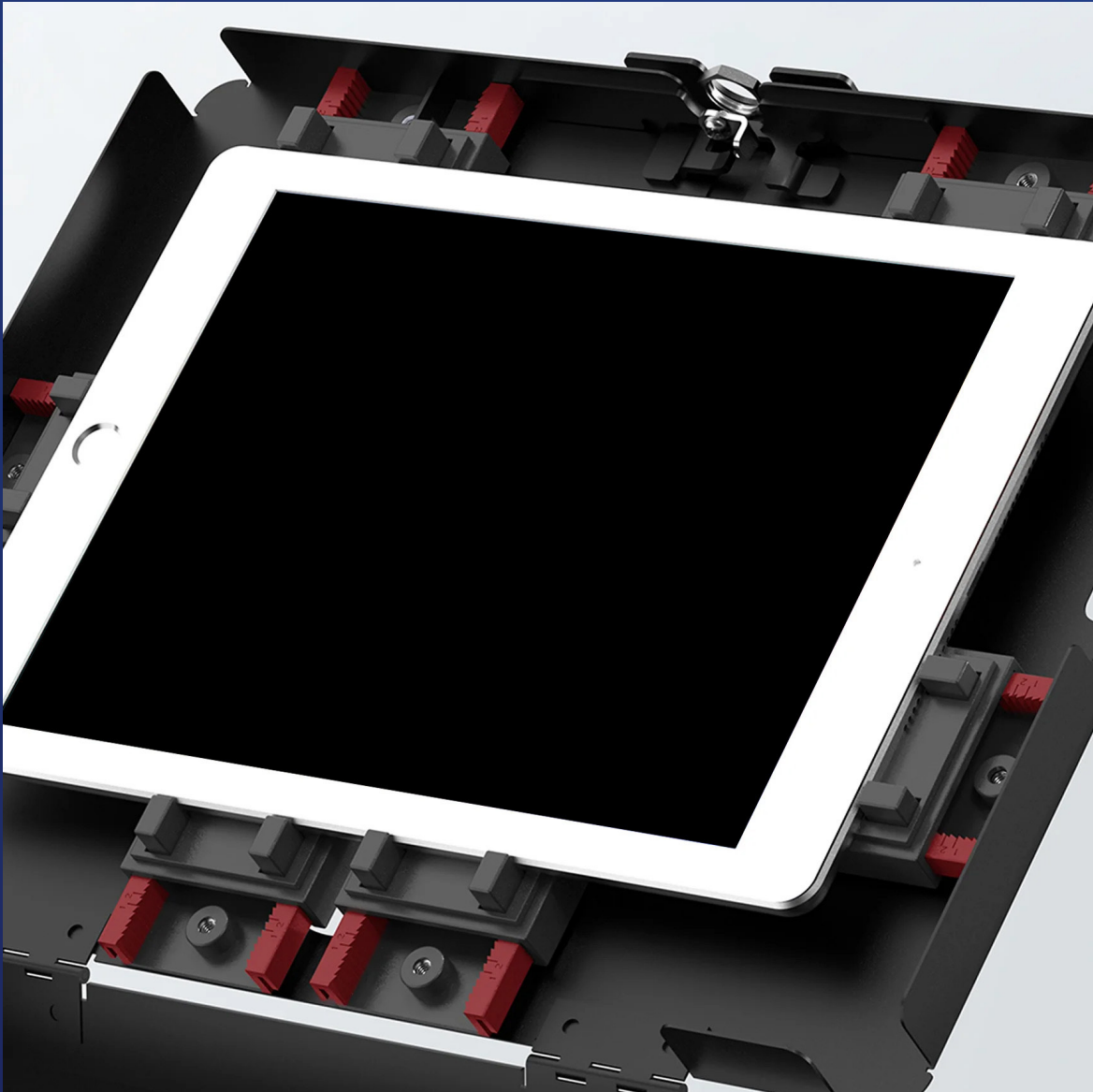


Begin by feeding the USB cable through the cable opening in the wall mount. Ensure the cable is routed cleanly and has enough slack to connect to the iPad without being stretched or pinched. Any excess cable should be neatly managed behind the mount, keeping it clear of mounting hardware and moving components.

Next, align the wall mount with the previously installed wall anchors. Verify that the mount is level and properly positioned before securing it. Using the provided bolts or screws, fasten the mount firmly to the wall.

Tighten all hardware evenly to ensure the mount is secure and sits flush against the wall surface.

INSTALLING THE TABLET



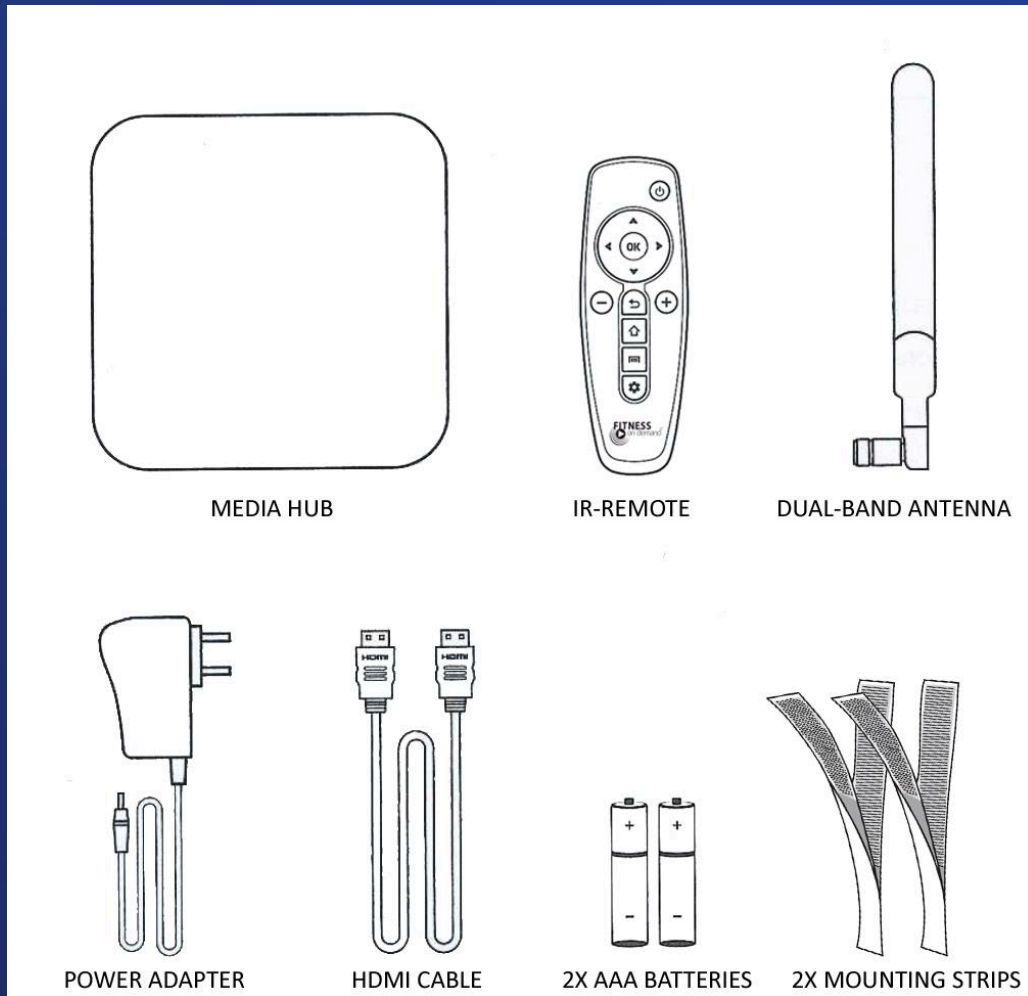
Once the wall mount is securely installed, connect the USB cable to the iPad. Confirm that the cable is fully seated and that it does not interfere with the fit or operation of the mount.

Carefully place the iPad into the mount, ensuring it is centered and properly seated. Adjust and secure the retaining clips so they hold the device firmly in place. Before proceeding, verify that the iPad is secure, the charging connection is active, and all buttons, ports, and screen areas remain accessible as intended.



VIDEO PLAYER INSTALLATION

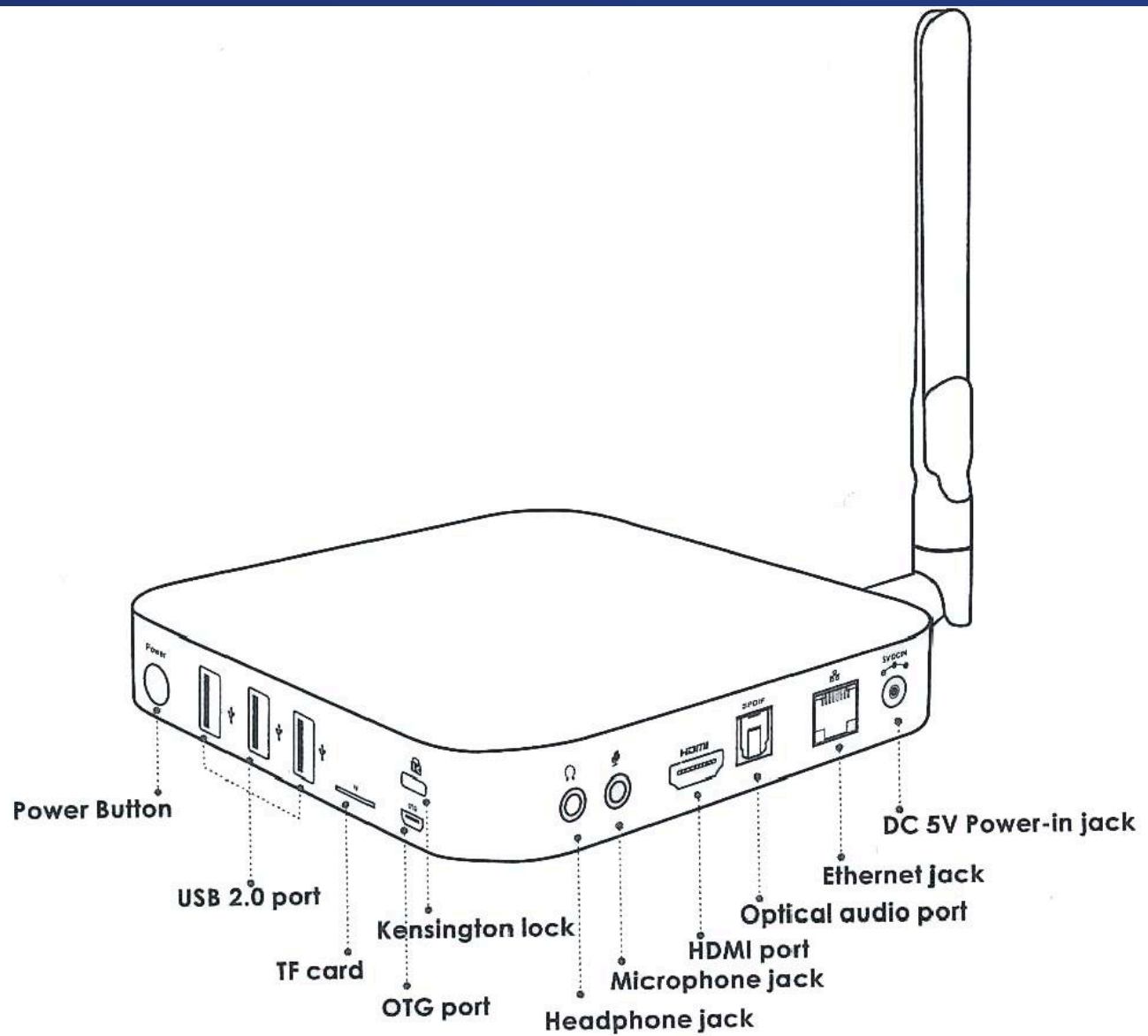
MEDIA STREAMING SOLUTION



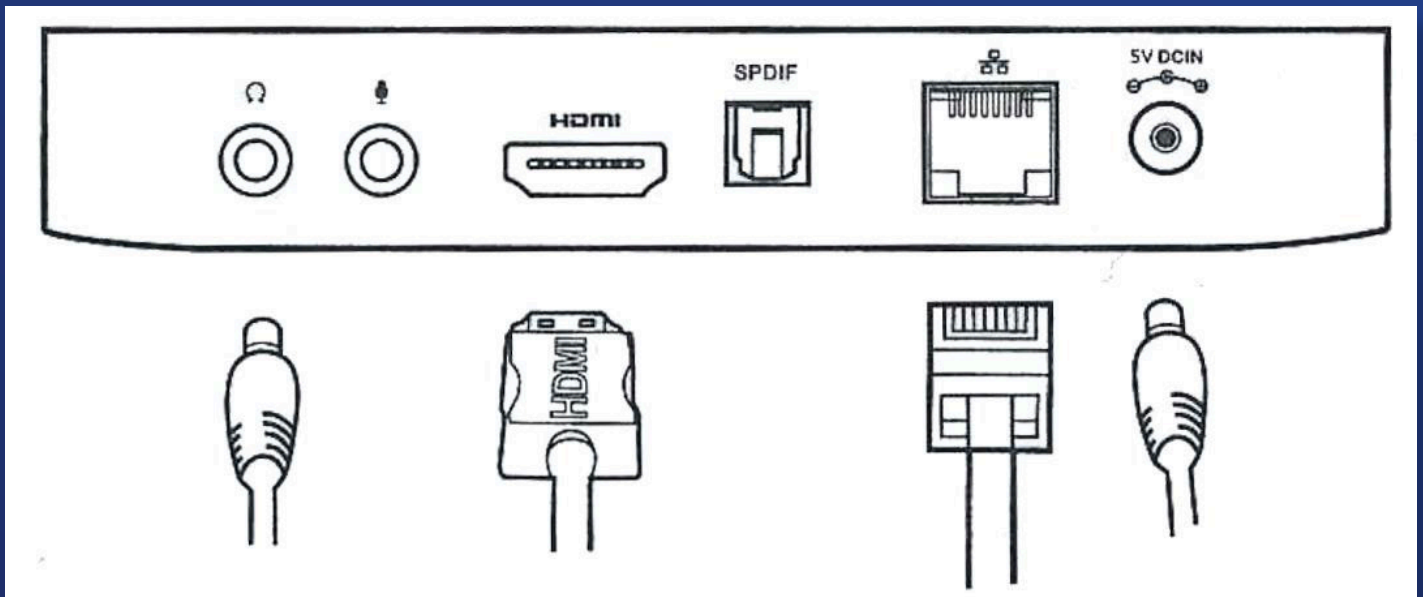
COMPONENT SPECIFICATIONS

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

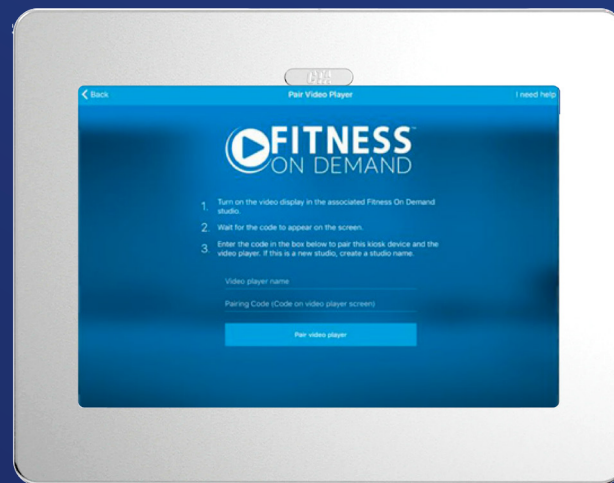


MEDIA HUB INSTALLATION

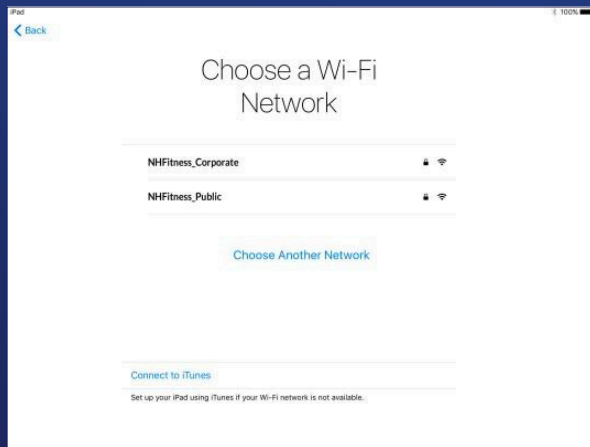


- 1 Connect one end of the included HDMI cable to the HDMI port on your video display. Connect the other end of the cable to the HDMI port on the media hub.
- 2 Connect the supplied 5V power adapter to the 5V DCIN port on the media hub and plug it into a standard power outlet* behind your video display.
- 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.

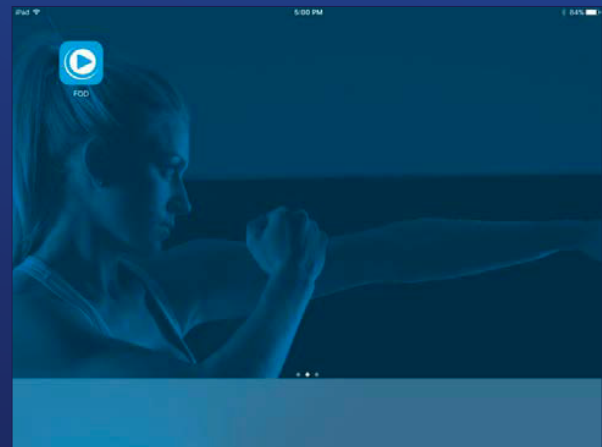
**Local voltage converter may be required outside the United States.*



ACTIVATION

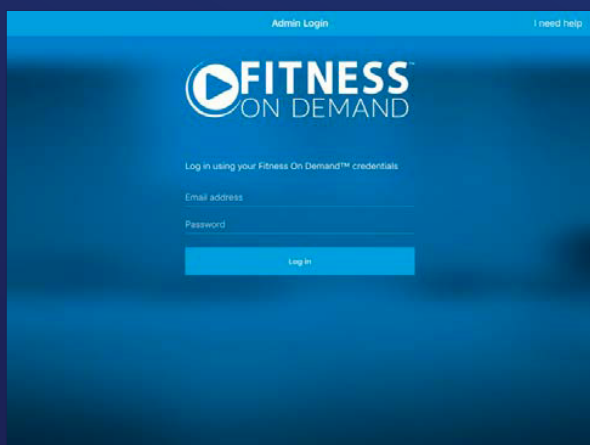


- 1 After turning on the tablet, you will be prompted to choose a Wi-Fi network. Select the appropriate network for your location and enter the password.

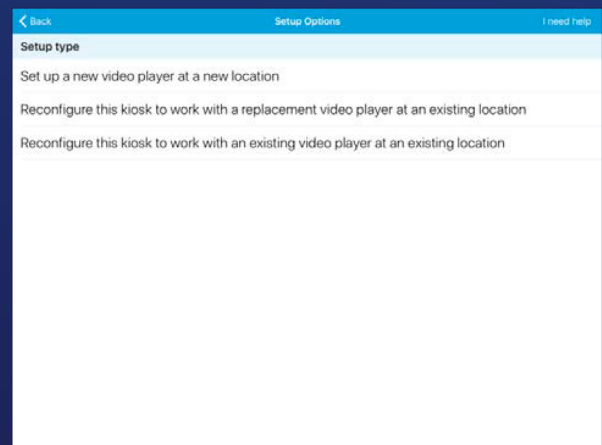


- 2 After connecting to the Wi-Fi network, you will be brought to the tablet home screen. Launch the FitnessOnDemand™ app from the home screen.

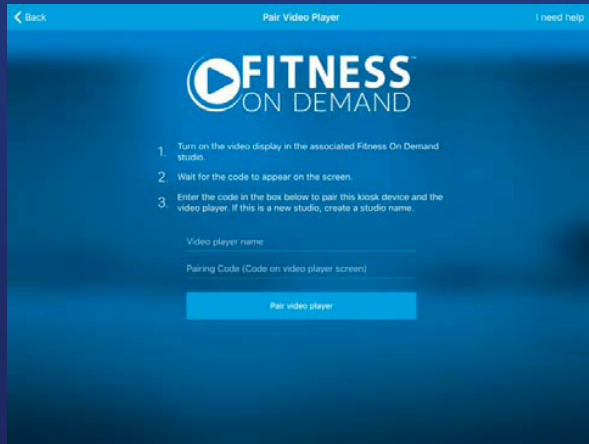
- 3 After launching the Fitness On Demand App you will be required to enter in the admin code **2411** to the admin button located on the top right of the kiosk. The devices should pair automatically. If the devices do not pair please continue with the steps below.



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



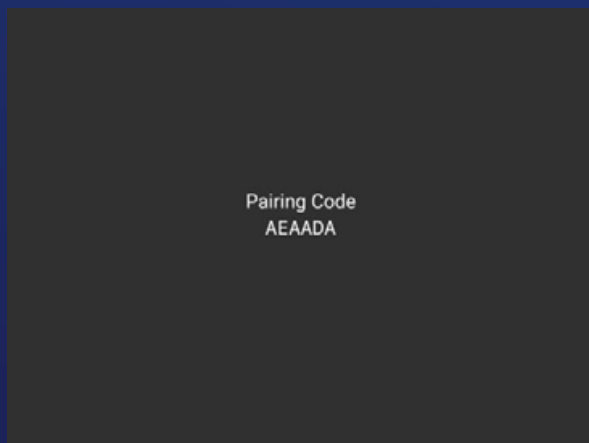
- 5 After signing in, you will be given a choice for setting up your video player. If this is a brand new installation, select the first option that says "Set up a new video player at a new location"



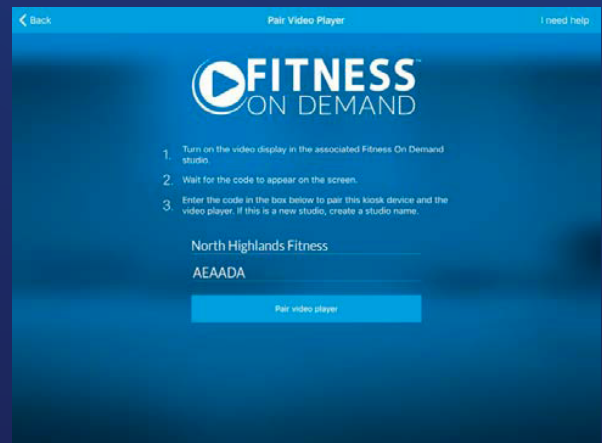
6 You will come to a screen that will ask you for your studio name and pairing code. Hold here while you complete activation of the media hub.



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