



# ENVISION<sup>16</sup> WITH COMPASS CONSOLE OWNER'S MANUAL



Console Manual SKU #: MAN-C15-AOS

Model #: Envision with Compass 16"

Revision 061419

# ENVISION<sup>16</sup> WITH COMPASS TOUCHSCREEN CONSOLE

## IMPORTANT:

All products shown are prototype. Actual product delivered may vary.

Product specifications, features & software are subject to change without notice.

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## IMPORTANTE:

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Especificaciones de productos, características y software están sujetas a cambios sin previo aviso.

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# ENVISION<sup>16</sup> WITH COMPASS TOUCHSCREEN CONSOLE

## A MESSAGE TO OUR CUSTOMERS

Frank Trulaske began TRUE Fitness® over thirty-five year ago with the simple philosophy of delivering superior fitness products, service, and support. Today, TRUE is the global leader in premium fitness equipment for the commercial and residential markets. Our goal is to be the leader in technology, innovation, performance, safety and style. TRUE has received many awards for its product over the years and remains the benchmark for the industry. Fitness facilities and consumers invest in TRUE products for their durable commercial platforms used in all its products, both commercial and residential alike.

The proud manufacturing tradition of quality and the culture of innovation at TRUE have given rise to a full line of extraordinary cardio and strength equipment. As a result, people all over the world are benefiting from the TRUE experience. Innovation across the full product line has made TRUE successful and is a trademark of the TRUE heritage. TRUE's patented Heart Rate Control technology is just one of the remarkable ways we deliver simple and superior performance every user can enjoy, and most importantly, use to achieve personal health and fitness goals.

At the heart of our success is the relentless and systematic life testing of both our products and their components. We have dedicated employees who understand our philosophy to deliver the best products in the world.

Our goal is to deliver the world's best premium equipment for our customers' health and fitness solutions.

# ENVISION<sup>16</sup> WITH COMPASS TOUCHSCREEN CONSOLE

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# CHAPTER 1: SAFETY INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS SAVE THESE SAFETY INSTRUCTIONS

This equipment is intended for a commercial or institutional setting. This owner's manual should be accessible to all personal trainers, faculty, and members.

 **WARNING:** ALL EXERCISERS MUST READ ALL INSTRUCTIONS BEFORE USING THE EQUIPMENT.

 **WARNING:** Heart rate monitoring systems may be inaccurate for some individuals. Over-exercising may result in serious injury or death. If you feel faint, stop exercising immediately.

 **WARNING:** Equipment should be immediately taken out of use if it fails to work properly or when a warning is presented electronically.

TRUE STRONGLY recommends seeing a physician for a complete medical exam before undertaking an exercise program, particularly if the user has a family history of high blood pressure or heart disease, is over the age of 45, smokes, has high cholesterol, is obese or has not exercised regularly in the past year. Additionally, TRUE recommends consulting a fitness professional on the correct use of this product. If at any time while exercising the user experiences faintness, dizziness, pain or shortness of breath, he or she must stop immediately.

 **WARNING:** To reduce the risk of electrical shock, always unplug this TRUE product before cleaning or attempting any maintenance activity. Do not handle the plug with wet hands.

 **WARNING:** To reduce the risk of burns, fire, electric shock, or injury, it is imperative to connect each product to a properly grounded 110V electrical outlet. A risk of electrical shock may result from improper connection of the equipment's grounding conductor. Check with a qualified electrician if you are unsure about proper ground techniques. Do not modify the plug provided with this product. If it will not fit an electrical outlet, have a proper outlet installed by a qualified electrician. Your TRUE Fitness product must be properly grounded to reduce risk of shock if the equipment malfunctions. Your equipment is equipped with an electrical cord, which includes an equipment grounding conductor and a grounding plug. The plug must be inserted into an outlet that has been properly installed and grounded in accordance with all local codes and ordinances. A temporary adapter cannot be used to connect this plug to a two-pole receptacle in North America. If a properly grounded 15 amp outlet is not available, a qualified electrician must install one.

 **WARNING:** Do not move the equipment by lifting the console. Do not use the console as a handlebar during a workout.

 **WARNING:** This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm.

 **WARNING:** Keep equipment stable on flat ground.

# CHAPTER 1: SAFETY INSTRUCTIONS

 **WARNING:** Replace warning labels that may be worn, damaged, or missing.

 **WARNING:** Replace any non-working or damaged components, remove the unit from service until repair is performed.

 **WARNING:** To reduce the risk of burns, fire, and electric shock or injury to persons, follow these instructions:

- This appliance should never be left unattended when plugged in.
- Do not use any type of extension cord with this product.
- Unplug it from the outlet when not in use and before any servicing.
- Do not operate the equipment while being covered with a blanket, plastic, or anything that insulates or stops airflow.

 **WARNING:** Risk of personal injury-crushing hazard when equipment is in operation - Keep feet, hands, and fingers away from moving parts.

 **CAUTION:**

- Health related injuries may result from incorrect or excessive use of exercise equipment.
- Do not use typing or web surfing features at excessive speeds. Always stabilize yourself by holding a stationary handle when using typing or web surfing features. (Varies by console option)
- Do not use the contact heart rate grips as a handlebar during a workout.
- Any changes or modifications to this equipment could void the product warranty.
- To disconnect, turn power OFF at the ON/OFF switch if applicable, then remove plug from electrical outlet.
- Never operate a TRUE product if it has a damaged power cord or electrical plug, or if it has been dropped, damaged, or even partially immersed in water. Contact TRUE Customer Service for a replacement.
- Use a TRUE AC power cord or AC/DC adapter only.  
\* Note the plug configuration for the power adapter may vary by country.
- Position this product so the power cord plug is accessible to the user.
- Keep the power cord away from heated surfaces. Do not pull the equipment by the power cord or use the cord as a handle. Do not run the power cord along the side or under the equipment.
- If the electrical supply cord is damaged it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person to avoid a hazard.
- Do not use this product in areas where aerosol spray products are being used or where oxygen is being administered. Such substances create the danger of combustion and explosion.
- Always follow the console instructions for proper operation.
- Close supervision is necessary when used near children under the age of 15, or disabled persons.
- Do not use this product outdoors, near water, while wet, or in areas of high humidity including extreme temperature changes.
- Never operate a TRUE product with the air openings blocked. Keep air openings free of lint, hair or any obstructing material.
- When mounting the treadmill, ensure the treadmill belt is not running and then proceed with one step at a time to maintain balance using the handrails as needed.
- While the treadmill is in use, proceed at a speed that the user can safely maintain with the ability to immediately engage the safety key to stop the treadmill belt if necessary.

# CHAPTER 1: SAFETY INSTRUCTIONS

## CAUTION:

- Health related injuries may result from incorrect or excessive use of exercise equipment.
- Never insert objects into any openings in this product. If an object should drop inside, turn off the power, unplug the power cord from the outlet and carefully retrieve it. If the item cannot be reached, contact TRUE Customer Service.
- Never place liquids of any type directly on the unit except in the accessory tray or bottle holders. Containers with lids are recommended.
- Wear shoes with rubber or high traction soles. Do not use shoes with heels, leather soles, cleats or spikes. Make sure no stones are embedded in the soles. Do not use this product in bare feet. Keep all loose clothing, shoelaces and towels away from moving parts.
- Do not reach into or underneath the unit, or tip it on its side during operation.
- Use correct ergonomic positioning while running on equipment.
- Do not allow animals on or near the equipment while in operation.
- Use the side handrails whenever additional stability is required. In case of emergency, such as tripping, the side handrails should be grabbed and the user should place his/her feet on the side platforms. The front handlebars should be used to grasp the heart rate sensors or to rest the hand on while operating the activity zone keys, but not for stability, emergency, or continuous use.
- Do not exceed maximum user weight of 400 lbs (181 kg).
- Do not use if you have a cold or fever.
- When using this exercise machine, basic precautions should always be followed.
- Use this equipment only for its intended use as described in this manual.
- Do not use attachments not recommended by the manufacturer.
- Allow only trained personnel to service this equipment.
- Avoid the possibility of bystanders being struck or caught between moving parts by making sure that they are out of reach of the equipment while it is in motion.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Allow only one person at a time on the equipment while it's operating.
- It is the sole responsibility of the owner/operator to ensure regular and scheduled maintenance is performed.
- To avoid injury stand on the side rails before starting the equipment.
- Avoid exiting equipment while leaving the tread belt in motion.
- Never walk or jog backwards on the equipment.
- Do not change the incline of the equipment by placing objects under it.
- To avoid serious injury, do not touch the incline rack while the equipment is in use.
- To avoid serious injury, do not touch the belt while the equipment is in use.
- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- See Grounding Instructions.
- On the machine power switch, the "1" means that the machine power is switched "ON" and the "0" means the machine power is switched "OFF".
- Before servicing the motor area or removing the motor cover, please contact TRUE service.
- Do not place hand near the running belt when the unit is in operation.
- To avoid serious injury, remove and store the power cord when the machine is not in use.
- Noise emission under load is higher than without load.
- A-weighted emission sound pressure level at the trainer's ear: 67dBA.

# CHAPTER 1: SAFETY INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS

- **Read and understand all instructions and warnings prior to use.**
- Obtain a medical exam before beginning any exercise program. If at any time during exercise you feel faint, dizzy, or experience pain, stop and consult your physician.
- Obtain proper instruction prior to use.
- This unit is intended for commercial use only.
- Inspect the unit for incorrect, worn, or loose components and do not use until corrected, replaced, or tightened prior to use.
- Do not wear loose or dangling clothing while using the unit.
- Care should be used when mounting or dismounting the unit.
- Read, understand, and test the emergency stop procedures before use.
- Disconnect all power before servicing the unit.
- Do not exceed maximum user weight of 400 lbs.
- Keep the top side of the moving surface clean and dry.
- Keep children and animals away.
- Use caution when moving and assembling unit.
- All exercise equipment is potentially hazardous. If attention is not paid to the conditions of equipment usage, death, or serious injury could occur.
- Save these instructions.

### Basic Guidelines for Setting Up the Equipment:

After removing the equipment from the packaging, place the equipment on a clean, level surface. Make sure the electrical cord easily reaches a grounded three-pronged outlet.

### Important Electrical Requirements – 120V:

Your TRUE equipment requires a dedicated 120 volt, alternating current (AC), 20 amp grounded outlet circuit. This means nothing else can be plugged into the same circuit. Most power circuits are rated for this 120V AC 20 amp requirement, but you must ensure the equipment does not share the circuit with anything else.

### Important Electrical Requirements – 220V:

Your TRUE equipment requires a dedicated 230 volt, alternating current (AC), 15 amp grounded outlet circuit. This means nothing else can be plugged into the same circuit. Most power circuits are rated for this 230V AC 15 amp requirement, but you must ensure the equipment does not share the circuit with anything else.

### **DANGER: Do not use an extension cord or ungrounded outlet:**

The ground helps prevent electrical damage to your equipment and enhances your safety by helping to prevent shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the equipment is properly grounded. Do not modify the plug provided with the unit if it will not fit the outlet. Have a proper outlet installed by a qualified electrician.

# CHAPTER 2: PRODUCT OVERVIEW

## ENVISION WITH COMPASS 16" OVERVIEW:

Touch Screen Display

Cooling Fan



USB Jack

Headphone Jack

Warning Decal

Reading Rack

# CHAPTER 2: PRODUCT OVERVIEW

## ENVISION WITH COMPASS 16” OVERVIEW:

### Touchscreen Display:

A capacitive touch screen used for workout control and feature navigation.

### Headphone Jack:

Standard 3.5mm audio jack used to connect headphones to the console during media playback.

### USB Port:

Used to update console software and charge devices. Note: Confirm charging capability with your electronic device as not all electronic devices are chargeable on the Envision<sup>16</sup> with Compass console.

### Reading Rack:

This ledge on the console can be used to hold a book, magazine, e-reader, or tablet computer during a workout.

### Cooling Fan:

Integrated fan that delivers a cool flow of air during a workout.

### Warning Decal:

Important safety information for users to review prior to using the equipment.

## TOUCH SCREEN INTRODUCTION:

The Envision<sup>16</sup> with Compass touchscreen console utilizes a fully-integrated capacitive touch screen display and a multi-screen interface to provide a state-of-the-art and user-friendly workout.

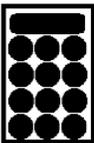
Capacitive touch screen technology relies on the conductive properties of the human body to detect when and where on the display the user is touching. Due to this, capacitive touch screens are highly responsive and do not require pressure to register a touch.

## TOUCH SCREEN NAVIGATION:

TRUE recommends that users familiarize themselves with the different screens to ensure they are safely taking advantage of all of the features this equipment has to offer.

### Icon Character Map:

This console uses several icons to provide users with a simplified and visually appealing workout experience. The character map below is a quick reference of commonly used icons:

 Fan Icon	 Speed
 Screen Toggle	 Options
 Bluetooth Connection	 Keypad
 TV	 Home

## CHAPTER 3: PROGRAMMING & OPERATION

### **CAUTION:**

The safety key must be in place on the machine, and should be attached to the user's clothing.

### **HEART RATE MONITORING:**

The machine can monitor a user's heart rate using either a Polar® compatible chest strap or the metal grips on the hand rails (called contact heart rate or CHR pads). A chest strap transmits the user's heart rate to the machine via a radio signal, and the CHR pads connect to a special computer circuit to extract the user's heart rate.

#### Chest Strap Heart Rate Monitoring:

Although this machine functions fine without using the heart rate monitoring feature, this kind of monitoring gives valuable feedback on the user's effort level. Chest strap monitoring also enables users to use Heart Rate Control (HRC), the most advanced exercise control system available.

When users wear a Polar® compatible transmitter strap, the machine will display the user's heart rate as a digital beats-per-minute (bpm) readout.

The transmitter strap should be worn directly against the user's skin, about 1-2 inches below the pectoral muscles/breast line. Women should be careful to place the transmitter below their bra line.

Initially the transmission signal for heart rate may be erratic or non-existent. Some moisture is necessary between the strap and the user's skin for proper transmission. Sweat from exercise works best, but ordinary tap water may be used prior to the workout if desired.

#### A Note on Chest Strap Heart Rate Monitoring:

The chest strap produces a radio signal that the machine reads and registers as the user's heart rate. The accuracy of a reading may be affected when outside interference is present.

#### Contact Heart Rate (CHR):

The CHR system will let the user monitor their heart rate without wearing a chest strap. When using the CHR system users should gently grasp the CHR pads with both hands. Within 30 seconds, the user's heart rate should be displayed as a digital bpm readout (during the first 30 seconds the system is analyzing and locking in the user's heart rate). Users should exercise with smooth body motions and breathe regularly. It is best to avoid talking while using the CHR system, as talking will cause unrepresentative heart rate spikes of 5 to 10 bpm. To ensure an accurate reading, the user's hands should be clean, free of both dirt and hand lotions.

Note: For increased safety and accuracy, the CHR system should only be used at speeds of 4 mph or lower (CHR readings are less accurate due to large muscle movements above this speed).

#### A Note on CHR Accuracy:

CHR monitoring may be less accurate than chest strap monitoring since the heart rate signals are much stronger at the chest. When using a HRC workout, it is best to use a chest strap because of the stronger and more accurate readings.

### **CAUTION:**

Do not use the contact heart rate grips as a handlebar during a workout.

# CHAPTER 3: PROGRAMMING & OPERATION

## HEART RATE CONTROL (HRC):

### Introduction:

You are now the owner of the most sophisticated Heart Rate Control (HRC) workout technology available. TRUE HRC is unique and patented. It accommodates users from rehabilitation to world class athletes, and all those in between. TRUE HRC enables users to do a completely hands-free heart rate controlled workout using speed, incline, or both. By training at a specific target heart rate, users can exercise at a more efficient cardiovascular level.

The TRUE HRC system is unique because users must enter the key parameters of the workout; target heart rate, maximum speed, maximum incline, and time, prior to starting the HRC workout. As users approach their target heart rate, the machine's computer automatically takes over and changes the speed and/or incline automatically to keep them near their target heart rate. This enables for a completely hands-free workout.

Note: A Polar® compatible heart rate monitoring chest strap should be worn during HRC workouts. For increased safety and accuracy, contact heart rate monitoring is not recommended for HRC workouts.

### Target Heart Rate:

TRUE's HRC workouts let the machine monitor relative exercise intensity by way of the user's heart rate, then automatically adjust the speed and incline to keep the user at their target heart rate and thus their desired exercise intensity. Heart rate is a good measure of the body's exercise stress level. It reflects differences in physical condition, fatigue, the comfort of the workout environment, even diet and emotional state. Users should compare their heart rate with how they feel to ensure safety and comfort.

### Consult a Physician to Determine Target Heart Rate:

Using heart rate to control a workout takes the guesswork out of the workout settings. Consult a physician before using heart-rate controlled workouts for advice on selecting a target heart rate range. Also, it is important to use the machine for several workouts in the manual mode while monitoring heart rate. Users should compare their heart rate with how they feel to ensure safety and comfort. After users have spent some time learning how their heart responds to different levels of speed and incline, they will have a better understanding of how to select the maximum speed and maximum incline required for reaching their target heart rate.

### Warm Up:

At the beginning of an HRC workout, the machine is in full Manual Control mode. Users should gradually increase the workout intensity to slowly raise their heart rate to within 10 bpm of their target heart rate. The machine will operate as if in manual mode during the warm up stage. Users control both speed and incline. The user may only increase speed and incline to the present maximum values entered. It is important that the user starts at a low level of perceived exertion and gradually increase the workout intensity over several minutes until they approach their target heart rate. This enables the body to adapt to the workout. Increasing the workout intensity gradually will enable the user to enter the HRC stage without overshooting their target, keeping their heart rate within a few bpm of their target.

Note: Warming up too fast may cause the user to overshoot their target. If this occurs it may take several minutes before the computer software can control their heart rate. Users may overshoot and undershoot for several minutes until control is achieved.

### Heart Rate Control Stage:

Heart Rate Controlled workouts take control of speed and incline, keeping the user's heart rate within a few bpm of their target. When using the Interval HRC Workout, the machine alternates between work and rest intervals.

### Cooldown:

At the end of the workout time or distance, the machine reduces the workout intensity by half and goes back into Manual Control mode, where users directly control their cooldown.

# CHAPTER 3: PROGRAMMING & OPERATION

## WORKOUT PROGRAM DESCRIPTIONS:

### Quick Start:

A workout in which the user controls all settings. The workout continues until it is ended by the user.

### Cardio 360™ Quick Start: (Only Available on the XS1000, XC400, & XC900)

Get right into a pre-set 20-minute workout designed to shape and tone every major muscle group.

### Manual:

Users enter their weight, workout time or distance. The user controls both the SPEED and INCLINE of the machine throughout the workout.

### Hill Intervals:

Hill Intervals makes changes to the INCLINE in 2-minute segments with the SPEED remaining constant.

### Rolling Hills:

Series of gradually increasing and decreasing INCLINE changes that simulate rolling hills.

### Single Hill:

INCLINE increases to a maximum at the mid-point of the workout, then decreases to the finish.

### Random Hills:

An INCLINE profile that changes to simulate random hills. The INCLINE adjusts at any time during the workout to increase or decrease the intensity of the hills.

### Weight Loss Hills:

A walking interval workout with two minutes segments of work and rest. Work segments are at the selected incline level.

### Glute Buster:

A changing INCLINE profile simulates hilly terrain to promote intense glute muscle use. Users can make adjustments to the SPEED during the workout.

### Calorie Goal:

This workout enables users to choose the number of calories they wish to burn within a specified workout time. The machine will control SPEED and INCLINE within the limits set by the user to attain this goal.

### Cardio Challenge:

SPEED and INCLINE increase to a maximum at the mid-point of the workout, then decrease to the finish.

### Auto Stride: (Only Available on the XS1000)

The Auto Stride program will automatically adjust the stride length based on the user's speed during your workout. The stride length will automatically increase as the user increases their speed, and automatically decrease the stride length as you slow down.

### Stride Intervals: (Only Available on the XS1000)

Users set their own alternating 1 minute work and rest stride lengths; from short stepping to a long stride motion and everything in between.

### Pace Intervals: (Only Available on the XS1000, XC400/900, RC400/900, and UC400/900)

This workout suggests PACE (RPM) intervals in 1-minute segments. The PACE SETTER shows the target pace along with the user's actual pace (RPM) throughout the workout.

# CHAPTER 3: PROGRAMMING & OPERATION

## WORKOUT PROGRAM DESCRIPTIONS:

### Pace Ramp: (Only Available on the XC400/900, UC400/900, & RC400/900)

This workout suggests PACE (RPM) increases to a maximum at the mid-point of the workout, then decreases to the finish. The PACE SETTER shows the user's target pace throughout the workout.

### Leg Shaper: (Only Available on the XS1000, XC400/900, RC400/900, and UC400/900)

A workout that suggests PACE changes to work the leg muscles with added intensity. Reverse stride occasionally for an added challenge.

### Distance Workouts:

Choose any one of our four common distance workouts: 5k\*\*\*\*, 10k\*\*\*\*, 2 mile\*\*\*, or 4 mile\*\*\*. The user controls both the SPEED and INCLINE of the machine throughout the workout.

### Custom Incline:

Build a custom INCLINE profile using up to 30 segments. A user-friendly setup screen enables users to create any hill or incline profile.

### Custom Ultra:

If users are having trouble finding a workout that fits their specific needs, try setting up the Custom Ultra! This completely customizable workout enables both SPEED and INCLINE control in up to 30 segments.

### HRC Cruise Control:

While in any program, Cruise Control enables the user to set the current heart rate as the Target Heart Rate by pressing a single button. The Cruise Control program takes control of SPEED and INCLINE to maintain the user's Target Heart Rate. If bpm exceeds the target heart rate by more than 12 bpm, then the workout will end and Cool Down will begin.

### HRC Target:

Users choose their target heart rate. The machine begins in MANUAL control – The user should gradually increase the workout intensity until heart rate is within 10 bpm of their target. At this point, the machine takes over to control SPEED and INCLINE to maintain heart rate within a few beats of the user's target.

### HRC Weight Loss:

Based on age, this is a heart-rate controlled workout at 65% of the user's maximum heart rate. This creates efficient fat burning without overtraining. The machine begins in MANUAL control – The user should gradually increase the workout intensity until their heart rate is within 10 bpm of their target. At this point, the machine takes over to control SPEED and INCLINE to maintain heart rate within a few beats of the user's target.

### HRC Aerobic:

Based on age, this is a heart-rate controlled workout at 80% of the user's maximum heart rate. This keeps the user in the optimum aerobic training range to improve cardio fitness. The machine begins in MANUAL control - gradually increase the workout intensity until the user's heart rate is within 10 bpm of their target. At this point, the machine takes over to control SPEED and INCLINE to maintain heart rate within a few beats of the user's target.

### HRC Intervals:

Intervals of WORK and REST determined by target heart rate. The machine begins in MANUAL control – Users should gradually increase their workout intensity until their heart rate is within 10 bpm of their target. At this point, the machine takes over to control SPEED and INCLINE to maintain the user's heart rate within a few beats of their target. The rest segment will reduce to 65% intensity of work segment.

# CHAPTER 3: PROGRAMMING & OPERATION

## WORKOUT PROGRAM DESCRIPTIONS:

### Custom HRC Intervals:

Set up a custom heart rate interval. Specify WORK and REST targets and let the machine make all the adjustments. The workout begins in MANUAL control - users should gradually increase the workout intensity until the heart rate is within 10 bpm of the user's target heart rate. At this point, the machine takes control to keep the current heart rate within a few bpm of the target heart rate.

### HRC Distance Workouts:

4 popular fixed distance workouts(5K, 10K, 2 mile, and 4 mile) that put the machine in control of maintaining the user's target heart rate. The workout begins in MANUAL control – users should gradually increase the workout intensity until the heart rate is within 10 bpm of the user's target heart rate. At this point, the machine takes control .

### Fitness Test:

A fitness test uses heart rate to estimate the user's VO2 max. The test increases SPEED and INCLINE gradually every minute and ends at the point where the user's heart rate reaches 85% of the maximum for their age.

### Gerkin Test:

A fitness test used to estimate your VO2 max. This test increases speed gradually every minute and ends at the point where your heart rate reaches 85% of the maximum for your age.

### Monument Workouts: (Only Available on the TI1000)

Intensify your workout by traveling the world and climbing some famous monuments. You will be able to track your progress as you climb to the top of the St. Louis Arch, Eiffel Tower, Mt. Everest, Mt. Rainier or Kilimanjaro. Your output from the machine will display your percentage of completion of stairs to the top of the monument, or percentage of completion of elevation to the top of the mountain, whichever is applicable.

### Cardio 360™: (Only Available on the XS1000, XC400, & XC900)

If users are looking for variety to make their cardio workout fly, try this random cycle of Cardio360 exercises for a great total-body workout.

### Cardio 360™ Video: (Only Available on the XS1000, XC400, & XC900)

Our traditional Cardio 360, total-body workout program with video demonstrations of each exercise so users can easily follow along.

### Cardio 360™ Custom: (Only Available on the XS1000, XC400, & XC900)

Users can modify and maximize their workout to its fullest potential. Cardio360 Custom lets users build a personalized routine, choosing their favorite Cardio360™ motions and lengths of time.

### Quad Burner: (Only Available on the XL1000)

This intense resistance workout is designed to burn calories!

### Speed Intervals: (Only Available on the VC900)

Speed intervals are divided into work and rest segments. The set level is what determines work and rest speed. This workout will start with a two-minute rest segment, then change to a two-minute work segment, and it will continue this cycle to the end of the workout.

# CHAPTER 3: PROGRAMMING & OPERATION

## **WORKOUT PROGRAM DESCRIPTIONS:**

### Fat Burn: (Only Available on the VC900)

Speed increases to various points to deliver an intense workout.

### Cooper Test: (Only available on the VC900)

The point of the test is to climb as far as possible within 12 minutes.

### Firefighter Workout: (Only Available on the VC900)

This is a workout where the user goes a set speed for a set amount of time.

### Floors: (Only Available on the VC900)

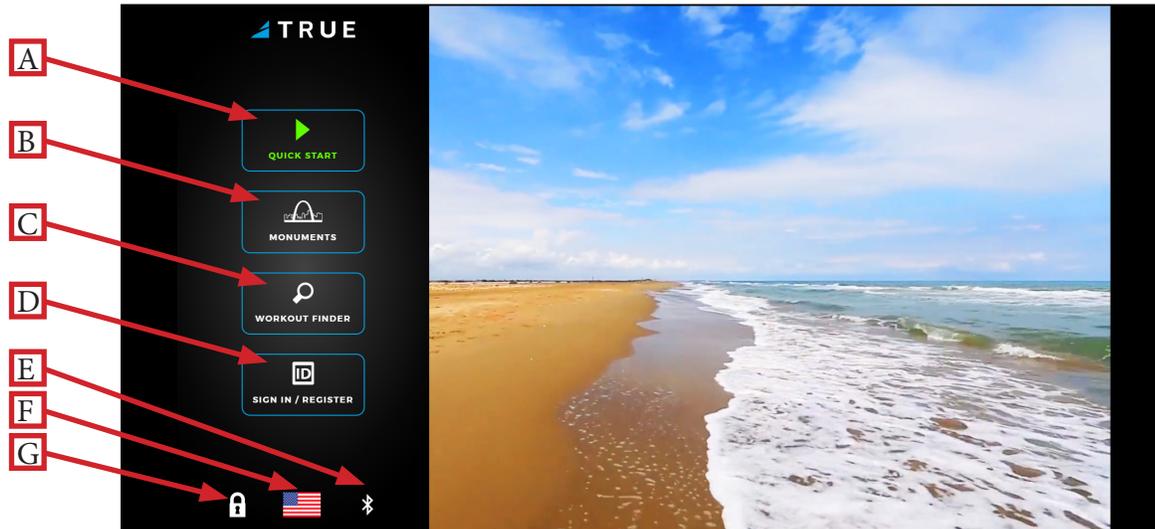
Pre-determined distance workout. This workout will only run the selected workout distance of 20, 50, or 100 floors.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TOUCH SCREEN NAVIGATION:

### Home Screen:

The Home Screen is displayed on the console when there is no workout in progress. From this screen, the user is able to select from various options to begin a workout.



### A) Quick Start

Starts a workout in which the user controls all settings. The workout continues until it is ended by the user.

### B) Monuments (Only available on the Alpine Runner [TI1000])

Displays a list of five preset workouts based on international monuments. Monument workouts are only available on the Alpine Runner (TI1000). Note: for Cardio360 products, this button will display the Cardio360 workout icon.

### C) Workout Finder

Displays a list of preset workouts.

### D) User Profile Login

Enables the user to create a new user profile or access an existing user profile. The user profile displays the user's first and last name, birthday, gender, height, email address, and unique password.

### E) Bluetooth Connectivity

Displays the Bluetooth connectivity interface before starting a workout to pair Bluetooth wireless technology enabled devices with the Envision<sup>16</sup> with Compass touchscreen console. Note: The pairing process between the Envision<sup>16</sup> with Compass touchscreen console and a third party app on a Bluetooth wireless technology enabled device must be completed before a workout begins.

### F) Language Options

Enables users to choose between 12 language options.

### G) Screen Lock

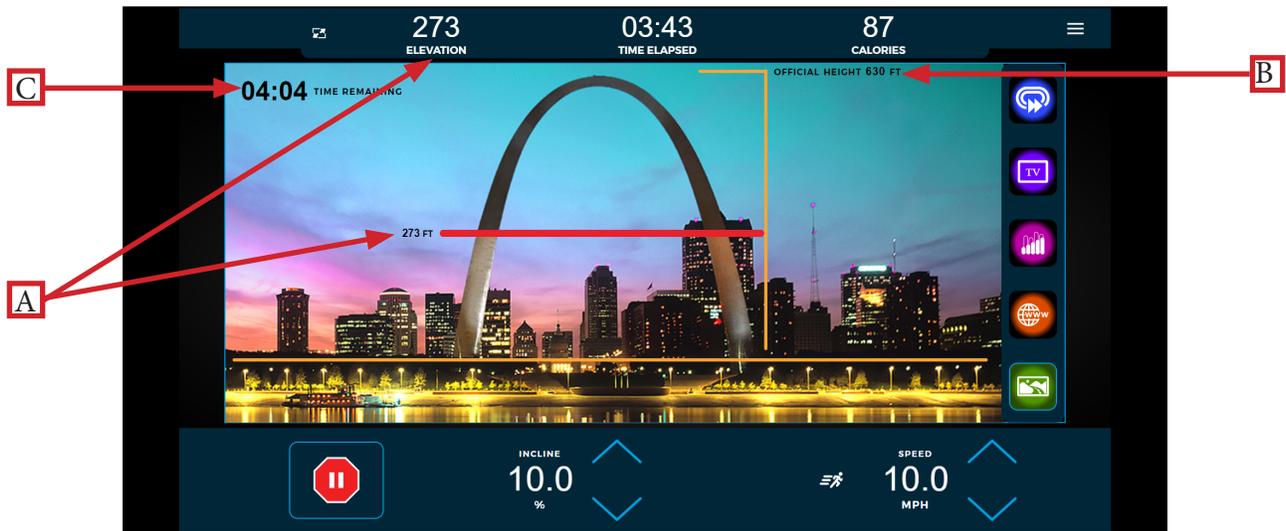
When the screen lock is held for three seconds, the touch screen display will lock for 20 seconds to enable cleaning.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TOUCH SCREEN NAVIGATION:

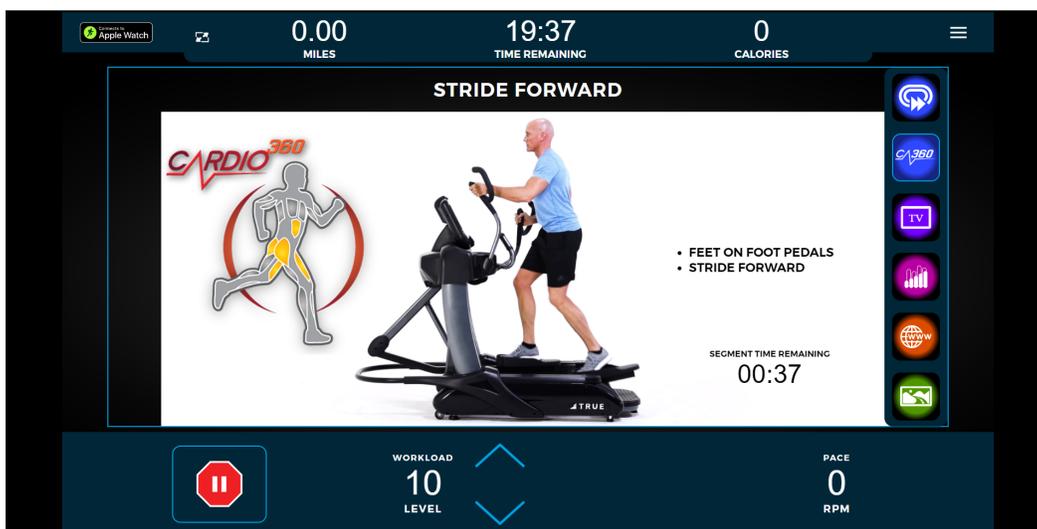
### Monuments (Only available on the TI1000):

For the Alpine Runner only, the user can select from custom workouts based on international monuments such as the Gateway Arch, Eiffel Tower, and Mount Everest. These custom workouts are based on the height of each monument displaying the current height traveled in real time (A) and total height (B) with the workout automatically ending once the user has reached the top of the monument. The user determines their individual climbing pace by manually entering the INCLINE and SPEED levels, which determines their projected finish time (C).



### Cardio360 Workout Screen:

Available only on the XS1000, XC900, and XC400, the Cardio360 workout screen provides the user with pre-recorded video clips and corresponding instructional text prompts cycling through the various segments of a Cardio360 workout. Each Cardio360 workout segment has a time length displayed in the bottom, right corner. Note: The selected Cardio360 workout (Cardio360, Cardio360 Video, or Cardio360 Custom) determines the order, frequency and length of time for each Cardio360 workout segment.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TOUCH SCREEN NAVIGATION:

### Selecting a Preset Workout:

Preset workouts are accessed by selecting the Workout Finder button on the home screen. All available workouts are listed as a default on the right side of the screen, but the user may select from specific workout categories listed on the left side of the screen to view a subset of all available workouts such as HRC workouts. To begin a workout, swipe through the workout list (A) and press anywhere within the blue workout bounding box to proceed except the gray arrow that displays a description of the workout.

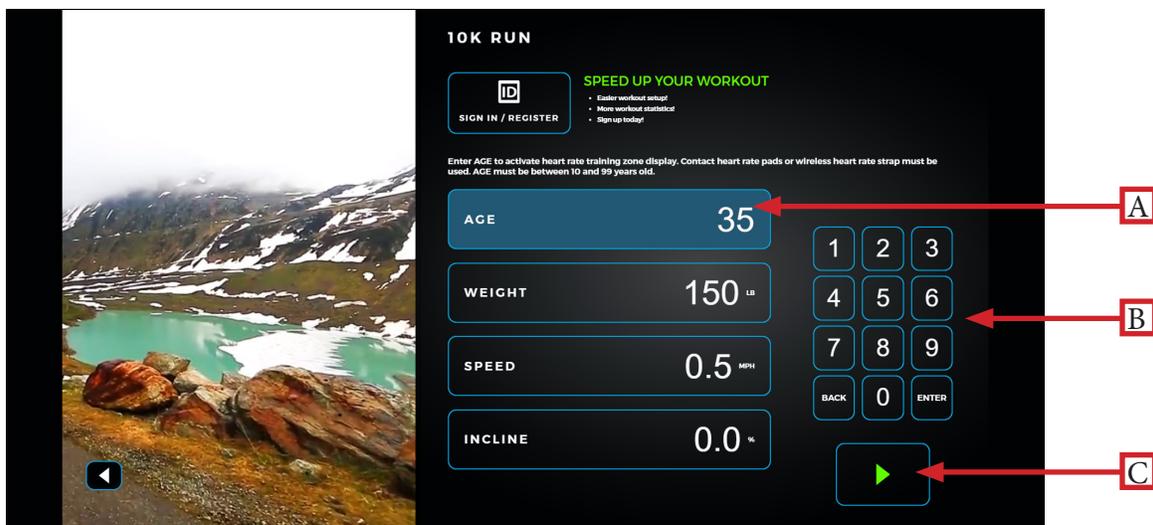
Note: The image below may differ slightly based on the base unit used.



### Workout Data Entry Screen:

The Workout Data Entry screen enables the user to input workout parameters specific to the selected workout and the user prior to beginning the workout. To set a value, select the heading (A) of the value and manually enter a value using the keypad (B). Note: Selecting enter on the keypad after entering a value will save the value in that item and then automatically select the next item in the list. Select the green arrow (C) to begin the workout.

Note: The Workout Data Entry screen will vary based on the workout selection. If the user entered their User Profile login credentials via the User Profile Login screen, then the selected workout parameters will be saved.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TOUCH SCREEN NAVIGATION:

### User Profile:

The user may elect to create a profile for setting user preferences such as speed and incline presets in addition to tracking workout data. For returning users, select the Sign In tab (A) and enter your login credentials. For new users, select the Register tab (B) to create a new account. Note: The user can also create a User Profile via the Compass portal.

A

**WELCOME BACK**

**SIGN IN**

**REGISTER**

**RETURNING USER**

CELL PHONE NUMBER

PASSWORD

**SIGN IN**

FORGOT PASSWORD

B

**CREATE ACCOUNT**

**SIGN IN**

**REGISTER**

**REGISTER CELL PHONE NUMBER**

Phone numbers are used to track your user profile as well as your workouts. Enter your cell phone number below and a verification code will be sent to your phone.

CELL PHONE NUMBER

**NEXT**

### User Profile:

For new users creating a new profile, a verification code will be sent to their mobile device confirming their login credentials. Next, the user will enter their profile information via the Create Profile screen and select the Create button when finished entering profile data.

**ENTER CODE**

CODE

**NEXT**

RESEND CODE

**CREATE PROFILE**

Next we set up your profile information that doesn't change - It's important with your profile to enter all the biometric information as accurately as possible. We use information like your age and gender to help determine your estimated max heart rate, projected walk and run speeds, etc. This in turn helps to ensure you get the maximum results from your workout.

FIRST NAME\*

LAST NAME\*

MM\* / DD\* / YYYY\*

FEMALE MALE

HEIGHT\* Feet Inches

PASSWORD\*

WEIGHT\* WEIGHT\*

EMAIL

BACK

**CREATE**

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TOUCH SCREEN NAVIGATION:

### Workout View Screens:

During any workout a Workout View Screen will be displayed to give the user a comprehensive visual overview of their current workout data.



### A) Workout Data Menu:

This menu will toggle between data points (six total or none displayed at a time) available during a workout. To select which data points are displayed, press the icon identified to open the pop-out window and make the desired selections. Touch anywhere within the pop-out window to minimize it. Note: The above image displays a sampling of available data points.

### B) Distance:

Displays the current distance traveled.

### C) Average Incline:

Displays the average incline level.

### D) Average Speed:

Displays the average speed since the start of the workout.

### E) Time Elapsed:

Displays the time elapsed since the start of the workout.

### F) Calories:

Displays the estimated total amount of calories burned since the start of the workout.

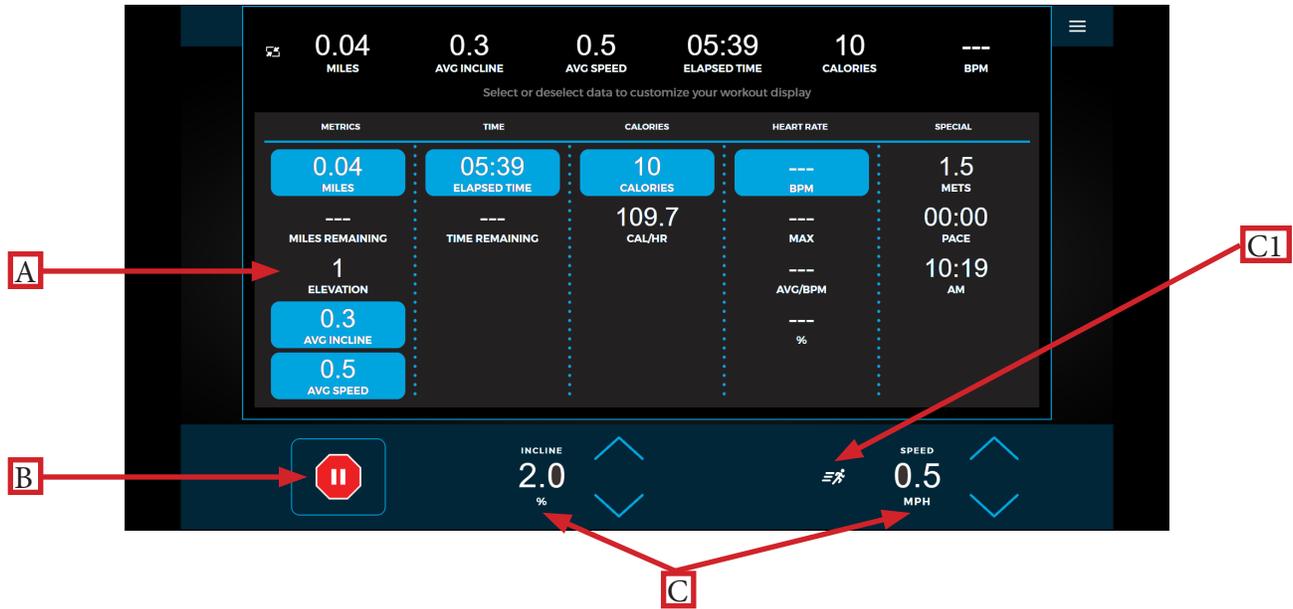
### G) Heart Rate Information:

When the user is wearing a heart rate chest strap or utilizing the Contact Heart Rate system, their heart rate will be displayed in bpm (beats per minute). Note: If heart rate is not selected to display in the Workout Data menu, it will automatically display while heart rate data is available in addition to deselecting the last non-heart rate data value to display heart rate if six data values have already been selected. If heart rate is selected to display in the Workout Data menu, it will continuously display the selected heart rate data value.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION TOUCH SCREEN NAVIGATION:

## Workout Data Menu:

The Workout Data menu displays selectable workout data metrics during a workout.



## A) Workout Data Menu:

The Workout Data menu enables the user to make selections on what workout data appears in the main workout screen. To select which data points are displayed, press the selection to highlight it in blue and enable it to appear on the top toolbar. The default data points displayed are distance, time, and calories, with a minimum display requirement of zero data points and maximum display number of six data points. Note: Available workout data fields will vary based on the base unit attached and the workout selected.

## B) Stop:

Stops or pauses the current workout.

## C) Quick Touch Incline/Speed Keys:

These keys allow the user to quickly adjust the INCLINE levels in increments of 0.5% and SPEED in increments of 0.5 mph. To manually enter a speed or incline increment, press the corresponding numerical readout and a numerical pad will appear to enter your selection.

Note: To select between preset speed increments, press the runner icon (C1). This icon may vary in appearance and functionality across products. Speed presets are 3, 5, and 7 mph respectively. With a User Profile created on the Envision<sup>16</sup> with Compass touchscreen console, the user can customize the standard 3, 5, and 7 mph speed presets and leverage those in a workout provided they are logged into their User Profile.

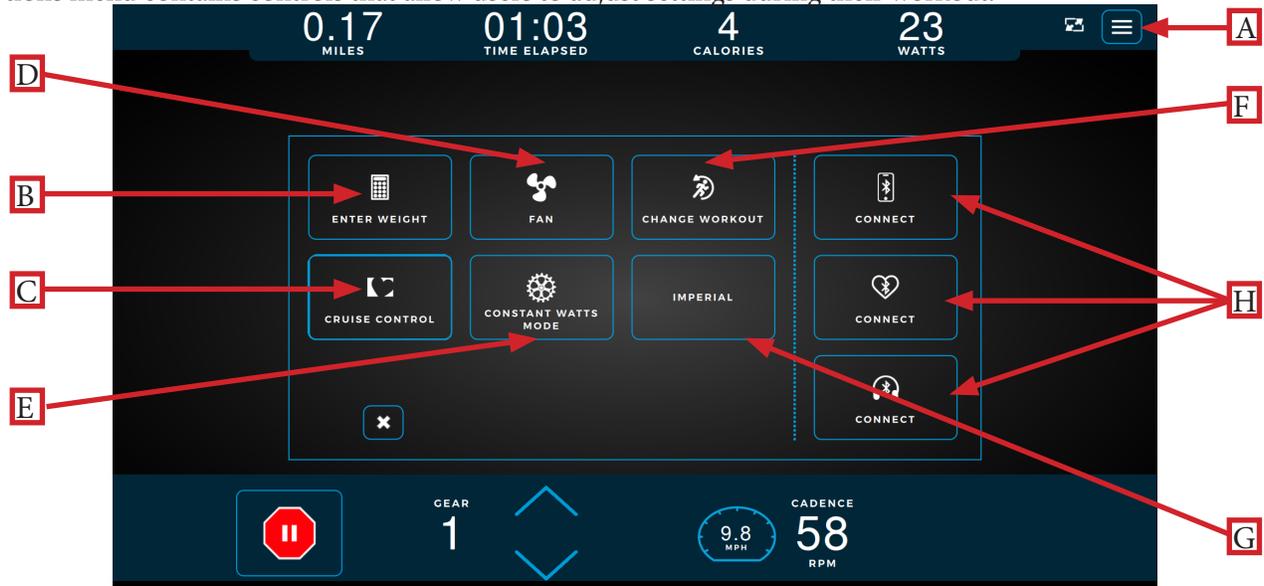
Note: For non-treadmill base units, the INCLINE data field will display WORKLOAD measured in levels of resistance from 1-30 and the SPEED data field will display PACE measured in revolutions-per-minute (rpm). For the UC400, UC900, RC400, and RC900 models engaged in a Pace workout, the Pacesetter option will display next to the PACE data field providing a target pace for the user based on the type of Pace workout selected.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TOUCH SCREEN NAVIGATION:

### Options Menu:

The Options menu contains controls that allow users to adjust settings during their workout.



### A) Options Menu:

The Options menu enables users to customize their workout experience such as entering their weight for more accurate caloric calculation and display during a workout, adjusting the on/off functionality for the console fan, and pairing Bluetooth wireless technology enabled devices with the console.

### B) Enter Weight:

Enables the user to update their weight. Note: If the user is logged in to their User Profile on an Envision<sup>16</sup> with Compass touchscreen console, then the user weight autofills based on the weight data entered by the user in their User Profile.

### C) Heart Rate Cruise Control:

Sets the current heart rate as the target heart rate with the machine adjusting incline/workload and speed to maintain that target.

### D) Fan:

Enables the user to turn the console fan on or off with it automatically defaulting to off after completing the workout.

### E) Constant Watts Mode/Autostride:

Constant Watts mode enables the user to switch the resistance to constant torque. Workouts that control watts will always stay in Constant Watts mode. All other workouts will start out in Constant Torque mode with the ability to switch in and out of Constant Watts mode. Note: Constant Watts mode is only available on the RC400, RC900, UC400, and UC900. Autostride automatically adjusts the stride length based on the user's speed during the workout. Note: Autostride is only available on the XS1000.

### F) Change Workout:

Enables the user to change their current workout parameters such as time, intensity, and level of the workout.

### G) Unit of Measurement:

Enables the user to switch between metric and imperial (US) unit of measurements displayed on the screen.

### H) Bluetooth Connectivity:

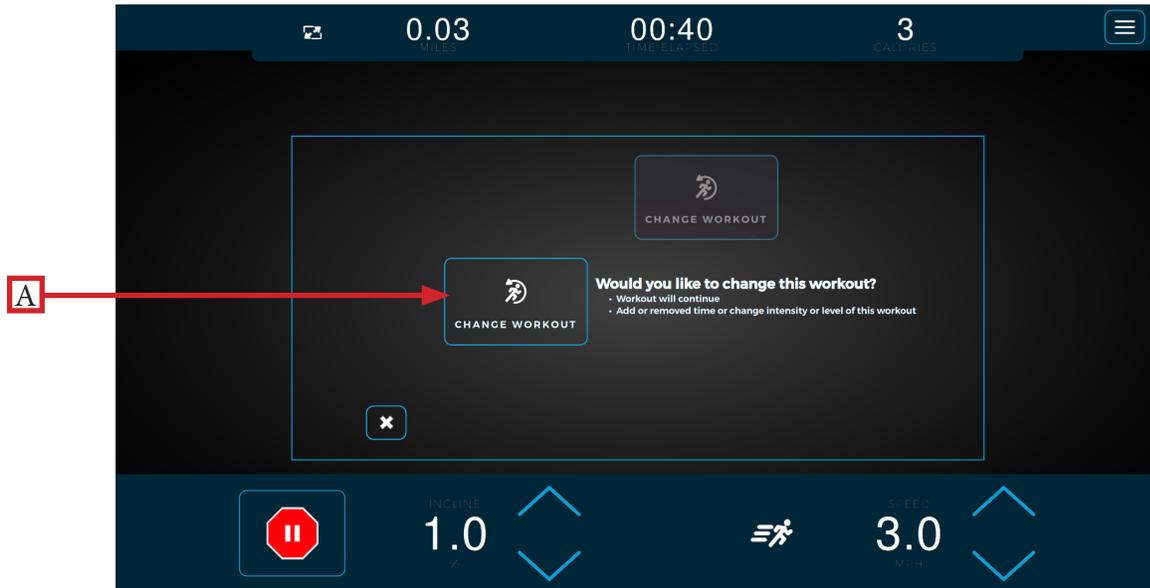
Allows the user to pair Bluetooth wireless technology enabled devices with the Envision<sup>16</sup> with Compass touchscreen console such as audio devices, heart rate monitors, and headphone devices.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TOUCH SCREEN NAVIGATION:

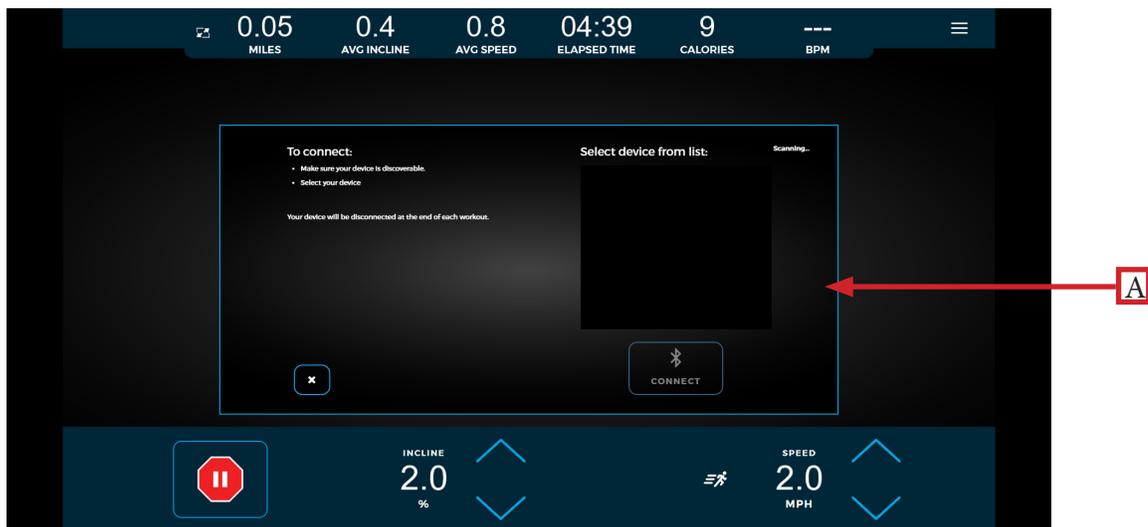
### Change Workout:

The Change Workout screen (A) enables the user to update their workout parameters such as time, intensity, and level of workout and then return to the main screen of the current workout with all previous workout data intact. Note: The workout parameters for certain preset workouts such as Quick Start and Fitness Tests are unable to be updated once the workout has begun.



### Bluetooth Connectivity:

The Bluetooth connectivity screen (A) displays the Bluetooth wireless technology enabled devices available for pairing with the Envision<sup>16</sup> with Compass touchscreen console. Follow the on-screen prompts on the Envision<sup>16</sup> with Compass touchscreen console and the Bluetooth device to complete the pairing process. Once the pairing process is complete, the audio screen will appear where the user can navigate playable audio menus, mute and adjust volume, pause, advance, or replay tracks, and unpair the Envision<sup>16</sup> with Compass touchscreen console and Bluetooth device. Note: The Bluetooth connectivity screen can also be accessed from the console home screen to pair your Bluetooth wireless technology enabled devices with the console before starting a workout.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## WALK/RUN TRACK:

The Walk/Run Track screen displays a virtual track with a progress dot representing the user walking and/or running around the track.



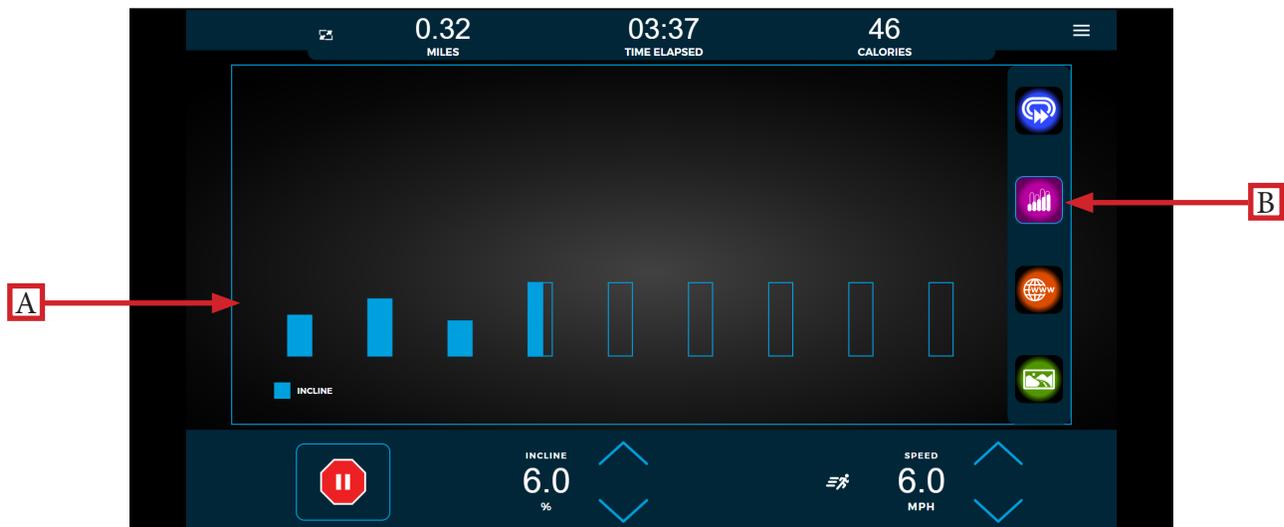
### A) Lap Count:

Displays a counter for the number of laps the user has completed around the virtual track.

## INCLINE/SPEED GRAPH:

The Incline/Speed screen (A) provides a real-time graphical display of the user's current workout incline or speed data based on the type of workout selected. A horizontal progress bar driven by preset time increments tracks the progress through the current graph bar. Select the Bar Graph icon (B) to navigate to the screen shown below.

Note: Incline and Speed will both be displayed for certain workouts such as Custom Ultra. Incline and Speed will be replaced with Workload and Pace for non-treadmill base units.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TV CONTROLS:

This console enables the user to watch live TV programming in crisp, clear high definition. The TV controls are built into a workout view screen enabling the user to monitor their workout while enjoying their favorite shows.



### A) Channel List:

Scroll through the list of available channels.

### B) Volume Controls:

Increases or decreases the audio volume from the TV program.

### C) Closed Captioning:

Toggles the closed captioning on or off.

### D) Mute Button:

Mutes the audio volume from the TV program.

### E) Screen Toggle:

Allows the user to switch back and forth between full screen and regular mode.

### F) TV Screen:

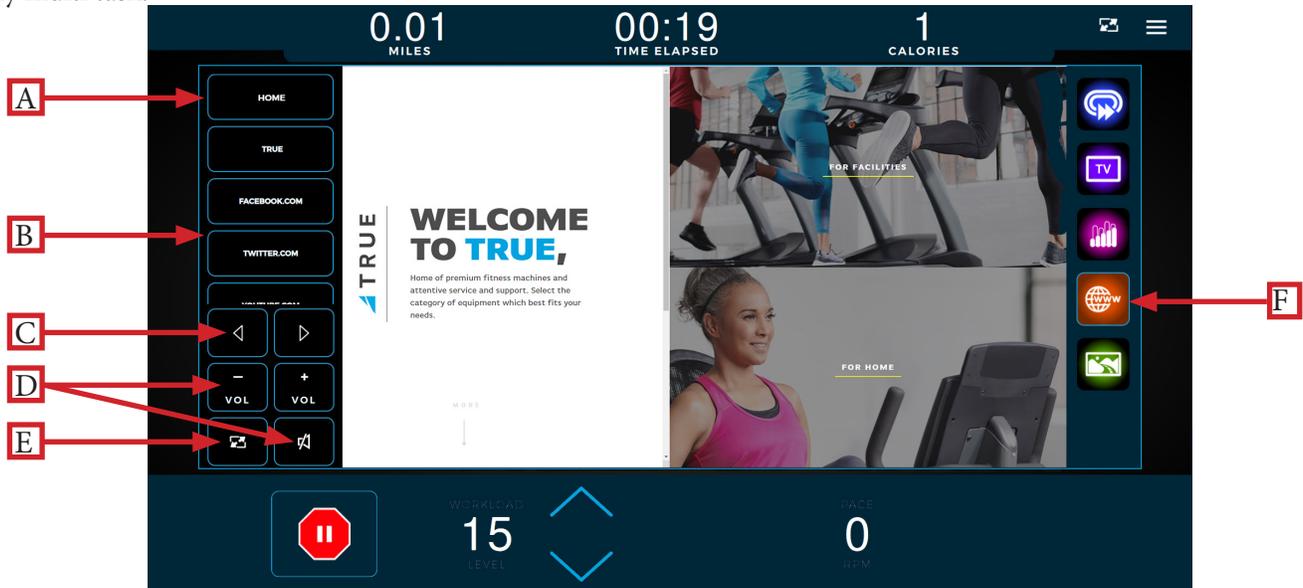
Select this icon to navigate to the tv home screen.

Note: For Broadcast Vision CAB System-enabled devices, the left side menu will update to include channel selector buttons and the Closed Captioning (C) button will be replaced with a keypad for entering a channel number along with containing the Closed Captioning (C) button.

Note: If the facility does not have one of the TV solution options identified in this manual, then the TV icon will not appear as identified here.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION WEB BROWSER:

When enabled, the integrated web browser allows users to catch up on breaking news, watch sports highlights, check email, and connect with their friends on social media. Having this feature built into a Workout Data Screen allows users to easily multi task.



## A) Home:

Displays the web browser's home page.

\*See the Advanced Console Options section for instructions on setting the default homepage.

## B) Website Links List:

Scroll through the list of popular websites with easy navigation during the workout. Note: The Envision<sup>16</sup> with Compass touchscreen console enables the user to edit the links available .

## C) Navigation Buttons:

Move forward or backward to the previously displayed page.

## D) Volume:

Enables the user to adjust the volume of audio generated from the console.

## E) Screen Toggle:

Allows the user to switch back and forth between full screen and regular mode.

## F) Web Browser Icon:

Select this icon to navigate to the web browser page.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION OUTSIDE INTERACTIVE VIDEOS:

Outside Interactive<sup>®</sup> provides users with a scenic, first-person video to enhance their workout. Scroll through the list of available videos (A) to make your selection. To display the video in full screen mode, select the Screen Toggle button (B); current incline and speed workout selections will appear in full screen mode. Select the Videos icon (C) to navigate to the video screen.

\*Content is provided by Outside Interactive<sup>®</sup> and is subject to change without notice.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## IDLE SCREEN:

During a workout when the user becomes idle or presses the Stop button on the bottom toolbar, the Idle screen shown below will appear, prompting the user to resume their workout (A), start a five minute, low intensity cooldown (B) with the workout ending after that time, reset the Idle Screen Timer (C) to 60 seconds while the user makes their selection, or end the current workout (D) and proceed to the Workout Summary screen.

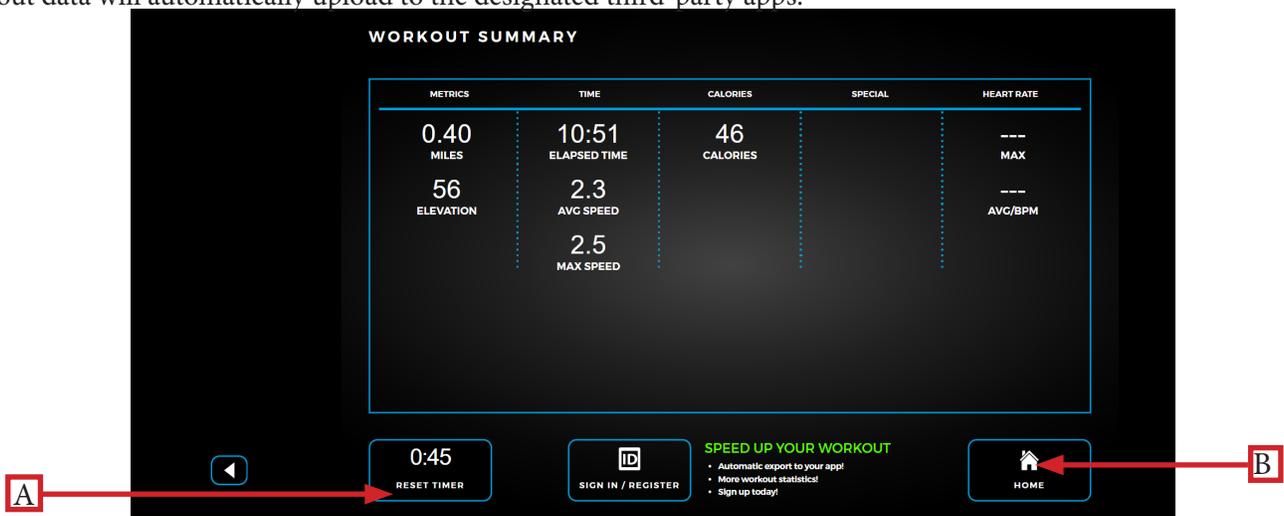
Note: During the cooldown sequence, the unit is in manual mode where the user directly controls all settings such as SPEED and INCLINE.

Note: The Idle Screen will disable the Resume Workout, Cool Down, and Reset Pause buttons until the belt and incline motors cease movement.



## WORKOUT SUMMARY:

At the end of a workout the Workout Summary screen will display an overview of the workout data. If the user requires more time to view the workout summary, they can press the Reset Timer button (A) to reset the timer back to one minute. Press the Home button (B) to return to the home screen before the reset timer reaches zero seconds. Note: For fitness test workouts, the Workout Summary screen will display additional data such as a fitness test score. Workout data is viewable in the Compass portal if the user logged into their User Profile before starting the workout. If the user synced their User Profile with the designated third-party apps on the Sync to App (User View) menu via the Compass portal, the current workout data will automatically upload to the designated third-party apps.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TV CABLING REQUIREMENTS FOR TRUE FITNESS EQUIPMENT:

For live television on TRUE Fitness equipment, coaxial cable must be run to the machine. All cabling internal to the TRUE Fitness equipment will be supplied by TRUE Fitness. All other cabling necessary to run from a TV or internet source to the TRUE cardio product must be provided by the facility.

### TV Cabling Requirements:

The following TV tuners used in the United States are compatible with TRUE Fitness touchscreen consoles:

- NTSC (analog un-coded) old air broadcast, and un-coded cable TV
- ATSC (digital un-coded) used in current over-the-air broadcasts, and some un-coded cable TV
- QAM (digital cable) used in current un-coded and coded cable TV

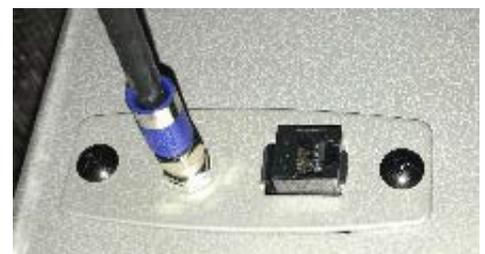
The following signal types are supported by TRUE Fitness touchscreen consoles:

- Digital: CQAM, ATSC, DVB-C, DVB-T, DVB-T2, ISDB-T, DMBT
- Analog: NTSC-M, PAL-B, PAL-G, PAL-H, PAL-I, PAL-D, PAL-K, SECAM-B, SECAM-C, SECAM-D, SECAM-G, SECAM-L, SECAM-K
  - Signal must be delivered to the equipment unencrypted
- Coaxial cable must be a quad-shielded RG6 cable with an F-Type compression fitting
- Digital signal strength delivered to the equipment: -5dBmV to +10dBmV with a target of +5dBmV
- Analog signal strength delivered to the equipment: 0dBmV to +12dBmV with a target of +6dBmV
- Splitters or taps are acceptable for distributing signal, provided that the signal strength delivered to the equipment meets the required levels
- Confirm with your TV provider that the signal strength at each machine is adequate

Some cable TV companies offer a basic package that does not require a set-top box – the signal can be picked up with any cable-ready TV. This type of service works best with TRUE Fitness touchscreen consoles as it utilizes either NTCS or ATCS/QAM Clear. The un-coded signal lets the facility simply connect the coax cable (RG6) to the connector on the TRUE Fitness equipment and scan for channels.

Many cable companies, as well as all satellite (DirecTV, Dish Network, etc.) and internet protocol TV (U-Verse, Verizon, etc.) utilize an encrypted signal to their set-top box will convert the encrypted signal to either NTCS or ATCS/QAM Clear for viewing on the customer's TV.

## SAMPLES OF CONNECTIVITY PORTS ON TRUE PRODUCTS:



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## TV SOLUTION OPTIONS:

### TV Solution Options for TRUE Fitness Equipment:

There are multiple options for presenting TV signal with TRUE Fitness equipment. Here are some options available to your facility.

### Set-Top Boxes:

With this solution, a small set top box must be installed near each individual piece of TRUE cardio equipment. Your cable company would provide the set-top box. The user would change channels with the remote control, which must be kept near the unit.



### Console Adapter Box (C.A.B.) Installation:

A console adapter component redirects TV commands from a TRUE Fitness console to a set-top box without using a remote control. With this solution, a separate component is installed onto the TRUE Fitness console. When a user presses a channel command on the console, the device sends that command directly to the set-top box that is sending TV signal to that machine. Users on the TRUE Fitness equipment will use the channel buttons on the consoles as normal to select their channel.



Includes CAB, 10' IR emitter cable and necessary cables to control (STB) set top box next to cardio equipment or far away. If STB is located far from cardio equipment, customer is responsible for installing unused cat5 or cat6 cable from STB to cardio equipment.

- Enables cardio-console control of ANY cable, satellite or IPTV set-top box. The set-top box can be located next to the cardio equipment or remotely located, back in an A/V closet for instance.
- The CAB is small enough (3" x 1.5" x .75") that it can be hidden on the back of the TV, under the console or in a raceway system.
- The CAB keeps the set top boxes awake so they don't go into sleep mode.
- The CAB allows you to use integrated controls to control set top boxes on popular cardio equipment brands.
- The CAB is plug-n-play and does not need to learn IR commands. Unlike some wireless devices that need to learn IR commands in the field, the CAB is pre-programmed prior to shipping and can be easily updated onsite if required.

### Satellite Head End System:

With a head end system, a rack is installed in an AV closet. A selection of set-top-boxes is placed on the rack with each box set to a specific channel. The encrypted signal is decrypted and set to the selected channel by each set-top box. This can be digital or analog, depending on the set-top box used. A modulator device takes the signal from all of the boxes and combines it into one, allowing you to send it out to every screen in the facility.



### IPTV:

Another option available for TRUE touchscreen equipment to receive TV signal is an IPTV solution. This requires your facility to have an IP head-end system (example below) in place.

TV signal is then distributed to each console via a Cat5e or Cat6 Ethernet cable with an RJ45 connector and run back to the IPTV head end system. The user controls the TV via on-screen channel control on each individual connected console.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## INTERNET REQUIREMENTS:

The TRUE Fitness touchscreen platform supports a wireless internet connection - both wired and wireless internet connections.

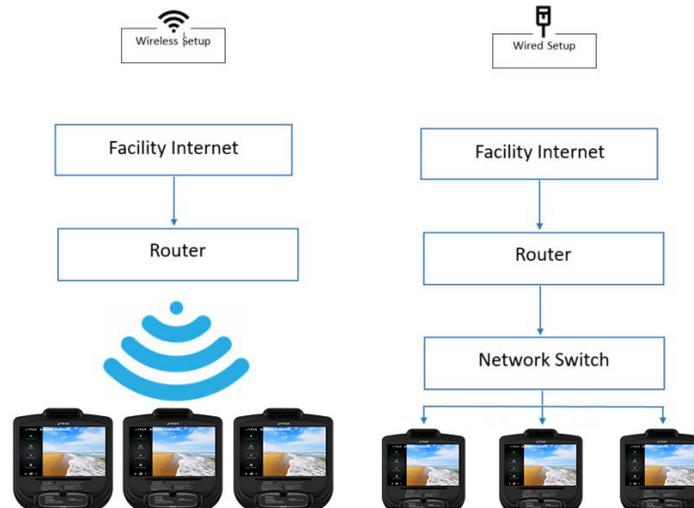
If you would like to connect your TRUE Fitness equipment to the internet, you will need at least 1.5Mbps download speed. That amount of bandwidth will allow for any number of TRUE consoles to connect to the internet.

### Wireless Internet Requirements:

- A router/gateway and wireless access points must be installed

### Wired Internet Requirements:

- A router/gateway must be installed
- Wired connections require a CAT5e or CAT6 cable with RJ45 fittings.
- Bandwidth: TRUE Fitness requires 1.5Mb/s download speed for every four consoles.
- A switch capable of receiving an internet feed from the media gateway and distributing it to all TRUE consoles must be installed.

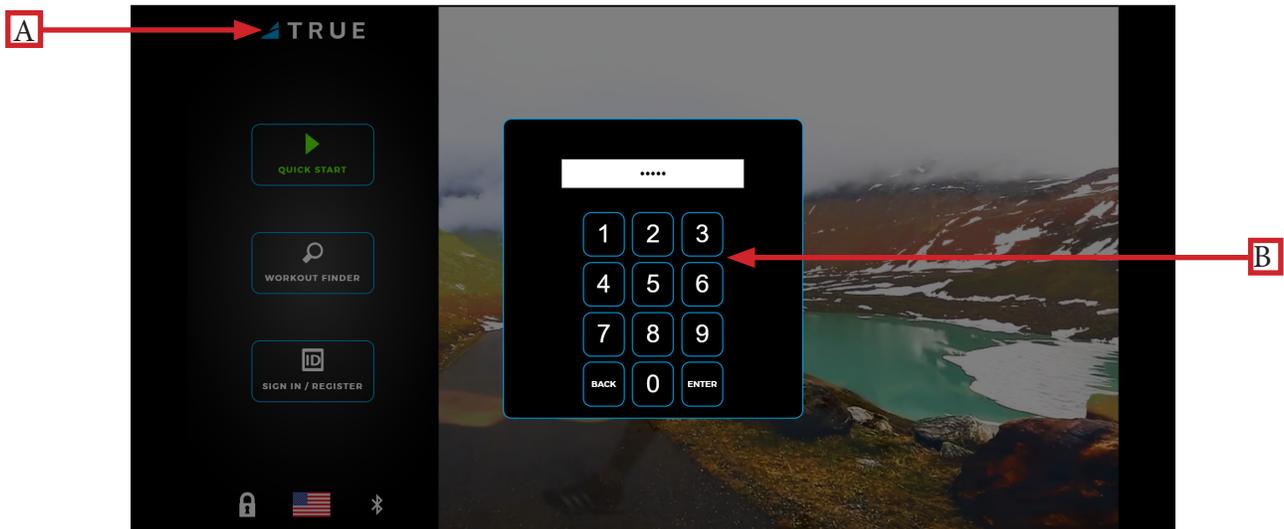


# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## MAINTENANCE MENUS:

### Entering Maintenance Mode:

To enter Maintenance Mode, press and hold the TRUE logo (A) in the upper left corner of the home screen until the Maintenance Mode passcode entry pop-up screen (B) appears. Enter code “10101” to enter Facility Maintenance Mode.

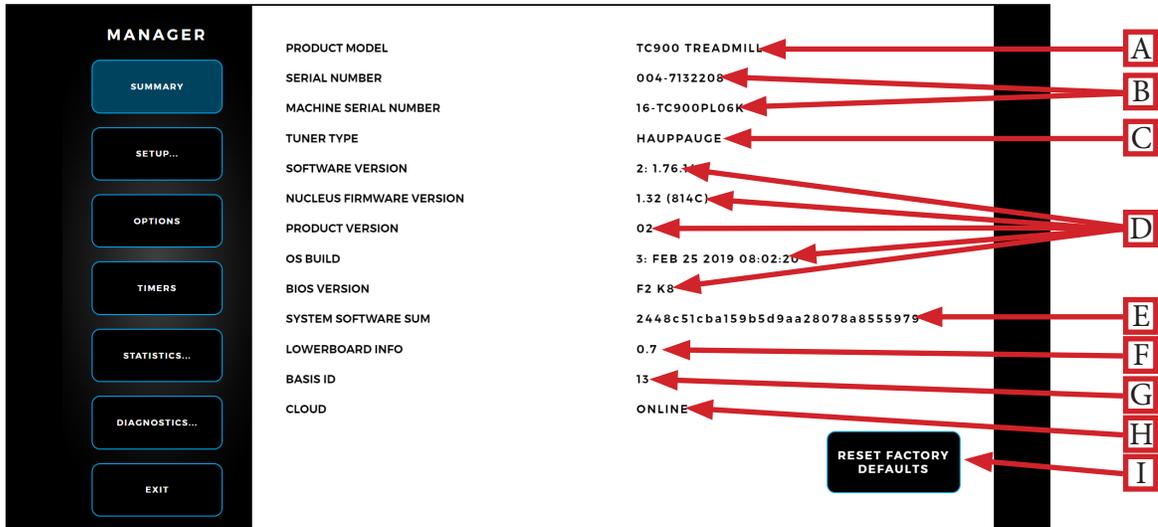


# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## MAINTENANCE MENUS:

### Summary Screen:

The Summary Screen will be the first screen displayed. This screen will give a general overview of the unit's setup.



### A) Product Model:

The model number that the console is currently configured to.

### B) Serial/Machine Serial Number:

The serial number of the console and serial number of the base unit respectively.

### C) Tuner Type:

The type of TV tuner installed in the console.

### D) Software Version / Nucleus Firmware Version / Product Version / OS Build / Bios Version:

The current versions of software and firmware that are installed on the console.

### E) System Software Sum:

Displays OS data that is used in the production of the console.

### F) Lowerboard Info:

Displays the model name and version number of the Lowerboard.

### G) Basis ID:

A method of identifying the console for the facility/club, service representative, and TRUE representative.

### H) Cloud:

Confirmation that the console is connected to the Compass portal cloud server.

### I) Reset Factory Defaults:

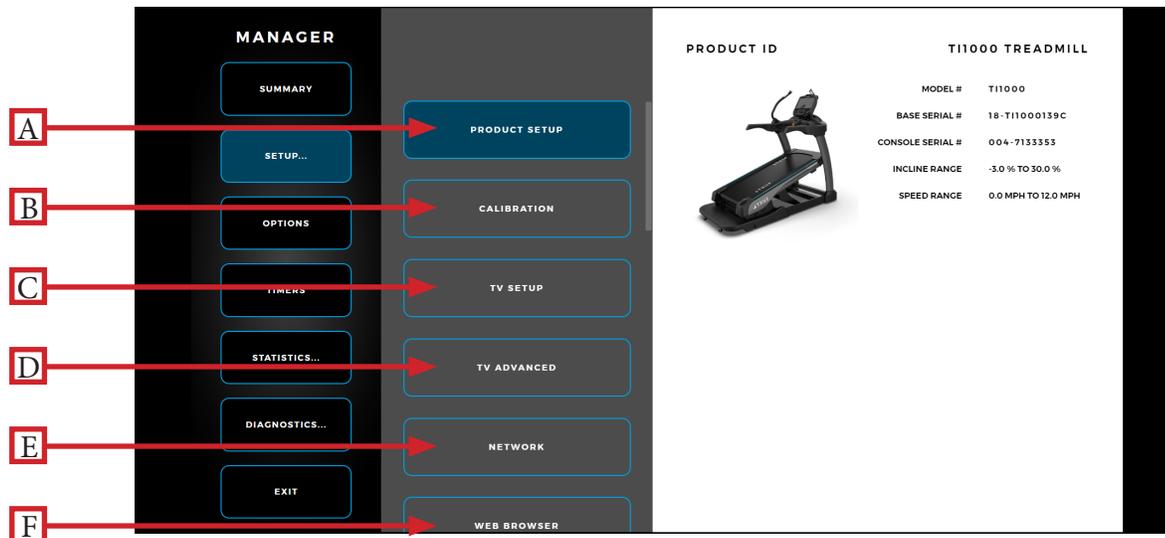
Restore all console settings to their original manufacturer settings.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## MAINTENANCE MENUS:

### Setup Menu:

The Setup menu is accessed by selecting the Setup button on the Main menu. The Setup menu is separated into sub-categories and enables users to configure the console and set up various functions of the unit.



### A) Product Setup:

The Product Setup screen allows users to view the current console configuration. To view the console configuration, select the Product Setup button. Note: If the optional decline kit is installed, select “YES, DECLINE” to enable decline functionality. A power cycle will be required to complete the process.

### B) Calibration:

The Calibration screen will calibrate the incline motor to ensure proper incline functionality during use. Note: During calibration, the treadmill will cycle through the full speed and incline ranges rendering it unusable until calibration is complete. Note: Do not stand on the base unit during the calibration process. Calibration only applies to all treadmills and the XS1000.

### C) TV Setup:

The TV Setup screen enables the user to scan for TV channels in addition to importing or exporting existing TV channel scan settings via an external USB drive connected to the console.

### D) TV Advanced:

The TV Advanced screen enables the user to add or delete TV channels and edit channel names.

### E) Network:

Configuring network settings enables network-dependent features such as web browsing.

### F) Web Browser:

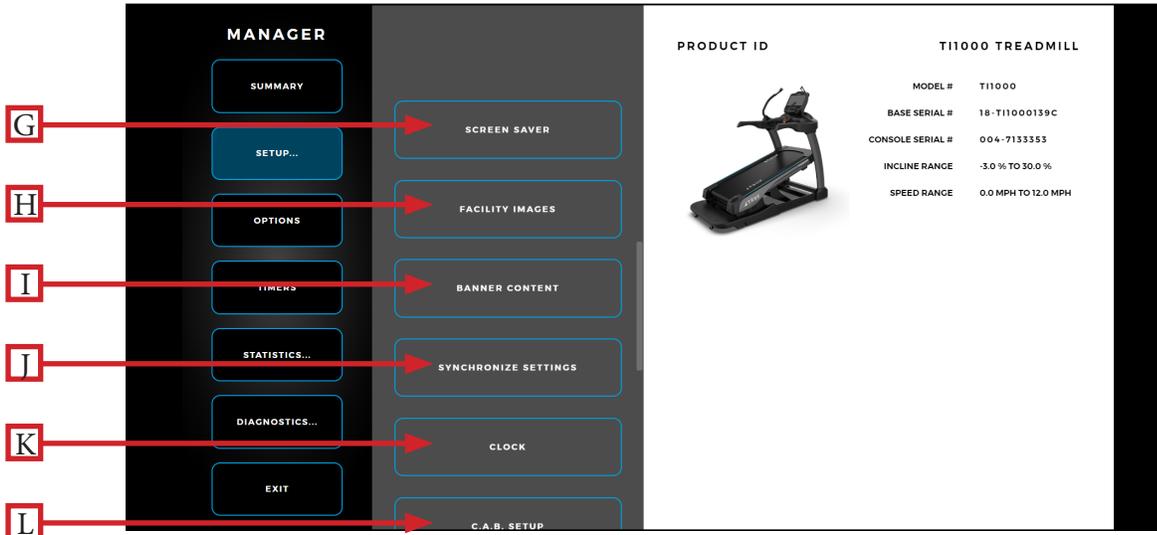
Configure web browser settings such as default home page.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## MAINTENANCE MENUS:

### Setup Menu:

The Setup menu is accessed by selecting the Setup button on the Main menu. The Setup menu is separated into sub-categories and enables users to configure the console and set up various functions of the unit.



### G) Screen Saver:

Users can upload .JPG and .PNG image files to the console for use as custom screen savers. Images saved as .JPG or .PNG files and placed on a USB drive are selectable in this screen for use. Screen saver time, dim display time, and sleep timer (backlight off) are available customization options in this screen.

### H) Facility Images:

The console supports customizable facility images to help promote specials, events, or endorse a brand. Images saved as .JPG or .PNG files and placed on a USB drive are selectable in this screen for upload as Facility Images. If Facility Images are uploaded, the user will see a Home image on the Navigation Bar when they touch the screen during a workout. They simply touch the Home icon and their image(s) will rotate on the home page of the console. The user can change to other options on the Navigation Bar (graph, track, etc) at any time.

### I) Banner Content:

On the Home screen, users can upload .mov media files to replace the default Home Screen video that appears. Media files saved as .mpg, .mpeg, .avi, or .mp4 files and placed on a USB drive are selectable in this screen for use. Only one video can be used. Note: The default setting on the banner content puts the video behind the Home screen. The Home screen template covers 518 pixels on the left and 33 pixels on the right.

### J) Synchronize Settings:

The Synchronize Settings screen enables the user to provision the unit as either the parent or child role. The parent unit disseminates all software updates to each child unit provided both the parent and child units are connected to the same network. Note: Only one unit can be assigned the parent role for each group of machines on the same network. The child unit is synced with the parent unit via the parent unit's IP address and receives all software updates from the parent unit. Media and TV updates are disseminated from one parent console to all child consoles regardless of the attached base unit, whereas software updates are disseminated from one parent console to all child consoles of the same base unit.

### K) Clock:

Correct time is important for troubleshooting purposes when viewing the system's error log.

### L) C.A.B Setup:

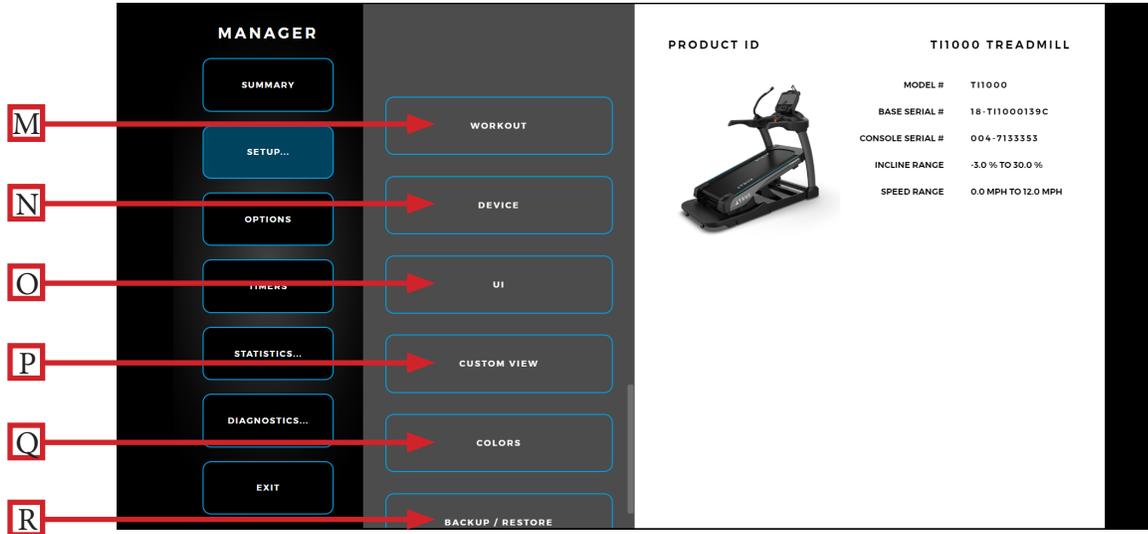
This console is compatible with the Broadcast Vision CAB System. These options should remain inactive unless the system was purchased through Broadcast Vision. Please refer to the instructions that accompanied the CAB system for setup instructions.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## MAINTENANCE MENUS:

### Setup Menu:

The Setup menu is accessed by selecting the Setup button on the Main menu. The Setup menu is separated into sub-categories and enables users to configure the console and set up various functions of the unit.



### M) Workout:

The workout screen enables the club, facility, or organization to enable or disable safety key functionality, pause cooldown, and upload/delete workout programs.

### N) Device:

The Device screen displays uptime and enables the user to reboot the console and attached base unit.

### O) UI:

The UI screen enables the user to customize the landing screen when starting a Quick Start workout or selecting a workout from the Workout Finder menu in addition to other graphical items.

### P) Custom View:

The Custom View screen enables the user to upload, delete, and select custom views.

### Q) Colors:

Configure colors for workout background, main color, and selection color.

### R) Backup/Restore:

Backup the current console configuration, restore to a previous configuration, or reset all settings to factory defaults.

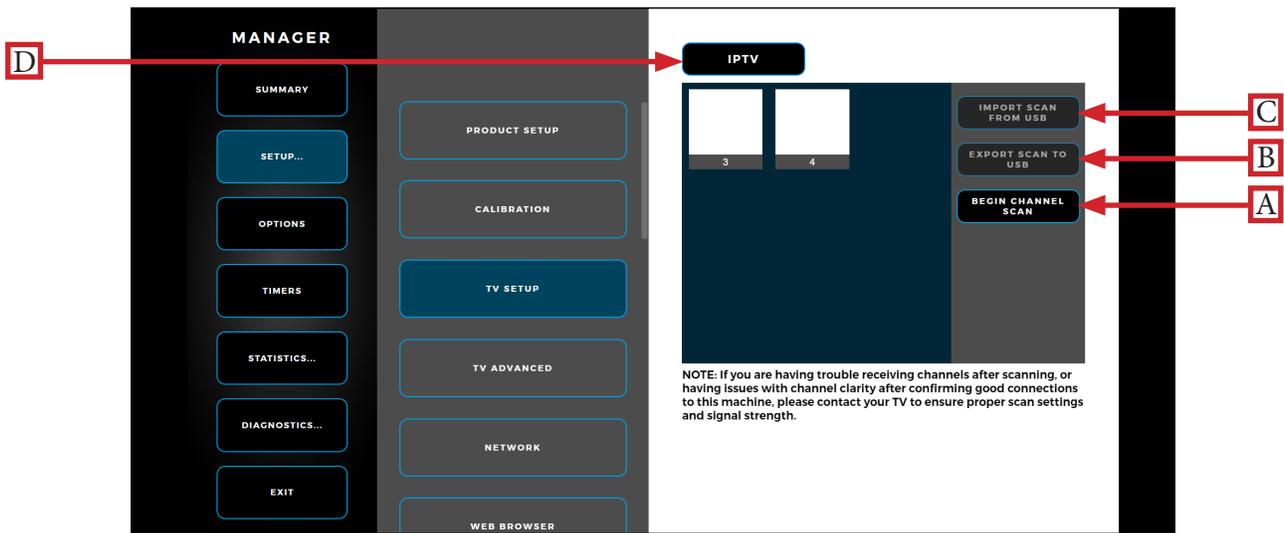
# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION MAINTENANCE MENUS:

## TV Setup Sub-Menu:

Select the Begin Channel Scan (A) button and follow the on-screen prompts to complete the TV channel scan. The Export Scan to USB (B) button will export TV channel scan settings to an external USB drive connected to the console. The Import Scan from USB (C) button will import TV channel scan settings from an external USB drive connected to the console. Select the IPTV (D) button to configure IPTV.

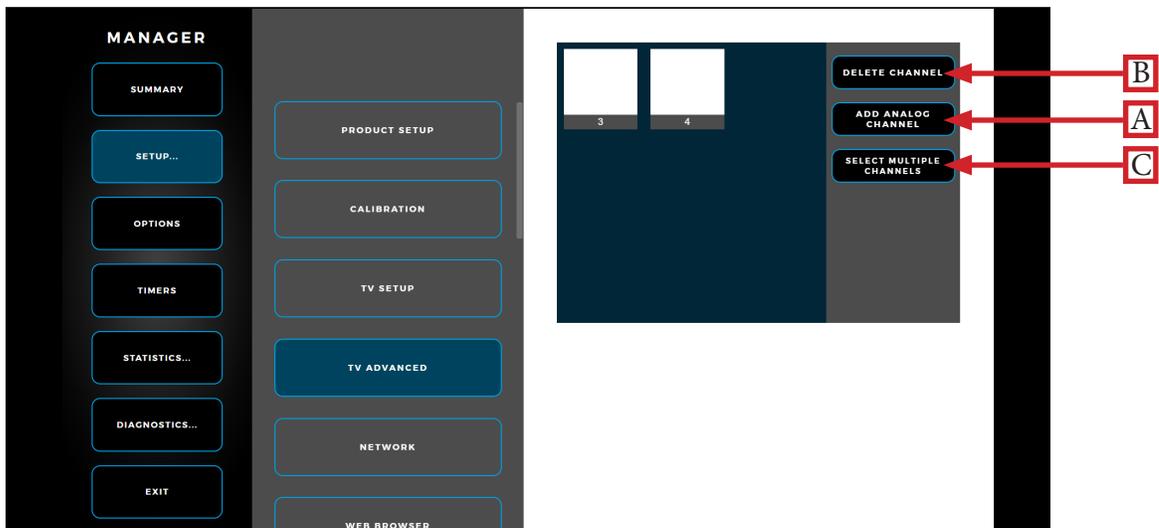
Note: The Envision<sup>16</sup> with Compass touchscreen console is capable of displaying IPTV content, but **many IPTV providers require the use of a proprietary set-top box.**

Note: The TV icon will not appear in the Workout View Screen menu until the TV setup steps are complete.



## TV Advanced Sub-Menu:

To add a TV channel, select the Add Analog Channel (A) button and enter the corresponding channel data. To delete a channel, select the channel from the available channels and then select the delete channel (B) button to delete; the Select Multiple Channels (C) button enables users to delete multiple selected channels at once. To change the channel name from the default name of “Service #,” select the corresponding TV icon and edit the name; the on-screen keyboard will appear when the channel name is editable.

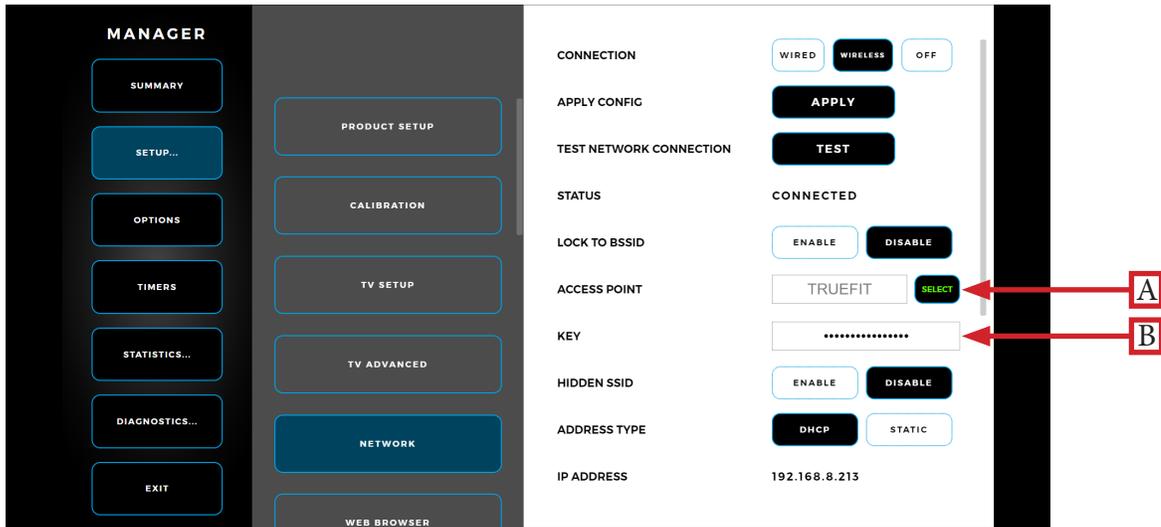


# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## MAINTENANCE MENUS:

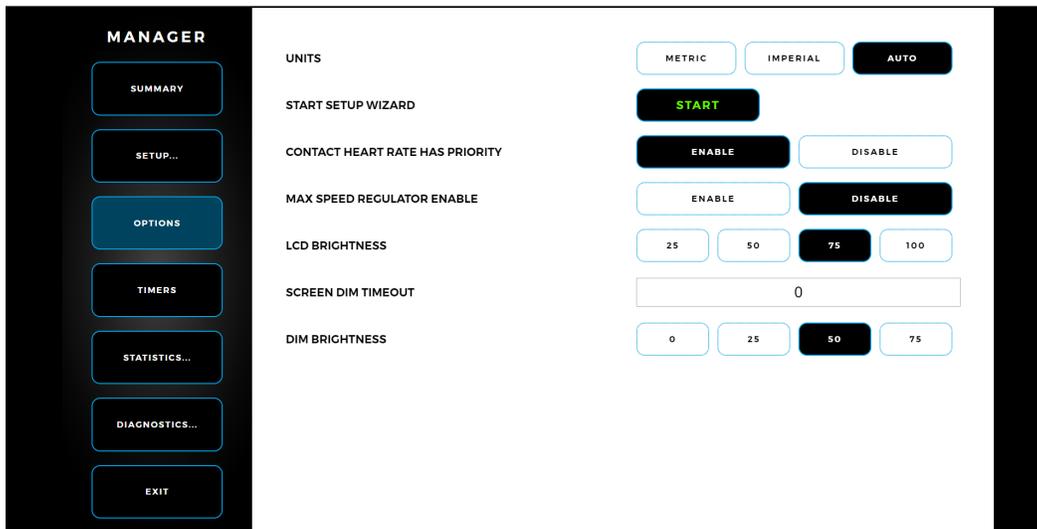
### Network Setup Sub-Menu:

The Network Setup sub-menu displays the current network information for the console. To connect to a network, enter the appropriate credentials in the Access Point (A) and Key/Password (B) fields.



### Options Menu:

The Options menu provides various customization options such as adjusting the console's brightness and DIM brightness, as well as setting units in either Metric, Imperial, or Auto (based off IP Address).

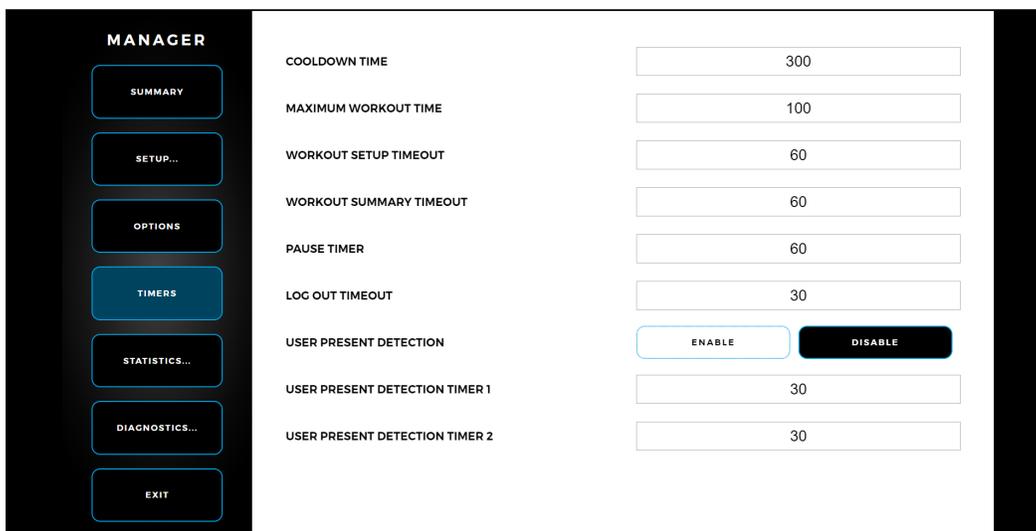


# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## MAINTENANCE MENUS:

### Timers Menu:

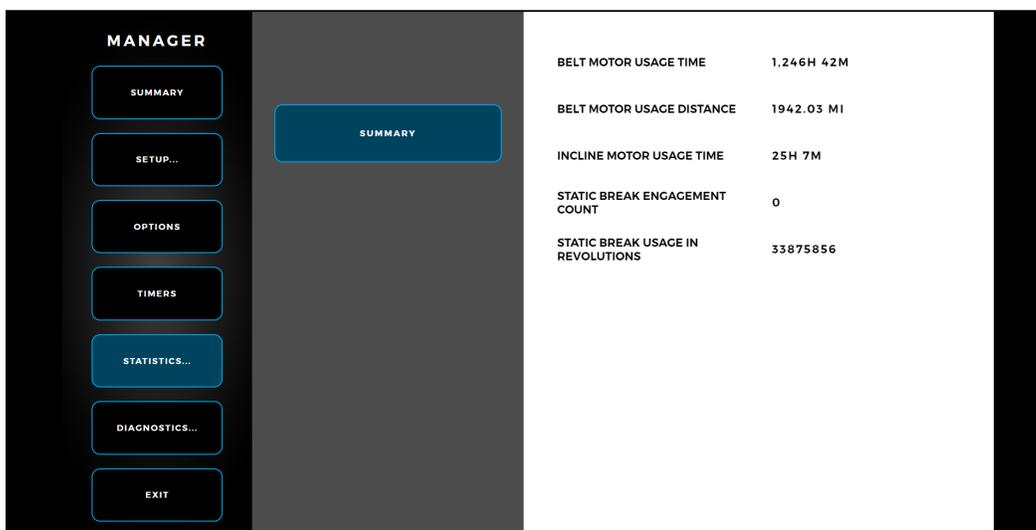
The Timers menu enables users to adjust various timer settings throughout the console menus such as post-workout cooldown time and user present detection. Note: user present detection enables the machine to automatically stop an active workout if it's detected that user is no longer present on the machine.



### Statistics Screen:

The Statistics menu provides statistical data about the machine.

Note: The specific statistics shown below will vary based on the base unit attached.

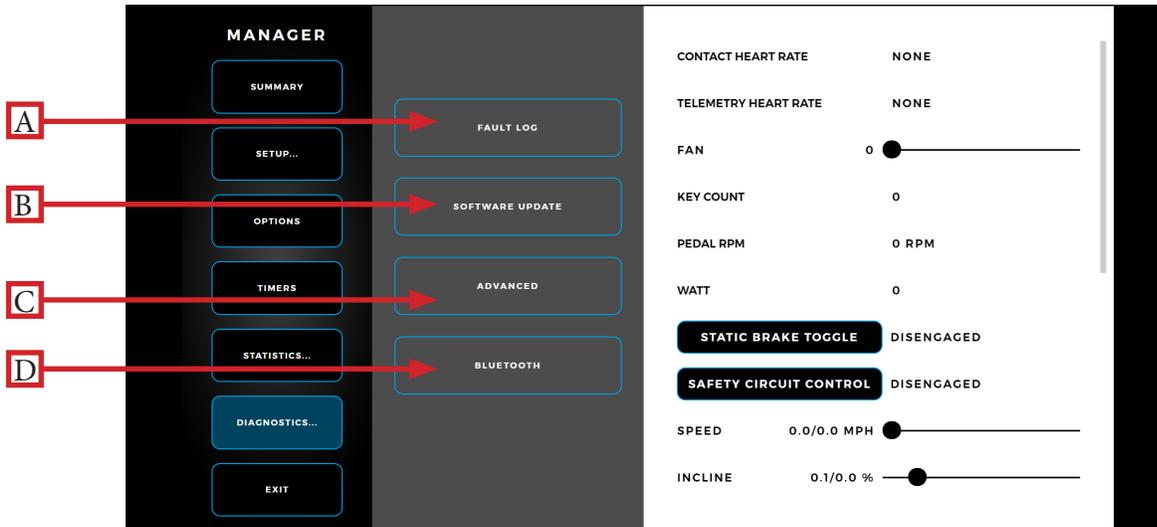


# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## MAINTENANCE MENUS:

### Diagnostics Menu:

The Diagnostics menu enables users to perform various diagnostics on the console to aid in identifying errors and performance issues.



### A) Fault Log:

Displays all error codes either on the Envision<sup>16</sup> with Compass touchscreen console or in the Compass portal.

### B) Software/Nucleus Updates:

TRUE may periodically release software and Nucleus updates to enhance the workout experience. The Envision<sup>16</sup> with Compass console is configured to automatically download any software and Nucleus updates from the TRUE cloud at 02:00 AM local time. Additionally, the facility/club, service representative, or TRUE representative can manually download any software or Nucleus updates via the internet, remote login to the console and upload any files, or upload using a USB flash drive.

### C) Advanced:

The Advanced menu contains multiple tools that are used in the production of the console and for demonstration purposes. It is recommended to leave these settings in their default positions.

### D) Bluetooth:

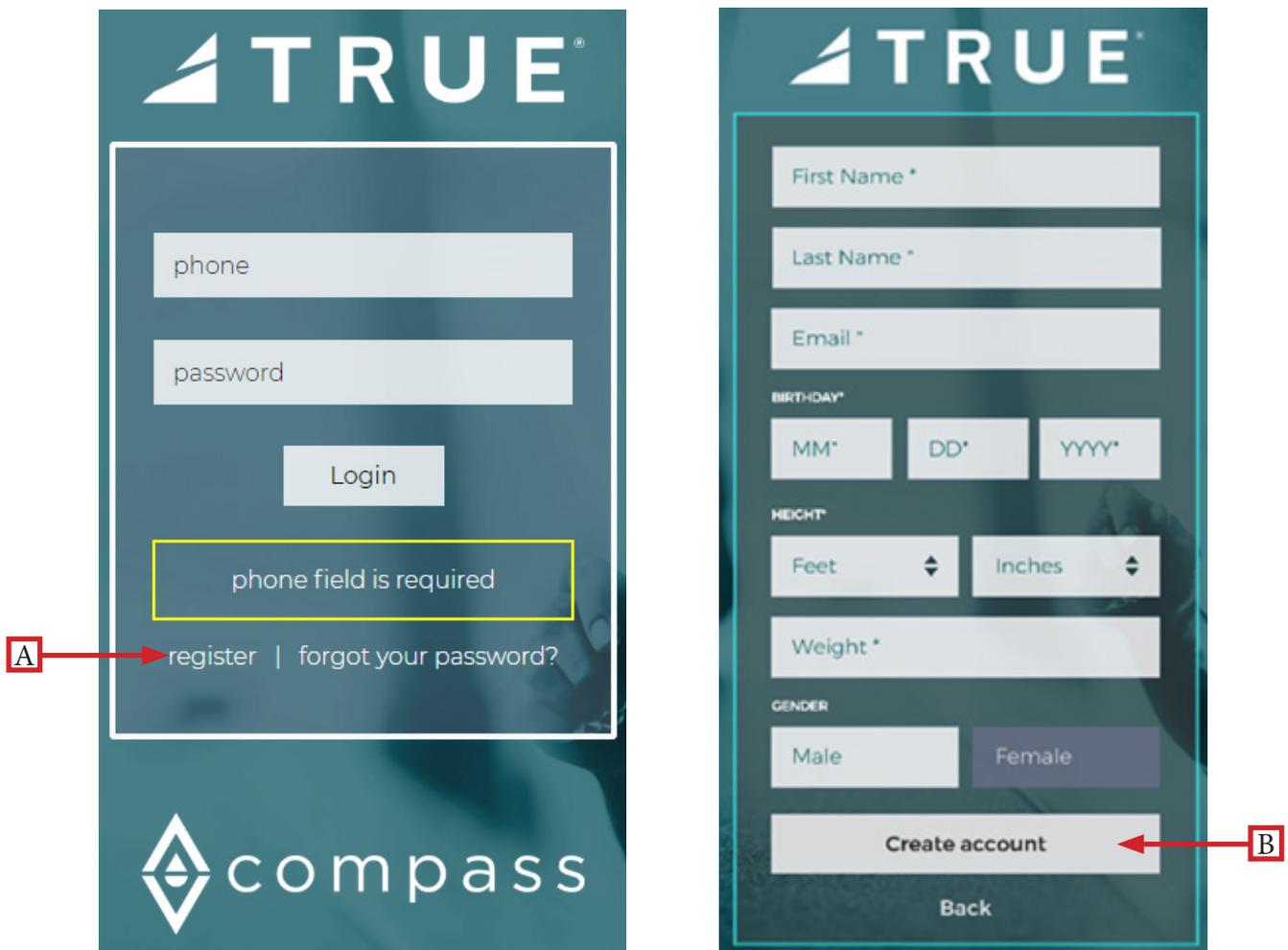
Displays all currently connected Bluetooth wireless technology enabled devices with the option to scan for and pair Bluetooth wireless technology enabled devices that are not currently connected.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### TRUE Compass Portal Login Screen (Admin/User Views):

To create an Envision<sup>16</sup> with Compass User Profile, select the Register button (A) on the Login screen to begin the registration process. First, the user will enter their cell phone number and then a confirmation code will be sent to that number along with prompting the user to enter the password for their login credentials. Note: The user's cell phone number entered will be their user name. Next, the registration process will prompt the user to enter basic profile information. Lastly, select the Create Account button (B) to complete the registration process.

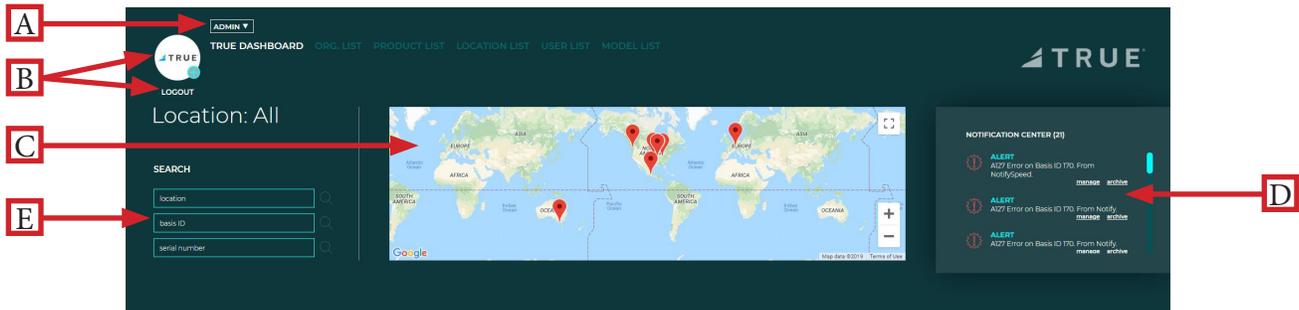


# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### TRUE Compass Portal Dashboard (Admin View):

The [TRUE Compass Portal Dashboard](#) displays critical data about your network of TRUE Compass products in addition to search capabilities and filters for viewing specific products, locations, and metrics.



### A) Admin/User View:

Toggle between Admin to view your entire network of TRUE products or User to view your specific TRUE Compass User profile. Only an authorized administrator can access the Admin view. Note: Admin rights vary depending on the pre-installation instructions and the assigned locations shown in the TRUE Product World View.

### B) Profile Picture/Logout:

Select the identified circle to upload a profile picture or Logout to logout of the Compass portal.

### C) TRUE Product World View:

Displays a snapshot of all of your TRUE products with the ability to zoom in on specific products and locations.

### D) Notification Center:

Displays all error codes, preventative maintenance items, and other product notifications for all selected TRUE products.

### E) Smart Search:

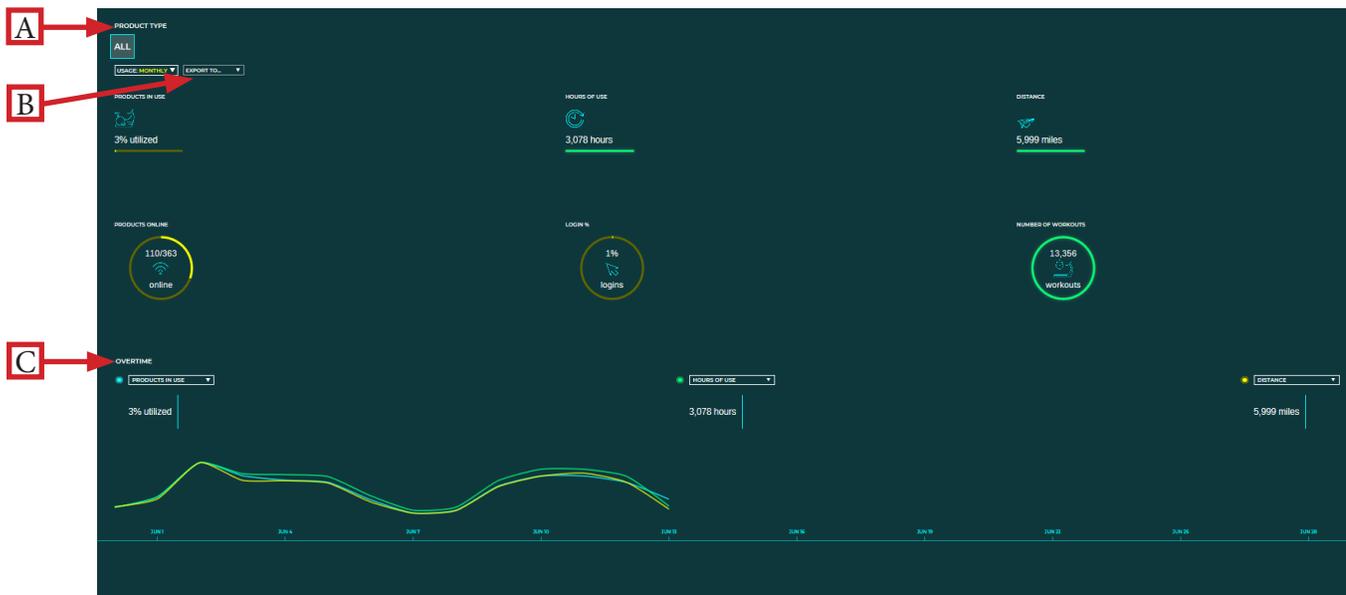
Search for specific products using location, Basis ID, and product serial number. Smart Search provides a list of possible matches with partial search criteria or navigates to the appropriate page if only one selection populates.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### TRUE Compass Portal Dashboard (Admin View):

The [TRUE Compass Portal Dashboard](#) displays critical data about your network of TRUE Compass products in addition to search capabilities and filters for viewing specific products, locations, and metrics.



### A) Product Type:

View specific metrics on selected products within a certain timeframe (all, annual, monthly, weekly, daily, or custom).

### B) Workout Data Export Feature:

Export displayed workout data as a PDF or CSV file type.

### C) Overtime:

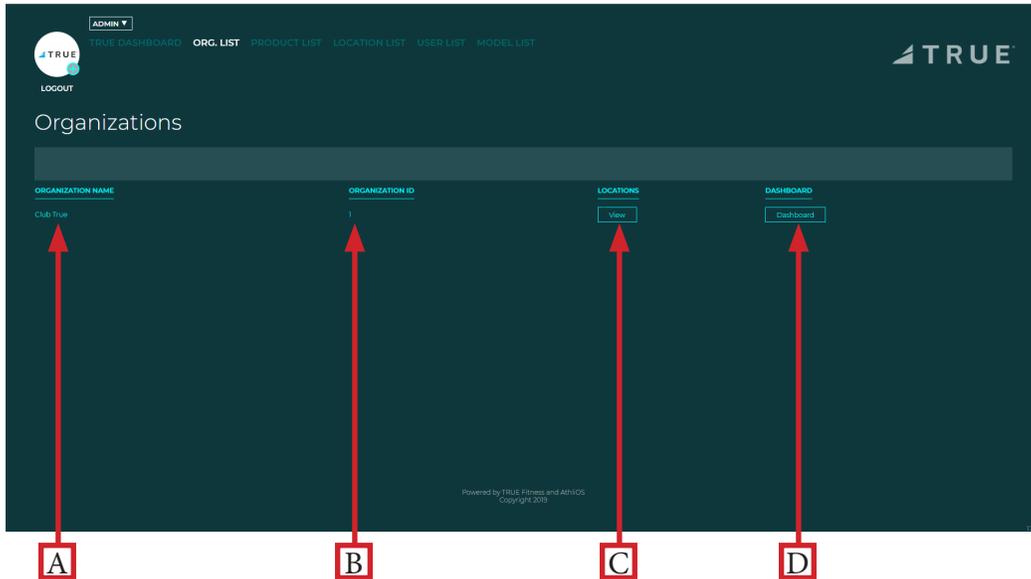
Displays selected metrics from Product Type separately in various line graphs using the provided drop down menus.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### Organization List (Admin View):

The Organization List displays all organizations within your network of TRUE Compass products in addition to their Organization ID, satellite locations within that Organization, and the ability to view customized dashboards specific to the organization, satellite locations, and individual products at any location.



### A) Organization Name:

Displays all organizations within your network of TRUE Compass products.

### B) Organization ID:

The numeric ID automatically assigned to a new organization when initially created.

### C) Locations:

View all satellite locations under the selected organization, their associated products, and a customized dashboard specific to each satellite location.

### D) Dashboard:

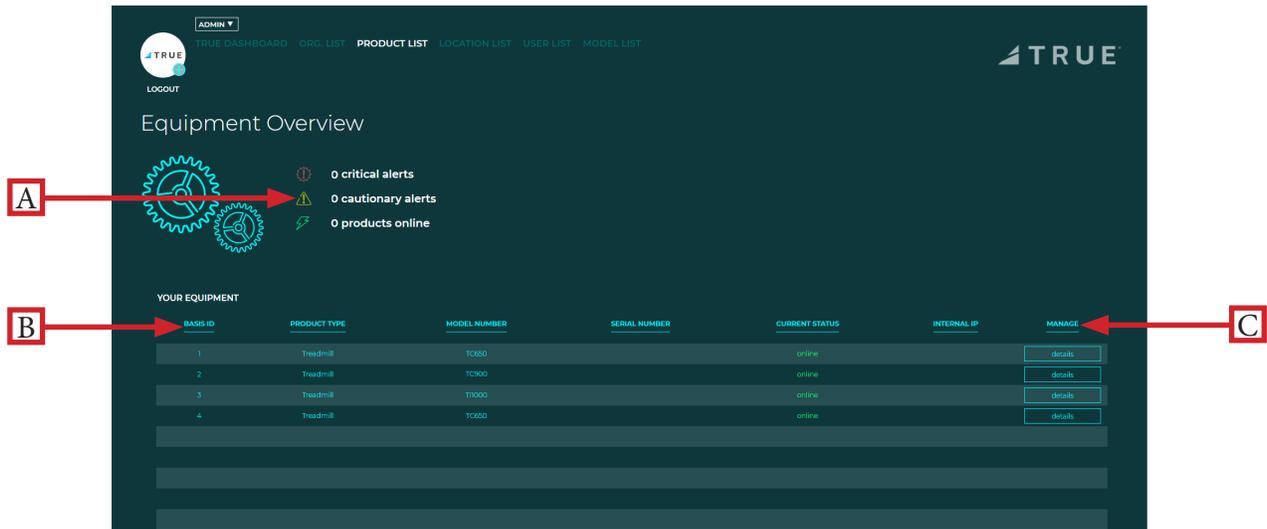
View a customized dashboard for the selected organization and their associated products, metrics, satellite locations, and users.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### Product List (Admin View):

The Product List displays all Compass products within your network of TRUE products. Note: Serial Numbers and Internal IP fields omitted for data privacy.



### A) Equipment Overview:

Displays a snapshot of critical and cautionary alerts in addition to the number of products online. Note: Critical Alerts and Cautionary Alerts are active hyperlinks that generate a pop-out window displaying their respective data in real time.

### B) Basis ID:

Displays the numerical Basis ID for a product. Note: Each Basis ID is specific to that product and automatically assigned during installation when connected to the internet.

### C) Manage:

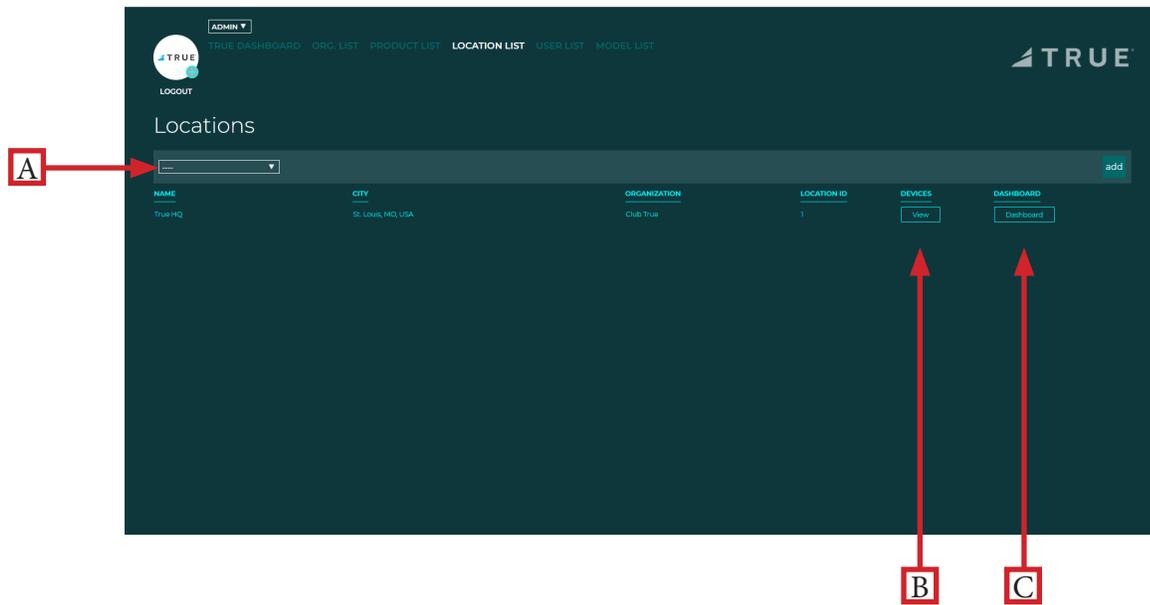
Selecting the Details button for a specific Basis ID navigates the admin to that unit's dashboard.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### Location List (Admin View):

The Location List displays all locations from every organization within your network of TRUE Compass products.



### A) Locations Drop Down Menu:

Drop down menu that enables the Admin to select one of the available locations.

### B) Devices:

Navigates to the Devices screen for viewing all connected products at the selected location.

### C) Dashboard:

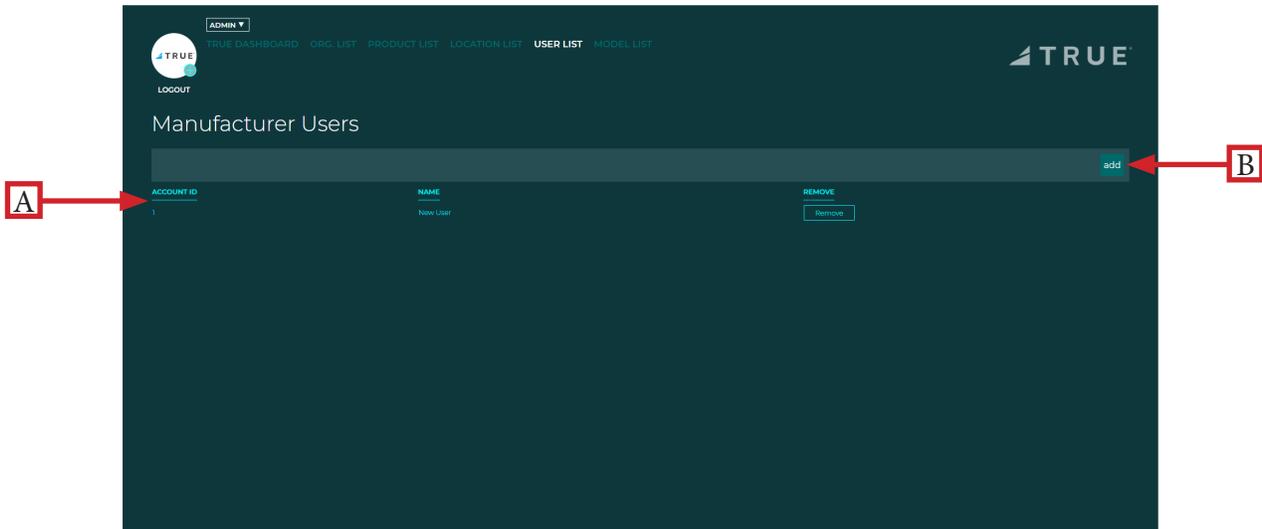
Navigates to the Location Dashboard for the selected location.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### User List (Admin View):

The User List displays all registered Admins within your organization.



### A) Account ID:

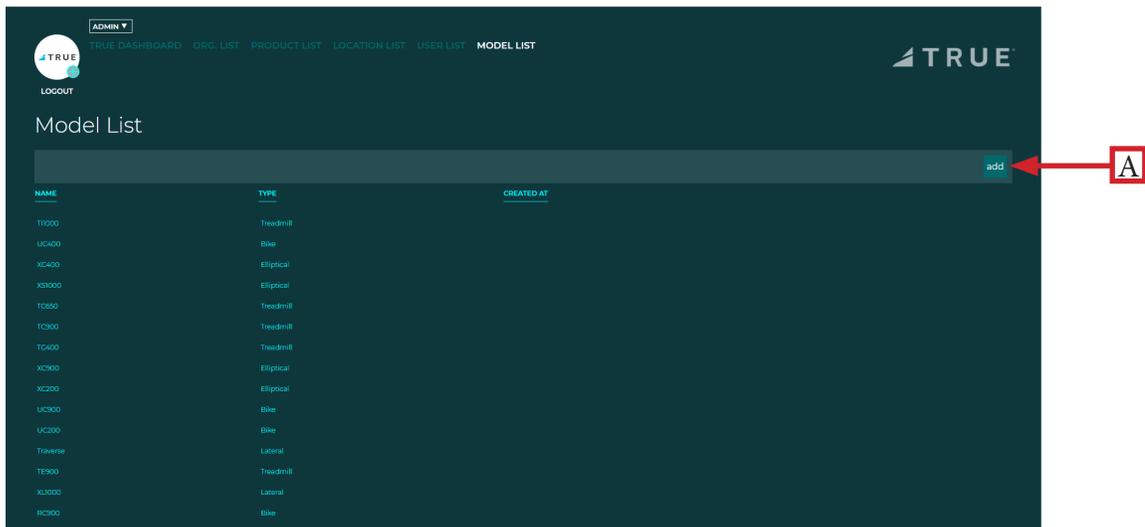
Displays the account ID specific to the selected user.

### B) Add:

Enables the Admin to add a new authorized user.

### Model List (Admin View):

The Model List displays the Compass products that are available options for monitoring in the Compass portal. Note: A Compass product in the field must be linked to the organization's Compass portal for it to be viewable.



### A) Add:

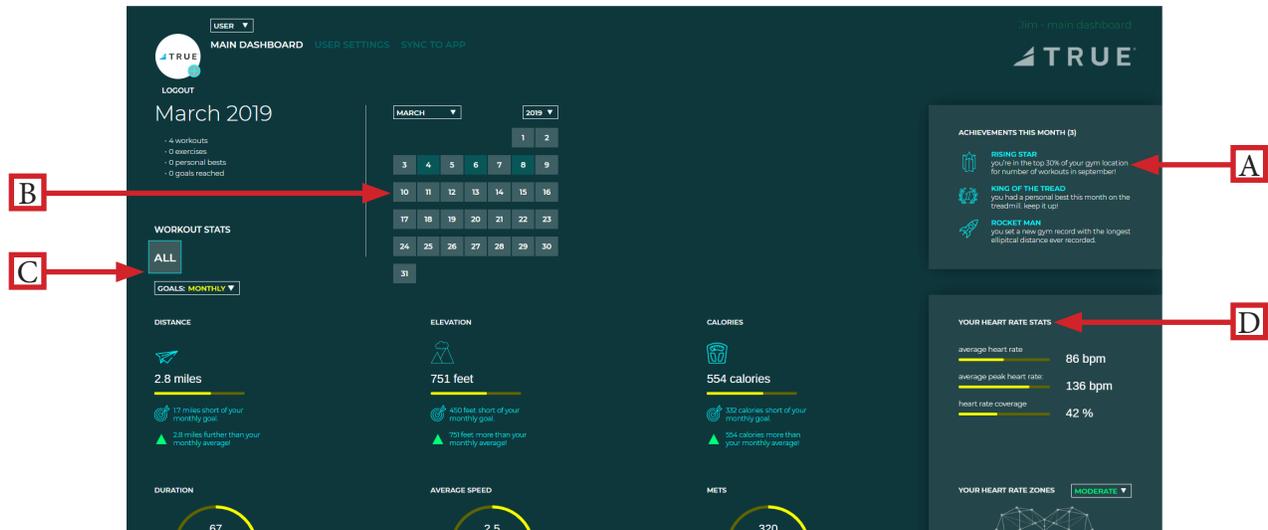
Enables the Admin to add a new TRUE product type for monitoring in the organization's Compass portal.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### Main Compass Dashboard (User View):

The [Main Compass Dashboard](#) displays a snapshot of all user workout data in addition to filters for viewing specific metrics.



### A) Monthly Achievements:

Displays monthly achievements achieved by the user.

### B) Calendar:

Filter showing specific dates and times to view data on that specific workout.

### C) Workout Stats:

Displays various workout stats based on the filtered date and time from the calendar selection.

### D) Heart Rate Zone:

HR zones is a visual indicator for users when they choose to utilize an HR strap (or hold the HR sensors for an entire workout). The Heart Rate Stats portion of the User Portal is designed to give users insights on HR Training. The Heart Shaped Icon is a pie chart that visually indicates to users to their HR zones based on the Polar Heart Rate Zones. Polar heart rate zones outline the effectiveness of heart rate-based training. Training is divided into five heart rate zones based on percentages of maximum heart rate. Each Zone is based on a color and the True Compass Portal reflects these colors in the Heart Graph.

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### Main Compass Dashboard (User View):

The Main Dashboard displays a snapshot of all user workout data in addition to filters for viewing specific metrics.



### E) Overtime:

Displays a cumulative total of various workout metrics filtered via the drop down menu such as average speed and a line graph illustrating each data point containing the specific metric and the date occurred.

### User Settings (User View):

User Settings provides user information such as estimated fitness level, unit of measurement, and speed presets that assists with formulating smart goals for the user.

The User Settings form includes the following fields and options:

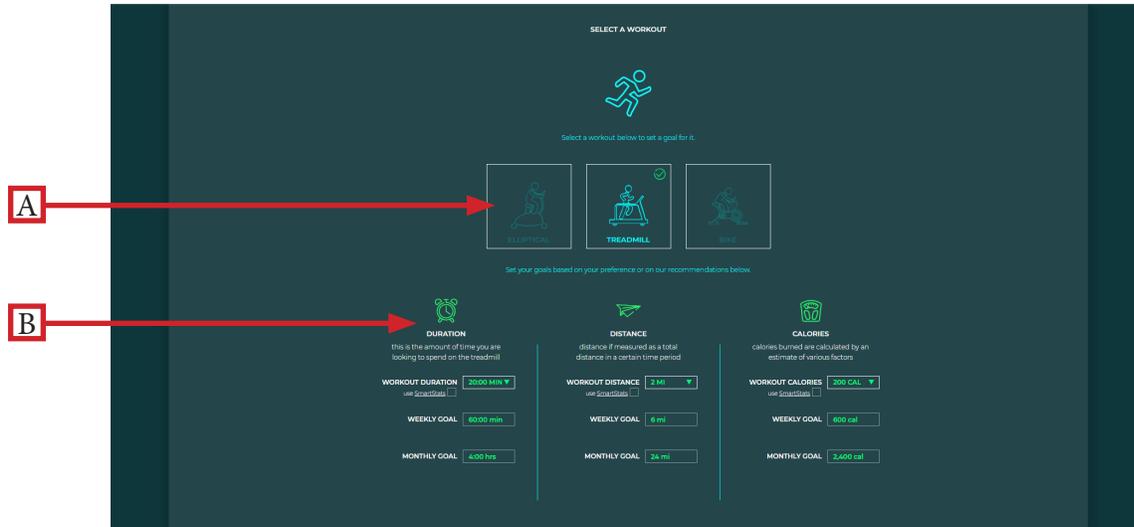
- INITIAL INFORMATION:** Profile icon.
- DATE OF BIRTH:**
- SEX:**
- HOW MANY WORKOUTS PER WEEK:**
- ESTIMATED FITNESS LEVEL:**
- UNITS:**
- MAX WALK (MPH):**
- MAX RUN (MPH):**
- MAX HR (BPM):**
- WEIGHT (LB):**
- SPEED PRESETS (MPH):**

# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## COMPASS PORTAL:

### User Settings (User View):

User Settings provides user information such as estimated fitness level, unit of measurement, and speed presets that assists with formulating smart goals for the user.



### A) Product Selection:

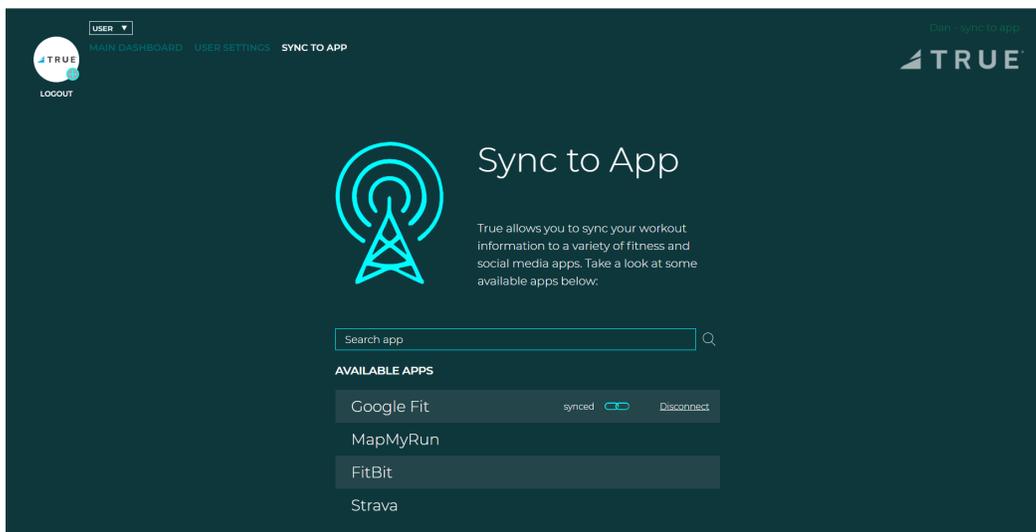
Select elliptical, treadmill, or bike to create goals based on that product.

### B) Duration, Distance, and Calories:

Customize goals for the selected product using duration of time, distance traveled, and calories burned as factors for each workout goals, weekly goals, and monthly goals.

### Sync To App (User View):

The Compass portal enables the user to share their workout data with various fitness and social media applications for tracking purposes and additional value-added features offered by the listed applications.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

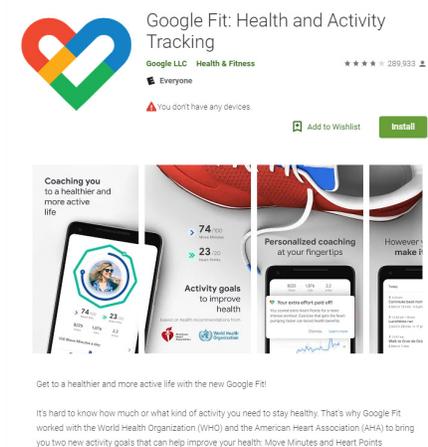
## GOOGLE FIT APPLICATION:

### Google Fit Account Setup:

Google Fit® is a health-tracking application that leverages fitness data from various fitness products and applications to present a real-time snapshot of the user's physical activity while being compared against customizable fitness goals. Select Google Fit from the list of available applications in the TRUE Compass Sync To App menu to create an account and begin using the Google Fit application.

Note: Upon initial creation of a Google Fit account, sync the Google Fit application with the User Profile via the Compass portal. This enables the user's workout data to automatically upload to the Google Fit application provided the user logged into their User Profile before starting a workout.

Note: For more information on the Google Fit application, refer to their website: <https://www.google.com/fit/>



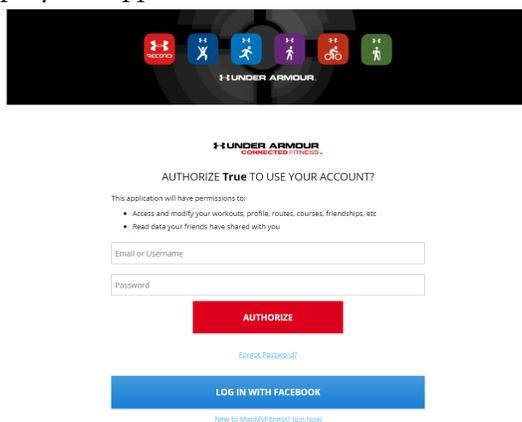
## MAPMYRUN APPLICATION:

### MapMyRun Account Setup:

MapMyRun™ by Under Armour® is a fitness tracking application that enables the user to track their route using their smartphone's GPS while monitoring other workout metrics such as speed, calories burned, and elevation. Select MapMyRun from the list of available applications in the TRUE Compass Sync To App menu to create an account and begin using the MapMyRun application.

Note: Upon initial creation of a MapMyRun account, sync the MapMyRun application with the User Profile via the Compass portal. This enables the user's workout data to automatically upload to the MapMyRun application provided the user logged into their User Profile before starting a workout.

Note: For more information on the MapMyRun application, refer to their website: <https://www.mapmyrun.com/>



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

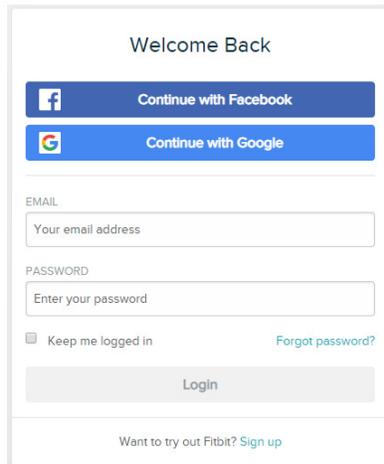
## FITBIT APPLICATION:

### FitBit Account Setup:

The FitBit® application enables the user to track daily activity such as number of steps, workouts, and sleep in addition to personalized video and audio coaching to help meet fitness goals. Select FitBit from the list of available applications in the TRUE Compass Sync To App menu to create an account and begin using the FitBit application.

Note: Upon initial creation of a FitBit account, sync the FitBit application with the User Profile via the Compass portal. This enables the user's workout data to automatically upload to the FitBit application provided the user logged into their User Profile before starting a workout.

Note: For more information on the FitBit application, refer to their website: <https://www.fitbit.com/home>



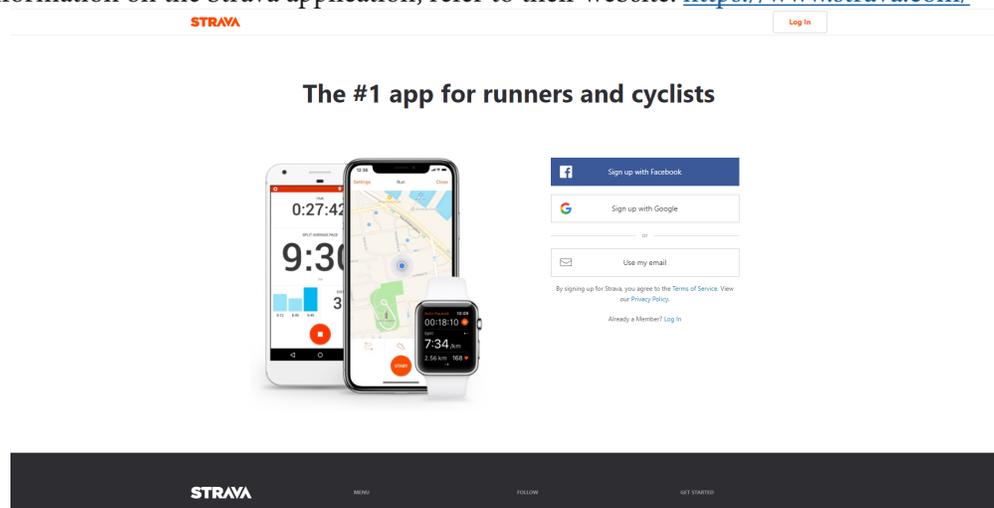
## STRAVA APPLICATION:

### Strava Account Setup:

The Strava application enables the user to track, measure, and analyze fitness data while engaging with an online community of fitness enthusiasts. Select Strava from the list of available applications in the TRUE Compass Sync To App menu to create an account and begin using the Strava application.

Note: Upon initial creation of a Strava account, sync the Strava application with the User Profile via the Compass portal. This enables the user's workout data to automatically upload to the Strava application provided the user logged into their User Profile before starting a workout.

Note: For more information on the Strava application, refer to their website: <https://www.strava.com/>



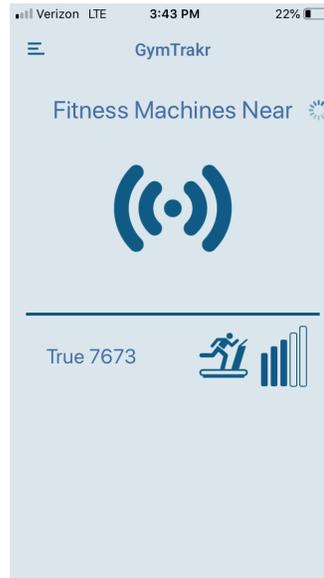
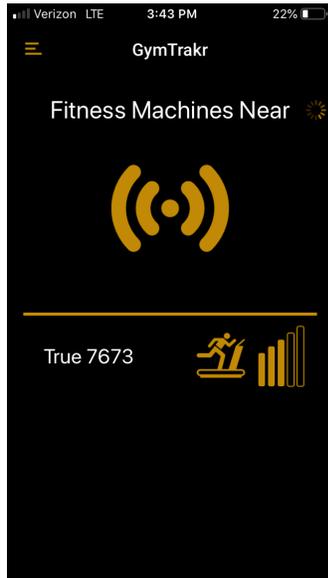
# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## GYM TRAKR APPLICATION:

### Home Screen:

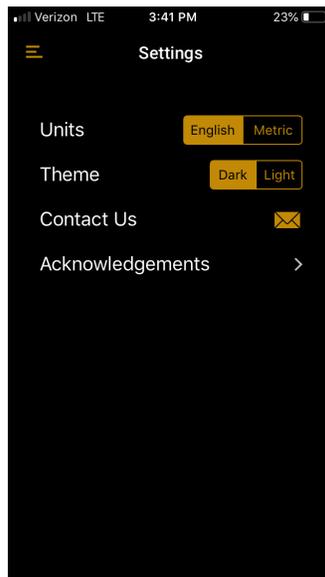
The Gym Trakr<sup>®</sup> application Home screen displays all available machines for pairing with the application via Bluetooth.

Note: The Gym Trakr application offers two color combinations themes as shown below.



### Settings Screen:

The Settings screen enables the user to adjust the unit of measurement, toggle between color combination themes, contact the application developer, and view acknowledgements.



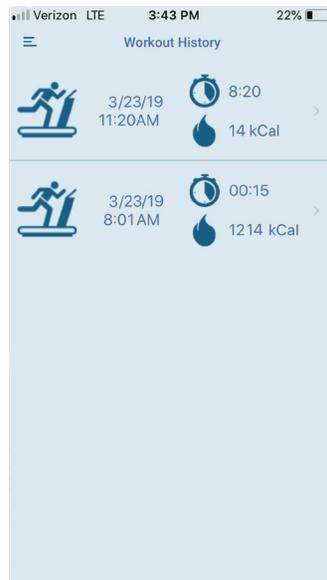
# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## GYM TRAKR APPLICATION:

### Workout History Screen:

The Workout History screen displays all previously saved workout data.

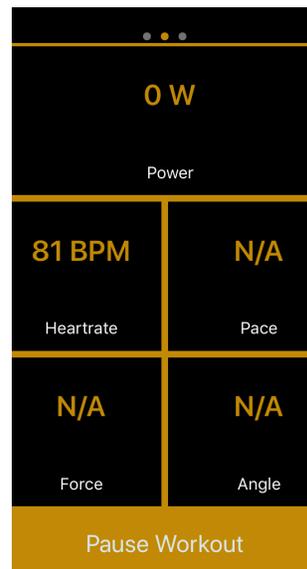
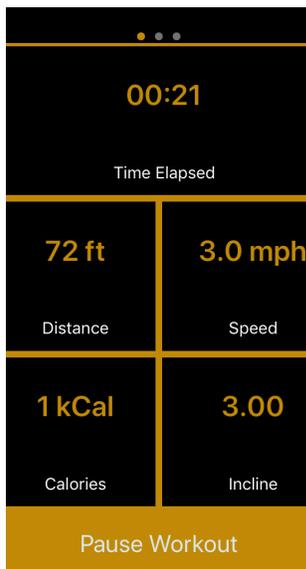
Note: The user must select “Yes” in the “Save Workout to History” pop-up screen when prompted at the end of a workout for the workout data to be saved and viewable in the Workout History screen.



### Workout Screen:

The Workout screen displays various real-time workout metrics via three fully customizable screens.

Note: Selecting any workout data field on the below three screens displays a pop-up sub-menu where the user can select from a list of various workout metrics to display in that specific workout data field.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## GYM TRAKR APPLICATION:

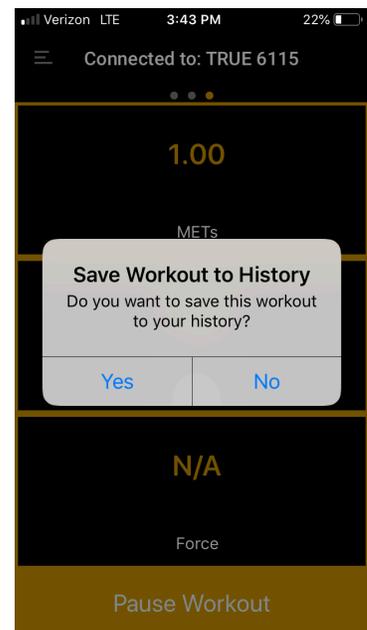
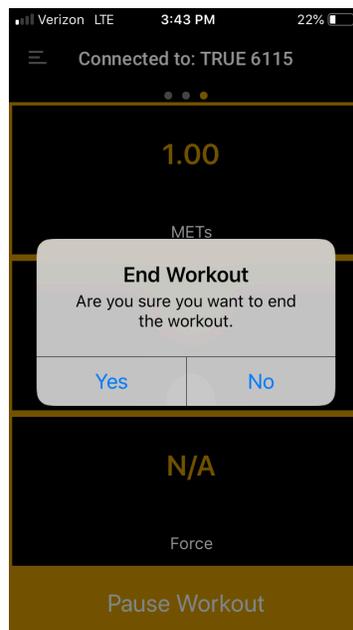
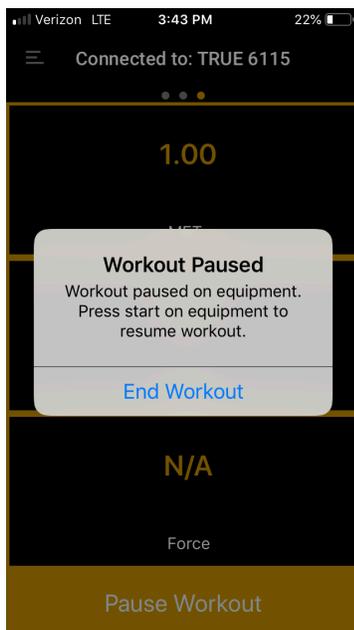
### Workout Paused, End Workout, and Save Workout to History Pop-Up Windows:

At the conclusion of a workout, the user is presented with three pop-up windows.

The Workout Paused pop-up window notifies the user the workout has been paused on the equipment with the option to end data tracking of the current workout.

The End Workout pop-up window confirms the user does want to end data tracking of the current workout.

The Save Workout to History pop-up window inquires if the user wants to save the current workout data where it can be reviewed in the Workout History screen.



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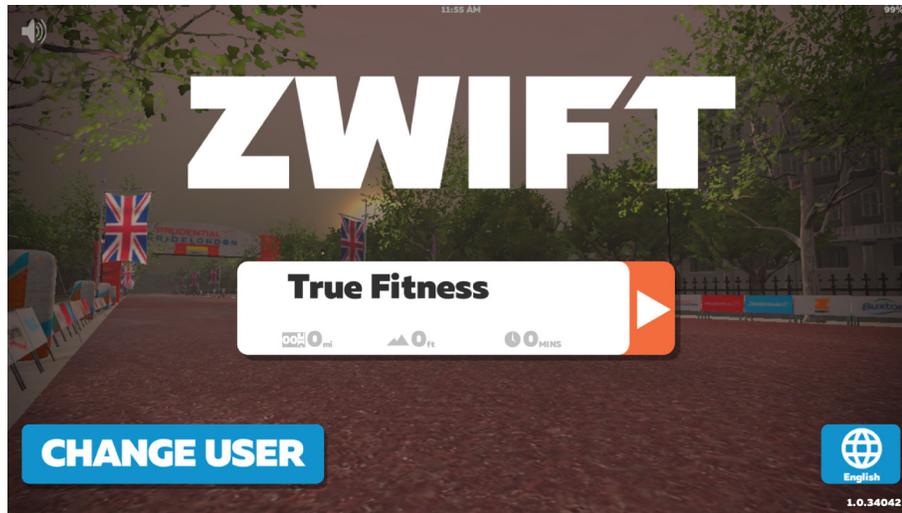
## ZWIFT APPLICATION:

### Login Menu:

The Zwift® application Login menu enables the user to select a profile in addition to selecting a language.

Note: Confirm your smartphone or tablet is paired with the Envision<sup>16</sup> with Compass touchscreen console via Bluetooth to ensure all workout data is synced with the Zwift application.

Note: For more information on the Zwift application, refer to their website: <https://zwift.com/>



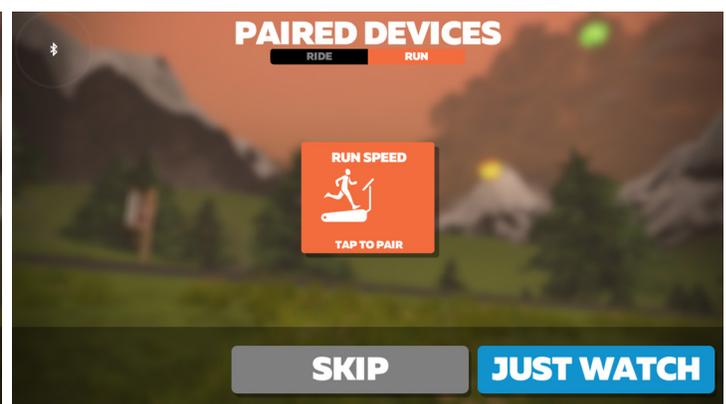
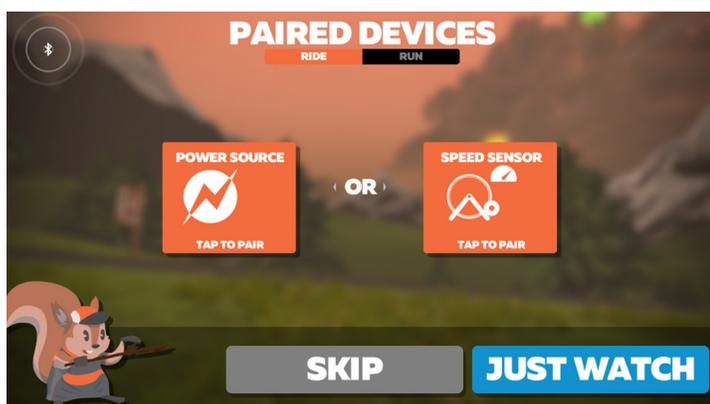
### Device Pairing:

Pair your smartphone or tablet with the Envision<sup>16</sup> with Compass touchscreen console via Bluetooth.

Note: Select Ride or Run based on the intended workout.

### Ride

### Run

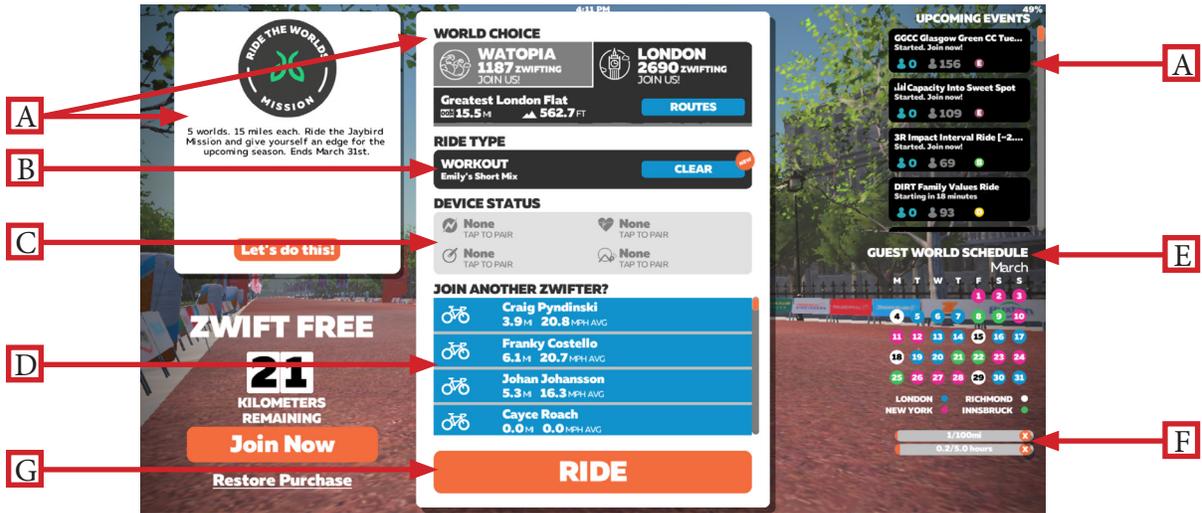


# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## ZWIFT APPLICATION:

### Home Menu:

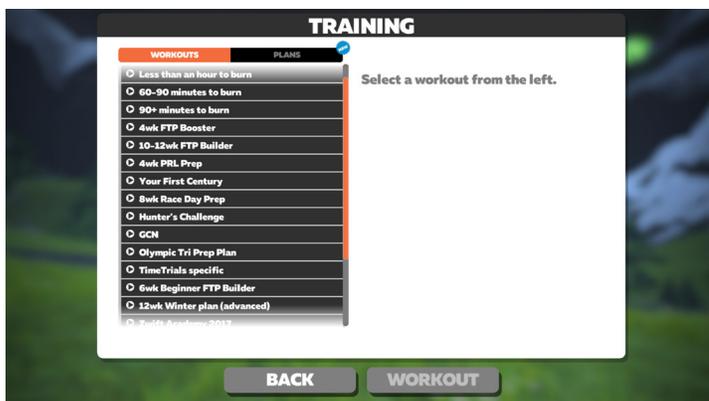
The Home menu displays special in-app events (A), available workouts (B), device pairing options (C), the ability to join other users in their current workout (D), the guest world schedule (E), current challenges selected by the user (F), and the option to begin a workout based on selected parameters (G).



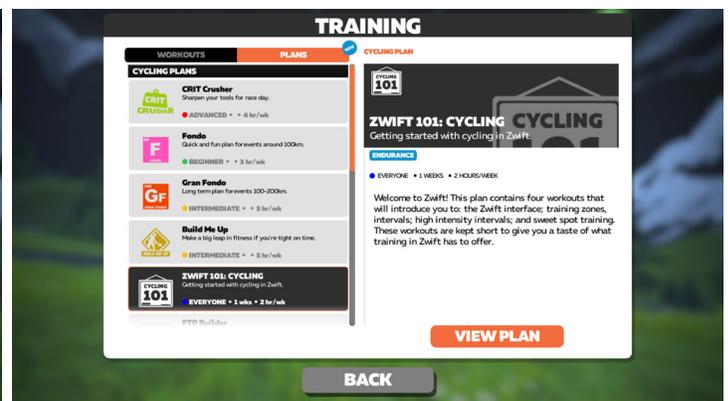
### Training Menu:

Selecting a workout from the Home menu navigates the user to the Training menu. The Training menu contains the Workouts and Plans tabs. The Workouts tab provides multiple, predetermined workouts categorized under meaningful sub-menus. The Plans tab provides customized workout plans for all types of fitness enthusiasts.

#### Workouts Selection



#### Plans Selection



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## ZWIFT APPLICATION:

### Workout Screen:

After configuring workout parameters and selecting the Ride button on the Home menu, the workout will begin. The appearance of the workout user interface will display either the Workouts or Plans screen based on the user selecting from the Workouts or Plans tabs in the Training menu.

### Workouts

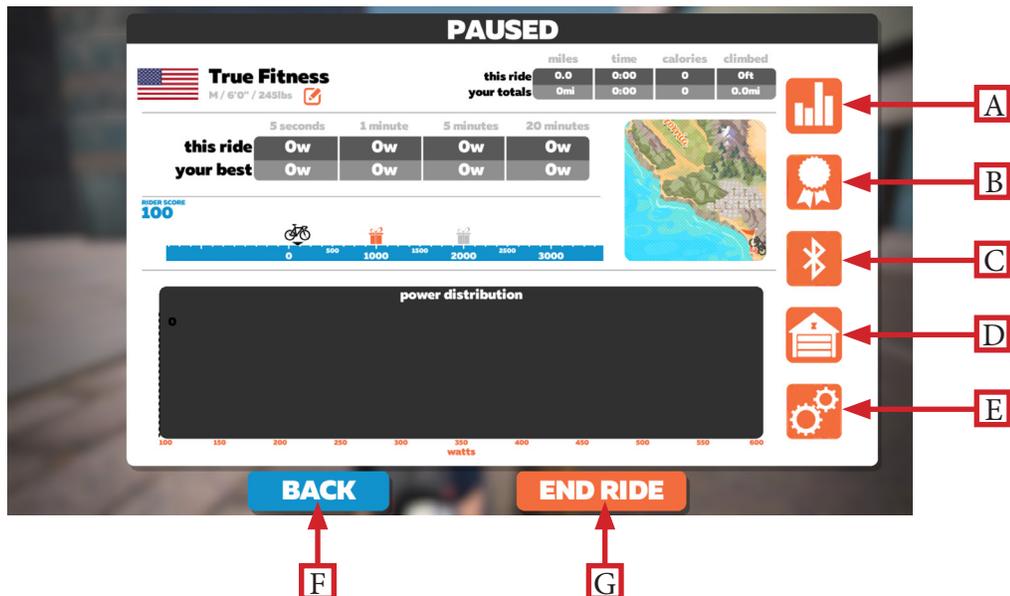


### Plans



### Workout Pause Screen:

Selecting the Menu button from the Workout screen will navigate the user to the Workout Pause screen. This screen displays current workout data in addition to the follow sub-menus: Training Menu (A), Badges (B), Device Pairing (C), User Customization (D), and Settings (E). Additionally, the user can navigate back to the Workout Screen (F) or end the current workout (G).

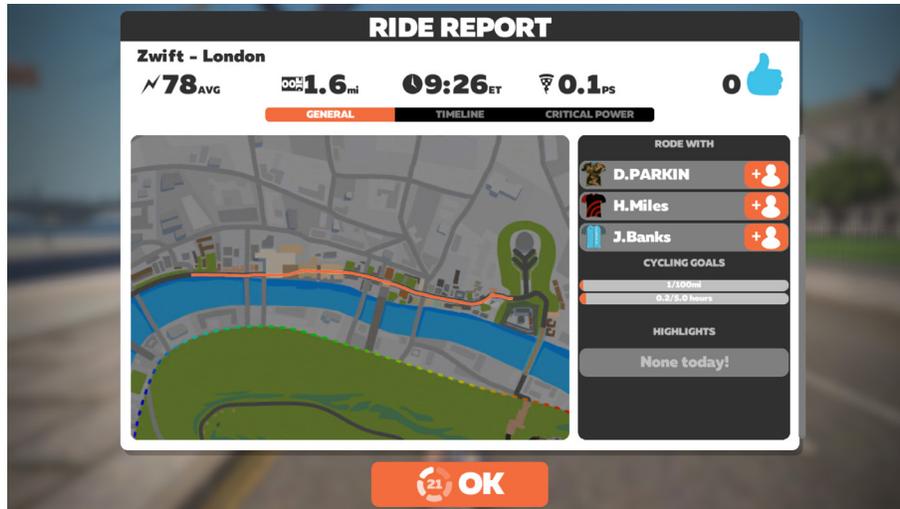


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## ZWIFT APPLICATION:

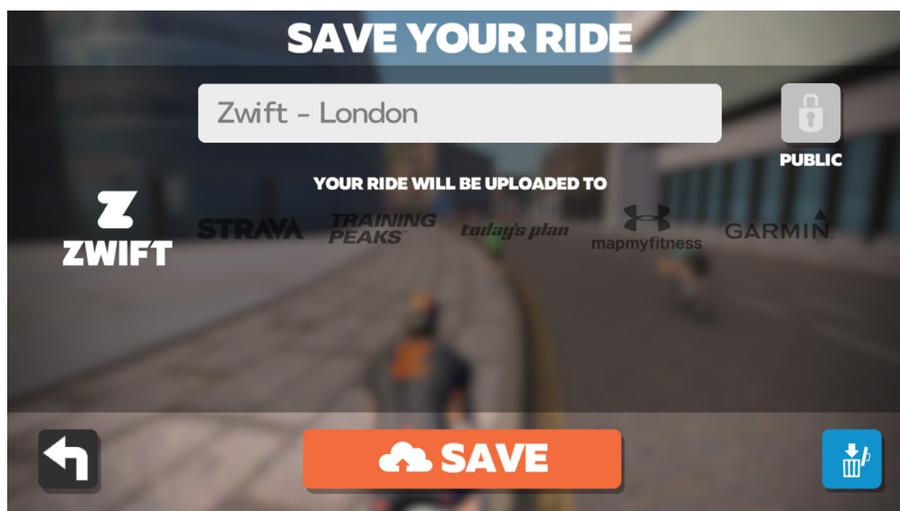
### Ride Report Screen:

The Ride Report screen displays post-workout data such as route traveled and distance traveled.



### Save Your Ride:

The Save Your Ride screen enables the user to save the workout data to the list of fitness applications listed below with the option to navigate back to the Workout Pause screen or discard current workout data.





## PRE-INSTALLATION CHECK LIST

Name of the Club/Facility/School:

Address of the Club/Facility/School:

Hours of Operation:

When can TRUE technicians remotely access and work on the products? (Choose One)

Any time  Outside Facility Hours Only

Date of Installation: (mm/dd/yy)

Name of the Sales Rep/Dealer/Distributor:

Total # of Envision with Compass Consoles:

### Products that will have Envision with Compass

(Enter the quantity # for each product below)

Treadmills

Alpine Runners

Ellipticals

Upright Bikes

Recumbent Bikes

Spectrums

Lateral Trainers

Palisade Climbers

Internet Access (Choose One)

WiFi  Ethernet

Television (Choose One)

Analog  Digital

## AFTER-INSTALLATION CHECK LIST

**Basis ID Numbers** (separate with comma):

**Contact email for POINT PERSON at Club/Facility:**

Name

Email

Cell

**Hierarchy of Access:**

Name

Email

Cell

**General:**

Name

Email

Cell

**Service / Facility:**

Name

Email

Cell

Please send completed form to your Sales Rep, and to Technical Support at [compasssupport@truefitness.com](mailto:compasssupport@truefitness.com) or call +1 (866) 214-7837 during the business hours of 8:30 am - 5:00 pm CST Monday - Friday.

After hours will be handled on a first-in, first-out basis the following business day.



# CHAPTER 4: ENVISION<sup>16</sup> WITH COMPASS OPERATION

## CONSOLE ASSEMBLY:

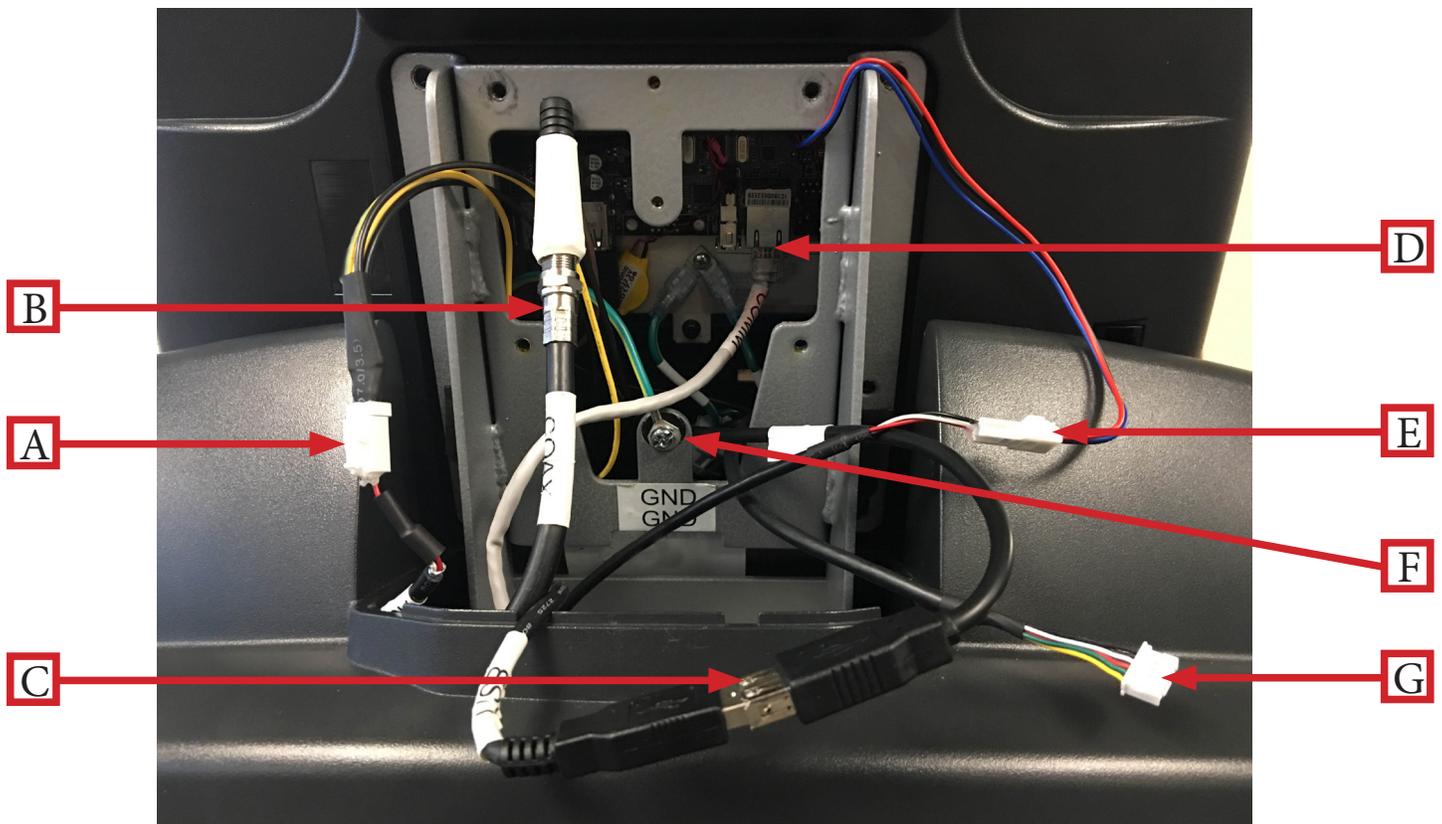
### Console Wire Connections:

Connect the Auxillary Power Supply (A), Coaxial Cable (B), USB Data Cable (C), Ethernet Communication Cable (D), Console Fan (E), and Ground Wire Ring Terminal (F) as shown below. Tuck the CSAFE cable (G) and any excess cord length inside the pedestal.

Note: Ensure the rubber boot is positioned over the coaxial cable connection point after making the connection (B).

Note: Refer to the respective unit manual included with your unit for console mast and rear console cover assembly.

Note: Before connecting the power source and mounting the console to the unit, connect the USB data cable. When removing the console from the base unit, power down the console and remove from the console mast before disconnecting the USB data cable.



# CHAPTER 5: CUSTOMER SERVICE

## CONTACTING SERVICE:

TRUE Fitness recommends you gather the Basis ID (Envision with Compass console only) or serial number along with a brief description of the issue.

For Envision with Compass consoles, please send information to your sales representative, and to TRUE's Help Desk at [compassupport@truefitness.com](mailto:compassupport@truefitness.com) or call + 1 (636) 980-4044 during the business hours of 8:30 AM - 5:00 PM CST Monday - Friday. After hours will be handled on a first-in, first-out basis the following business day.

True Fitness Service Department

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.883.8783

HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST

E-MAIL: [service@truefitness.com](mailto:service@truefitness.com)

## CONTACTING SALES:

Interested in TRUE Products? Please contact us with any sales or product inquiries so that we may direct you to the appropriate sales representative to answer your questions.

TRUE FITNESS HOME OFFICE

865 HOFF ROAD

ST. LOUIS, MO 63366

1.800.426.6570

HOURS OF OPERATION: 8:30 A.M. - 5:00 P.M. CST

E-MAIL: [sales@truefitness.com](mailto:sales@truefitness.com)

# CHAPTER 5: CUSTOMER SERVICE

## REPORTING FREIGHT OR PARTS DAMAGE:

Unfortunately, sometimes materials can be damaged during shipment. If materials are damaged during shipment, please follow the guidelines below to determine the appropriate process for you to follow in case of damages.

### Severe Damage:

Obvious damage to external packaging / internal product. Please **refuse** the shipment and it will be returned to TRUE Fitness by the carrier. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal business hours to notify us that the shipment has been refused. Once we have received the damaged shipment, a replacement shipment will be sent to you. Only refuse the damaged piece if the shipment is multiple boxes.

### Slight Damage:

The box may have minimal damages and you are not sure if the actual product is damaged or not. You **must** sign the bill of lading as damaged when accepting the shipment. Once you have opened the box and you have determined something is indeed damaged please gather the serial number, model number, description and photos of damages. Please make sure the photos include the damaged product as well as the damaged box the product arrived in. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal business hours.

### Concealed Damage:

You may receive a shipment that looks intact and discover once the box has been opened that there are hidden damages. Please notify the carrier **immediately**. We will not be able to file a claim if the carrier is not notified in a timely manner. Once you have called the carrier you will need to gather the serial number, model number, description and photos of damages. Contact the TRUE Fitness customer support team by calling 800.883.8783 or sales support team by calling 800.426.6570 Monday-Friday during normal business hours.

## WARRANTY:

### NOTICE

For unit and console warranty information, refer to the Warranty Information chapter in the unit manual.