

Tacx Neo Questions and Answers



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1. Which cassettes are possible to use with Neo

10 and 11 Speed - Campagnolo, SRAM and Shimano

2. Is there a cassette included

There is no cassette included. It is equipped with an universal Edco Multisys body, that fits the cassette mentioned in question 1. The box includes 2 special lockrings, one when the smallest 11 set and for the 12 set

If you want to use these rings you need a Campagnolo cassette remover tool T4547.

3. Can I use the NEO with free apps.

Yes, you can download for free the Tacx Training app for smartphones

(<https://www.tacx.com/en/products/software/app-for-tablets>) and the Tacx Cycling app for tablets (<https://www.tacx.com/en/products/software/app-for-smartphones>).

You can use the Bluetooth connection to connect to smartphones or tablets supporting Bluetooth Smart (No special dongles are needed), or the ANT+ connection to connect with tablets supporting ANT+.

4. What is the discount card of € 100,-. How can you use it.

The Upgrade Smart costs around €179,-. With the discount card you can purchase the T2990 for just €79,-, only valid in the Tacx Online shop. To use the discount, go to the Tacx online shop: <https://www.tacx.com/en/onlineshop>. Select the T2990 and fill in the discount code at the end of the ordering process (payment details).

The upgrade kit includes the following:

- T2028 ANT+ dongle; Used to connect Tacx Trainer software 4, but also needed to connect to Zwift or other 3rd party applications that connect to a PC using ANT+ FE-C.
- T2022 Genius Interface: a controller used for the Tacx Trainer software, so you can navigate in Tacx Trainer software.
- Tacx Trainer software 4 Advanced: The best full software suite that included training possibilities. Info: <https://www.tacx.com/en/products/software/tacx-trainer-software-4-advanced>

5. Can I connect to Zwift, TrainerRoad, Kinomap or other third party applications.

Answer: Yes, Tacx supports ANT+ FE-C (<https://www.tacx.com/en/products/software/ant-open?lang=en-US>). This means that any software supporting this protocol can control the trainer's resistance. Also the Garmin Edge 520 and later the Garmin Edge 1000 (will be upgrade for the install base) can connect and control the resistance. Other software, that don't support ANT+ FE-C, can read the standard Speed/Cadence and Power profiles the trainer sends out (not control it).

6. What are delivery dates (changes possible)

Europe	mid/end September
Can/US	mid-October
Other countries	October/November

7. Does the trainer also accelerates when going downhill (like in a video downhill ride?)

Answer: yes, indeed. This is one of the unique functions of the Neo. It will actually drive the "wheel" forward when going downhill. So real simulation of FILM riding

8. I have an older Tacx Trainer with Tacx Trainer software 4. Can i use the software with the Neo and if so what do i need to connect it.

Answer: Yes, you can use the software. First, you need an ANT+ to connect the NEO with your Windows PC, you can use the ANT+ Antenna T2028 from your older trainer. Then go to Setup – Device Wizard, remove the old trainer and Scan for the NEO (ANT+ FE-C trainer). You can navigate in the software using the keyboard (space-enter-up/down/left/right arrows).

The handlebar interface T2022 is not mandatory to have, but makes it much easier to use the software. The Blacktrack T2400 is won't fit the NEO, instead the NEO Track T2430 is available in case you'd like to steer freely in the TTS 4.

9. Do I need an electronic power converter when I go from 220V to 110V.

Answer: The NEO uses a power adapter that works on both 110V and 220V. So there is no special adapter needed. You can also use the trainer without electric power. In case that you don't plug it in the wall, it won't drive when going downhill and the cycling feeling is a little bit less good.

10. How much sound does the NEO produce.

Answer: The sound of your chain is more than the sound of the NEO. For best sound results make sure you're using the correct cassette, preferably a new cassette and new chain.

11. Do I need to calibrate the trainer.

Answer; No, that is not needed. The trainer is pre-calibrated in the factory and there are no moving parts during training or setup. Due to this the trainer is always correctly calibrated.

12. What is the maximum weight.

Answer; 125 kilo / 275 Pounds

13. Can I use an E-Tru axle (10 or 12 mm).

Answer: Tacx will come with an adapter that can be used on the current models. The ETA will take some time however and we do not have a delivery for this at the moment. More information will follow in October.