

GARMIN®

TACX® NEO 3M

Owner's Manual

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This product is ANT+® certified. Visit www.thisisant.com/directory for a list of compatible products and apps.

M/N: A0S4355

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Getting Started

⚠ WARNING

See the *Important Safety and Product Information* guide in the product box for product warnings and other important information.

NOTICE

Do not use the Tacx NEO 3M trainer with another motion accessory such as a rocker plate, because this could damage the trainer.

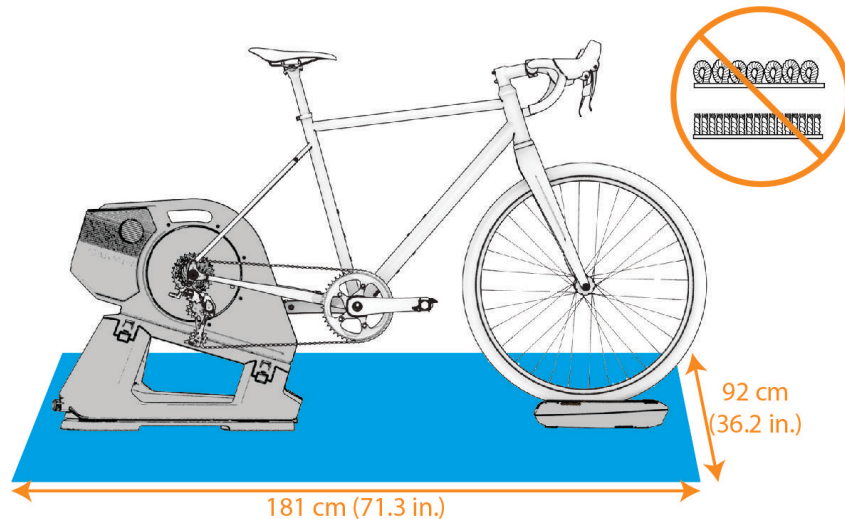
The Tacx NEO 3M cassette body and cassette are compatible with Shimano® and SRAM® 11-speed systems. If you have another cassette style, you must swap out the cassette ([Replacing the Cassette, page 14](#)).

- Read the instructions before you assemble the trainer and attach your bike.
- Scan the QR code with the camera on your phone, and follow the Tacx Training app instructions.




TIP: The Tacx Training app includes trainer setup, videos, and software updates ([Pairing the Trainer with the Tacx Training App, page 11](#)).

- For best results, use the Tacx NEO 3M trainer with a firm mat or low pile carpet. Avoid soft and high pile carpet. You can use a training mat that is 181 x 92 cm (71.3 x 36.2 in.) or larger.



Optional accessories are available at buy.garmin.com or from your Tacx dealer.

Installation Kit

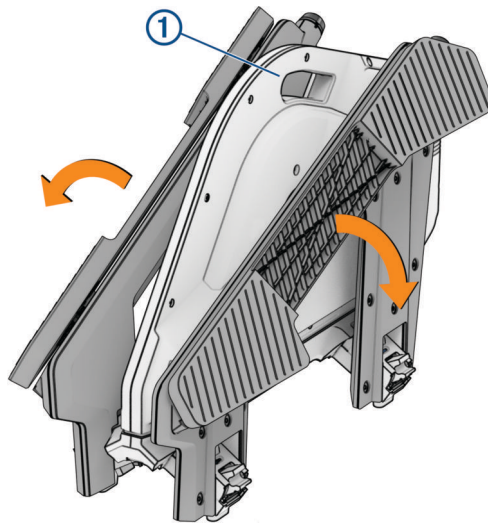
The installation kit  contains a quick release axle, compatible end cap supports and end caps, spacers, and the blue tool.

Axle	Non-Drive Side End Cap Support	End Caps (2)
142 mm thru	Pre-installed hardware	Thru-Axle 12mm
148 mm thru	NDS/148 Thru Assembly requires the blue tool.	Thru-Axle 12mm
135 mm quick release Common for most road bikes with disc brakes.	Pre-installed hardware	QR
130 mm quick release Common for most road bikes with rim brakes.	NDS/130 QR Assembly requires the blue tool.	QR

Tacx NEO 3M Assembly Instructions

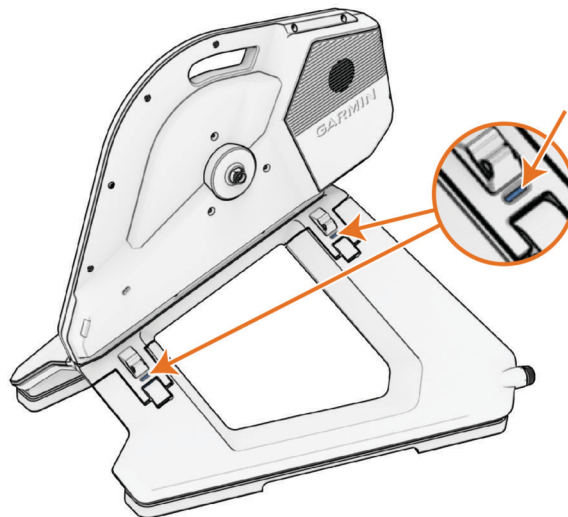
Unfolding the Trainer

- 1 Unfold the sides of the trainer, and lift up on the handle ①.



TIP: The trainer is heavy. You can unfold one side and lock it, and repeat for the other side.


- 2 Ensure both sides of the trainer lock into place.
All indicator windows must be blue, and both sides must be properly locked.

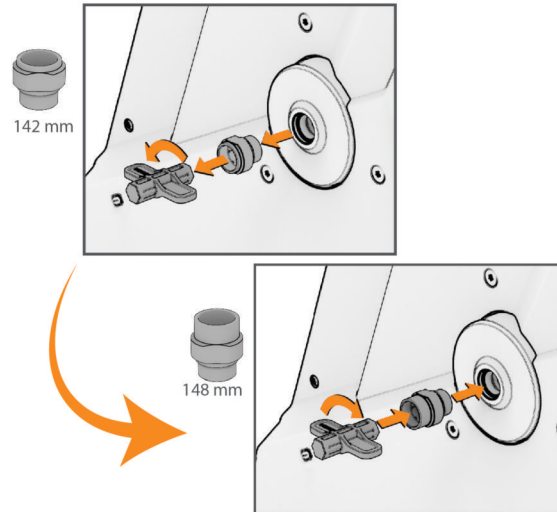




- 3 Place the trainer on a firm and level surface.

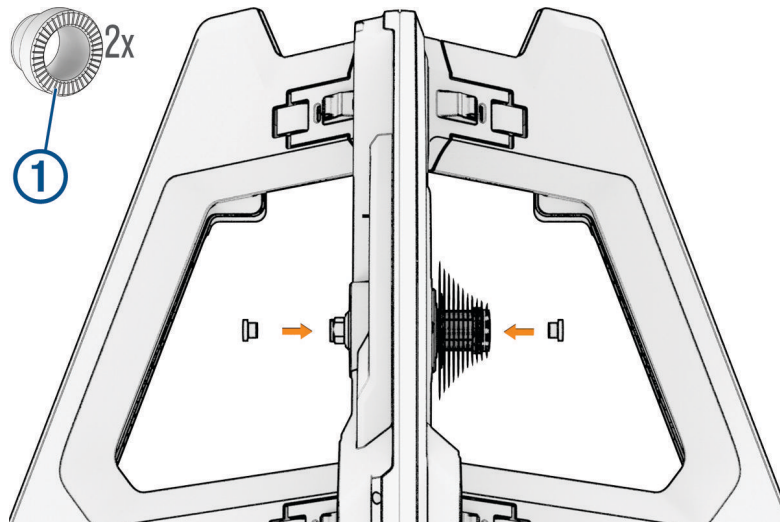
Attaching Your Thru Axle Bike

The trainer is compatible with bikes that use a 142 mm or 148 mm thru axle.

- 1 Select an option:
 - If you have a 148 mm thru axle, go to step 2.
 - If you have a 142 mm thru axle, go to step 5.
- 2 Open the installation kit , and select the **NDS/148 Thru** end cap support and the blue tool.
- 3 Use the blue tool to remove the existing end cap support on the non-drive side.

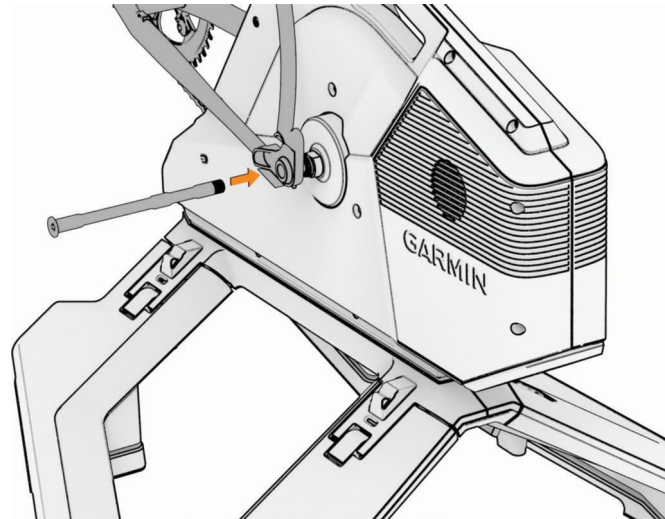


- 4 Use the blue tool to install the **NDS/148 Thru** end cap support.
- 5 Open the installation kit , and select the **Thru-Axle 12mm** end caps.
- 6 Snap the end caps  into the end cap supports.



- 7 On your bike, shift to the smallest cassette gear.
- 8 Remove the rear wheel from your bike.
NOTE: You should keep the bike and all of the parts within reach.
- 9 Place your bike on the trainer, making sure the chain is on the smallest sprocket of the trainer cassette.

10 Insert the axle, and hand tighten.



11 Tighten the axle to the torque specification indicated on the axle or in your bike instructions.

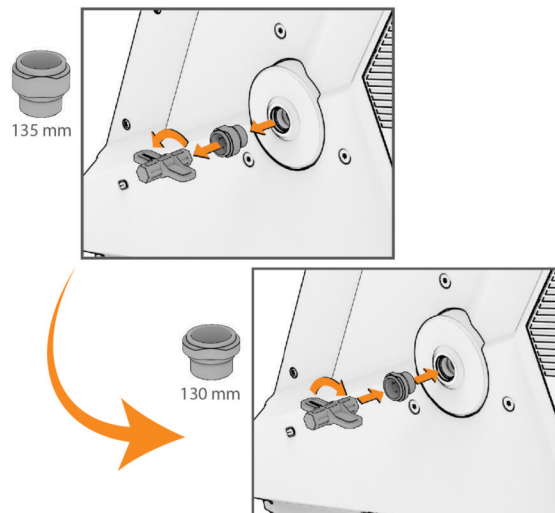
Attaching Your Quick Release Axle Bike

1 Select an option:

- If you have a 130 mm quick release axle, go to step 2.
- If you have a 135 mm quick release axle, go to step 5.

2 Open the installation kit , and select the **NDS/130 QR** end cap support and the blue tool.

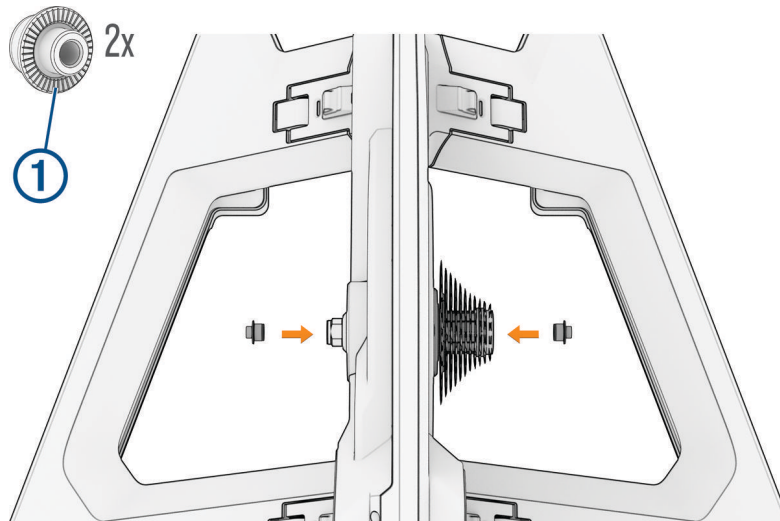
3 Use the blue tool to remove the existing end cap support on the non-drive side.



4 Use the blue tool to install the **NDS/130 QR** end cap support.

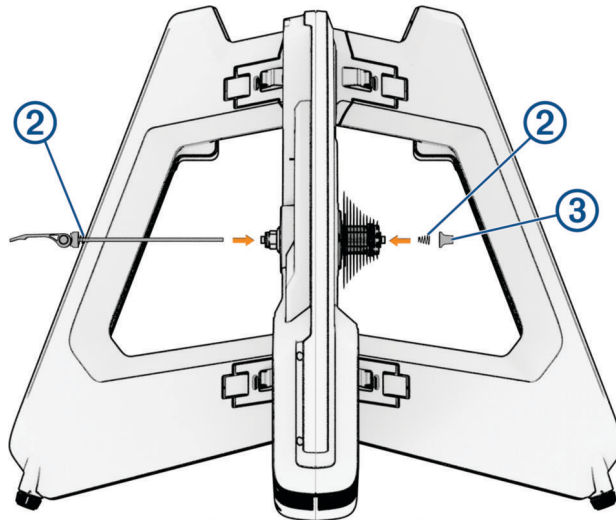
5 Open the installation kit , and select the **QR** end caps.

6 Snap the end caps ① into the end cap supports.



7 Insert the skewer from the non-drive side of the trainer.

8 Place the conical springs ② on the skewer.



9 Hand tighten the cap ③, leaving enough room for the bike frame.

10 On your bike, shift to the smallest cassette gear.

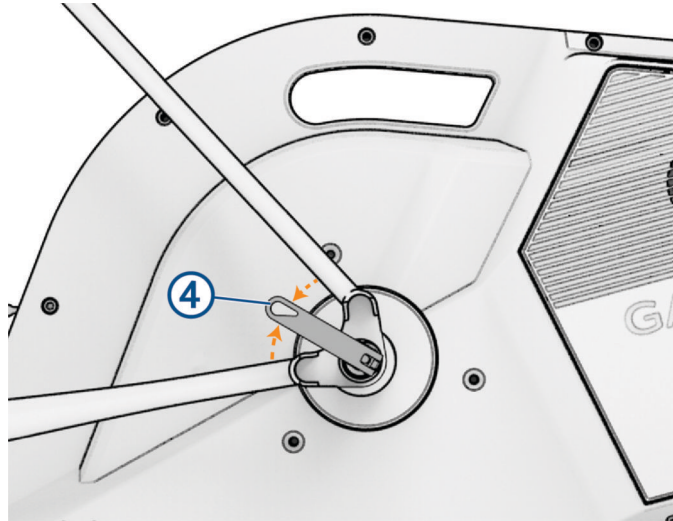
11 Remove the rear wheel from your bike.

NOTE: You should keep the bike and all of the parts within reach.

12 Align your bike on the trainer, and place the chain on the smallest sprocket of the trainer cassette.

13 Tighten the cap, and close the quick release handle ④.

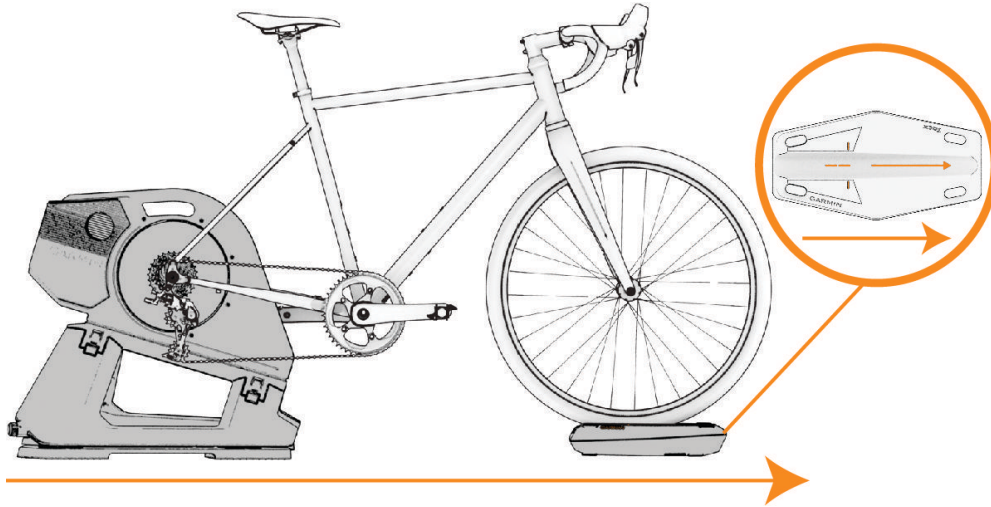
TIP: Close the handle between the frame bars so it's easier to grip.



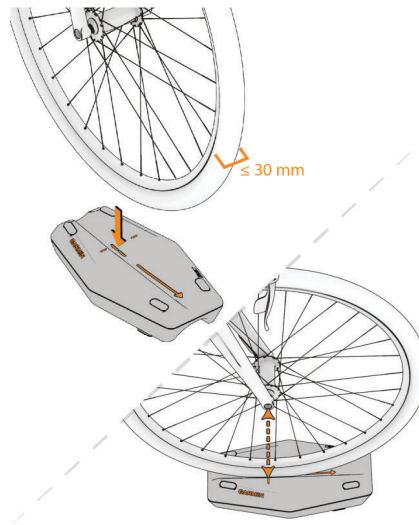
Positioning the Front Wheel Support

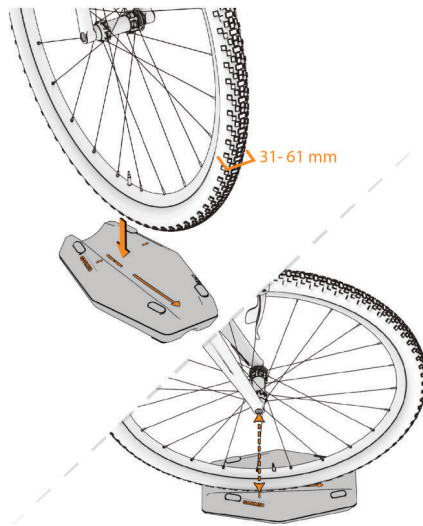
The front wheel support is in the product box, under the bottom foam piece. Before you can position the front wheel support, you must attach your bike to the trainer.

The two-sided front wheel support raises the front wheel of the bike for a natural cycling position and increased stability. The narrow side of the wheel support can hold a maximum tire width of 30 mm (1.18 in.). The wide side of the front wheel support can hold tire widths from 31 to 61 mm (1.2 to 2.4 in.).



- 1 Place the front wheel support under your front wheel.





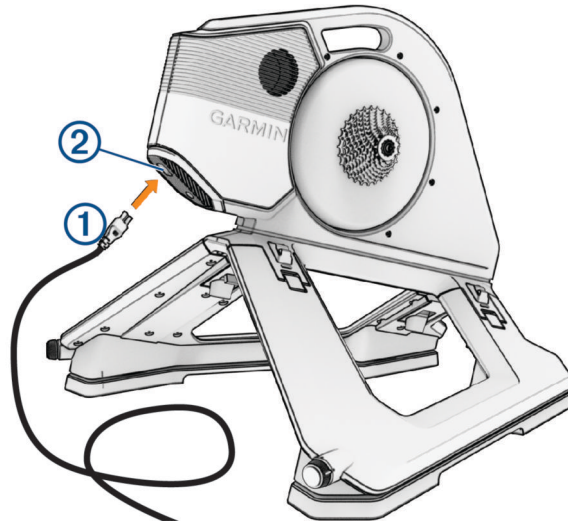
- 2 Sit on the trainer, and pedal a few times.
- 3 If necessary, adjust the placement of the front wheel support.

Connecting the Power Cable

⚠ CAUTION

The power cable is in the product box. Do not attempt to use a third-party power cable or adapter with the Tacx NEO 3M trainer because this could lead to personal injury or damage to the trainer.

- 1 Plug the power cable ① into the port ②.




- 2 Plug the power cable into a standard wall outlet.
- 3 Rotate the crank.
The LED is white ([LED Status](#), page 12).

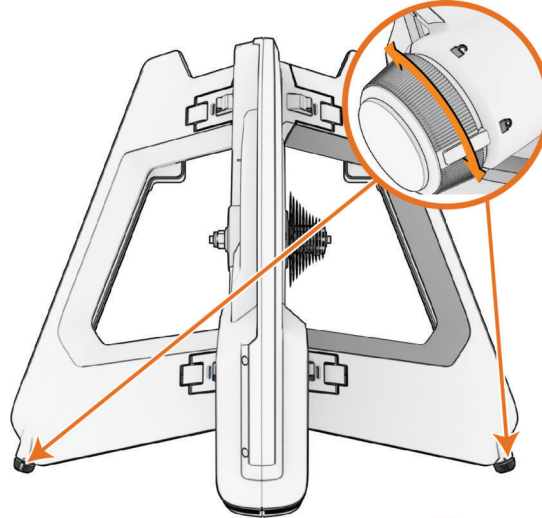
Training

Going for a Ride

Your first ride on the Tacx NEO 3M trainer should be a short, manual training ride. You should get comfortable with the motion plates.

- 1 Unlock the motion plates.

TIP: You must rotate each knob toward , until it clicks.



- 2 Start pedaling slowly.
The trainer LED is white ([LED Status](#), page 12).
- 3 Practice shifting and increasing your speed.

Tips for Natural Riding

- Avoid sprinting when the motion plates are enabled. You can sprint if the motion plates are locked.
- If you feel motion sickness while riding, try these options:
 - Focus your vision on a point in front of your bike.
 - Watch a training video while riding.
 - Drink plenty of water before and during your ride.
 - Stop riding until you feel better, and try again.

Training Modes

Powered and Connected: All features are available when the trainer is plugged into external power and connected to the Tacx Training app.

Standalone: If there is no app or Edge® bike computer connected, the trainer simulates a flat road and uses the default settings for air and road resistance and for user and bike weight.

No External Power: Without external power, the trainer does not support downhill drive, button presses, or Ethernet or Wi-Fi® communication with the Tacx Smart Network Adapter (sold separately). Riders may also experience less optimized ride feel.

Standby Mode

When not in use, the Tacx NEO 3M trainer goes into standby mode. You can wake up the trainer by rotating the crank.

External Power Connected: After 5 minutes of no activity, the trainer goes into standby mode.

No External Power: After 10 seconds of no activity, the trainer goes into standby mode.

Tacx Training App

You can download the Tacx Training app to your compatible phone, tablet, or computer.

- Ride exciting courses without leaving your home.
- Create your own rides, workouts, and more.
- Manage your training, customize the default settings, and diagnose issues.
- Sync your indoor training data with your Garmin Connect™ account.
- Update your trainer software ([Updating the Trainer Software, page 16](#)).

Pairing the Trainer with the Tacx Training App

The first time you pair the trainer with the Tacx Training app, you must connect the trainer to an external power source. After they are paired, the trainer and the app connect automatically when you start a ride.

TIP: For Ethernet or Wi-Fi network connections, you can purchase a network adapter accessory at buy.garmin.com.

1 Select an option:

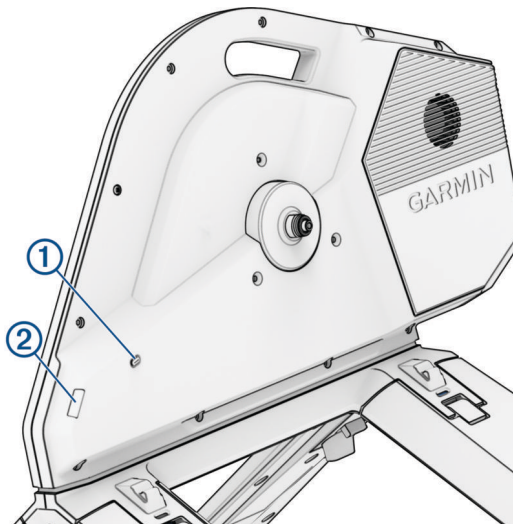
- Scan the QR code with the camera on your phone, and follow the on-screen instructions.



- To add the Tacx NEO 3M trainer to your existing account, open the Tacx Training app, and select **Settings** > **Device Manager**.

2 On the trainer, press the pairing button ①.

The LED ② flashes blue.



3 On the Tacx Training app, follow the on-screen instructions.

On the Tacx Training app, the connected trainer icon is green.

4 Select a workout or course.

5 Start pedaling.

The trainer LED changes from white to blue when the trainer is controlled by the app ([LED Status, page 12](#)).

LED Status

The LED changes based on the trainer status and type of connection.

LED Activity	Status
White	The trainer is active and working properly.
Blue	The trainer is controlled by your Bluetooth® device.
Flashing blue	The trainer is in pairing mode.
Green	The trainer is controlled by your ANT+® device.
Yellow	The trainer is controlled by the Tacx smart network adapter (sold separately).
Flashing cyan	The trainer software is updating.
Flashing red	Indicates a critical trainer error. You can check the Tacx Training app for more information.

The floor LED changes colors during training.

Floor LED Activity	Status
Blue	Indicates low power output.
Purple	Indicates medium power output.
Red	Indicates high power output.

Customizing the Trainer Settings from the App

Before you can change the trainer settings, you must pair the trainer with the Tacx Training app ([Pairing the Trainer with the Tacx Training App, page 11](#)).


- 1 Open the Tacx Training app.
- 2 Select **Settings > Device Manager**.
- 3 Select your trainer.
- 4 Select **Trainer Settings > Device Defaults** to set the default body weight or bike weight.
This is used if a third-party app does not provide weight data.
- 5 If necessary, select **Settings > Training Settings** to update your body weight and customize your training preferences.

Device Information

Specifications

Power supply	Use the included power cable. From 100 to 240 V, 50/60 Hz
Operating temperature range	From -10° to 40°C (from 14° to 104°F)
Storage temperature range	From -20° to 60°C (from -4° to 140°F)
	NOTICE
Storage temperature range	If the trainer is stored or shipped below this temperature range, allow the trainer to normalize to the operating temperature range, and wait 12 hr. before use. Extreme temperature changes can cause condensation inside the trainer that may result in property damage.
Wireless frequency and transmit power	2.4 GHz @ 6 dBm maximum
Maximum rider weight	125 kg (275 lb.)

Cassette Compatibility

The factory installed cassette is an 11 speed system compatible with Shimano and SRAM systems. The installation kit  contains the blue tool and optional spacers (*Installation Kit, page 2*).

Compatible Cassette System	Freehub Body	Optional Spacers
8, 9, or 10 speed Shimano or SRAM	Included	40 mm x 1 mm
12 speed Shimano	Included	24 mm x 1 mm, 24 mm x 0.5 mm
12 speed SRAM	Not included ¹ Go to buy.garmin.com to purchase the Tacx SRAM XD-R.	24 mm x 1 mm, 24 mm x 0.5 mm
12 speed mountain bike	Not included ¹ Go to buy.garmin.com to purchase the Tacx micro spline.	24 mm x 1 mm, 24 mm x 0.5 mm
Other	Not included ¹ Go to buy.garmin.com .	For more information, see the manufacturer's instructions provided with your cassette.

¹ Assembly requires the blue tool.

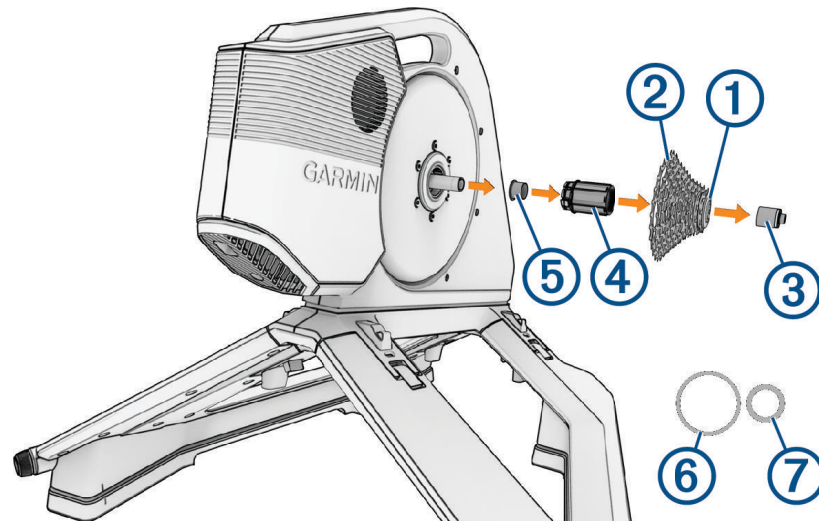
Replacing the Cassette



Before you replace the cassette, you must obtain a cassette locking tool and a cassette pliers or chain whip. You should keep all of the trainer parts and installation kit items together (*Installation Kit, page 2*).

NOTICE

You must be familiar with bike tools and cassette maintenance, or you may damage the trainer. If you have never removed or installed a bike cassette before, Garmin® recommends you take the trainer to an experienced bike technician.

TIP: If you have multiple bikes with different cassette systems, it is easiest to leave the cassette on the freehub body and replace them together. You can use this graphic as a reference, knowing that each cassette variation has unique requirements.



- 1 Open the installation kit .
- 2 If you have a cassette that is compatible with the included freehub body, follow these steps:
 - 2.1 Use the cassette pliers or chain whip to hold the cassette **2** in place.
 - 2.2 Use a cassette locking tool to turn the lockring **1** counter clockwise.
This requires strength and leverage.
 - 2.3 Remove the cassette, leaving the freehub body **4** in place.
 - 2.4 Go to step 4.
- 3 If you have a cassette that requires a different freehub body, follow these steps:
 - 3.1 Use the cassette pliers or chain whip to hold the cassette **2** in place.
 - 3.2 Use a cassette locking tool to turn the lockring **1** counter clockwise.
This requires strength and leverage.
 - 3.3 Use the blue tool  to remove the locknut **3**.
 - 3.4 Remove the cassette, lockring, and freehub body **4**.
You can keep all of these parts together in case you decide to switch to an 11 speed system.
 - 3.5 Install the new freehub body and the locknut.
 - 3.6 Go to step 4.
- 4 Place the cassette on the freehub body, and attach the lockring.
Some 9 or 10 speed cassettes may require an extra spacer **6** between the cassette and lockring. For more information, see the manufacturer's instructions.
- 5 Before you tighten the lockring, check for clearance.
Some 12 speed cassettes may require an extra spacer **7** between the trainer and the cassette.

6 If the bike derailleur makes contact with the trainer in the largest cassette gear, follow these steps:

6.1 Use the blue tool  to remove the locknut .


6.2 Remove the freehub body with the cassette attached.

6.3 Remove the black spacer .

6.4 Add one or two spacers.

6.5 Install the black spacer, freehub body with cassette, and locknut.

6.6 Tighten the locknut.

You can hand tighten the locknut using the blue tool . When using a torque wrench, Garmin recommends a maximum torque of 6 N-m (4.4 lbf-ft.) for the locknut.

7 Tighten the locking.

Garmin recommends a torque of 40 N-m (29.5 lbf-ft.) for the Tacx NEO 3M cassette. For any other cassette, see the manufacturer's instructions.

Device Care and Storage

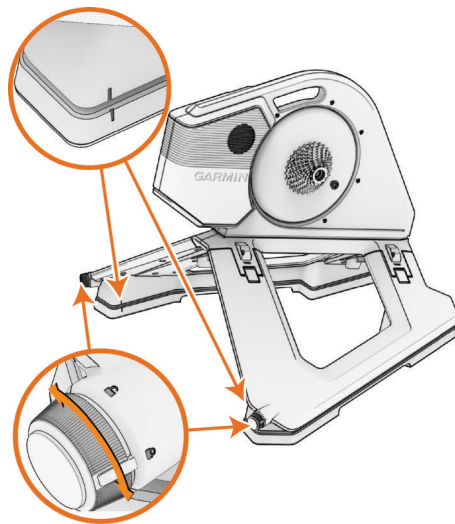
WARNING

See the *Important Safety and Product Information* guide in the product box for product warnings and other important information.

- Unplug the trainer when it is not in use.
- Check the alignment, and lock the motion plates when the trainer is not in use.
- Wipe off the trainer after every use.
- Clean the trainer before storing it.

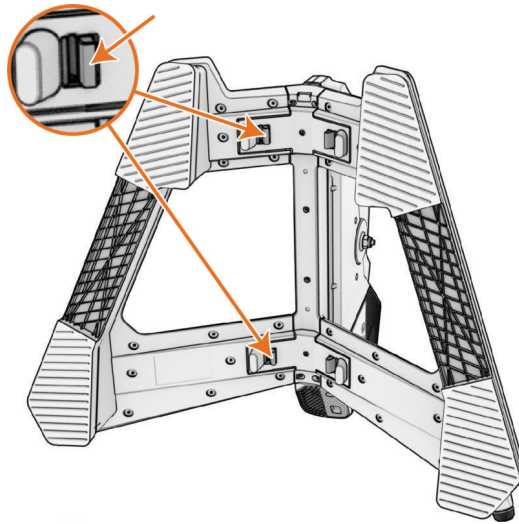
Folding the Trainer for Storage

1 Check the alignment, and lock the motion plates.

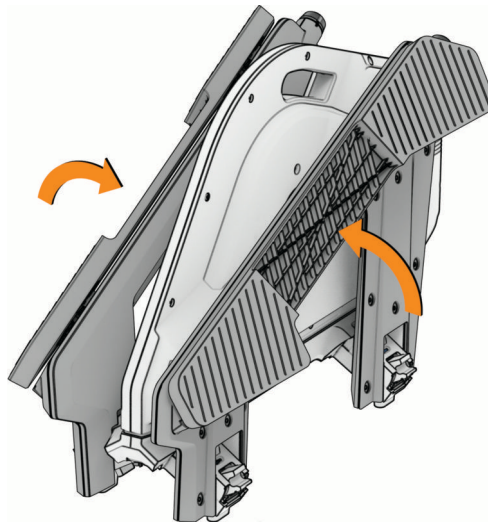


2 Lean the trainer back.

- 3 Unlock both sides of the trainer.



- 4 Fold up both sides until they click into place.



Troubleshooting

Updating the Trainer Software

Before you can update the trainer software, you must pair your trainer with the latest version of the Tacx Training app ([Pairing the Trainer with the Tacx Training App, page 11](#)).

- 1 Connect the power cable to a wall outlet ([Connecting the Power Cable, page 9](#)).
- 2 Open the Tacx Training app on your phone or tablet.
TIP: You should check the battery level of your phone or tablet.
- 3 Select **Settings > Device Manager**.
- 4 Select your trainer.
- 5 Select **Firmware Update > Update**.

The trainer LED flashes cyan while the software is updating.

- 6 Wait while the software update finishes.

TIP: Do not unplug the trainer or switch between apps while the software is updating. This might take a couple of minutes.

The Tacx Training app will not connect to my trainer

If the Tacx Training app will not connect to your trainer, you can try these tips.

- Turn off your phone, and turn it back on again.
- Turn off Bluetooth technology on your phone, and turn it back on again.
- Disconnect the trainer's power cable, and connect it again.
- Ensure the trainer is not connected to another device or app.
- Update the Tacx Training app to the latest version.
- If you bought a new phone, remove your trainer from the Tacx Training app on the phone you intend to stop using.

The trainer is not responding

If the trainer stops responding, you can try these tips.

- Hold the pairing button for 5 seconds to power down the trainer and disconnect from any paired device.
- Hold the pairing button for 10 seconds to restore the device to the original factory settings.

You will need to pair the trainer with the Tacx Training app again ([Pairing the Trainer with the Tacx Training App, page 11](#)).

Pairing Your Trainer with an Edge Bike Computer

You can pair the Tacx NEO 3M trainer with a compatible Edge bike computer, such as the Edge 1040, using ANT+ technology. The trainer can be paired as a smart trainer for workouts and courses, or the trainer can be paired as a power sensor to only record power and cadence data.

For information about specific device compatibility, purchasing, or to view the owner's manual for your device, go to www.buy.garmin.com.

- 1 Bring the Edge bike computer within 3 m (10 ft.) of the trainer.

NOTE: Stay 10 m (33 ft.) away from other wireless sensors while pairing.

- 2 On the Edge bike computer, select  > **Sensors** > **Add Sensor**.

NOTE: The Edge bike computer searches for nearby ANT+ technology sensors.

- 3 Wait while the device searches for your trainer.
- 4 On the Edge bike computer, a message appears.

- 5 Follow the on-screen instructions.

When the trainer is paired with your device, the trainer appears as a connected sensor. Sensor data appears in the data screen loop or a custom data field. You can customize the optional data fields.


Pairing Your Trainer with a Garmin Watch

You can pair the Tacx NEO 3M trainer with a compatible watch, such as the Forerunner® 965, using ANT+ technology.

For information about specific device compatibility, purchasing, or to view the owner's manual for your watch, go to www.buy.garmin.com.

- 1 Bring the Forerunner watch within 3 m (10 ft.) of the trainer.

NOTE: Stay 10 m (33 ft.) away from other wireless sensors while pairing.

- 2 On your watch, hold .

- 3 Select **Sensors & Accessories** > **Add New** > **Search All**.

TIP: When you start an activity with the Auto Discover option enabled, the watch automatically searches for nearby sensors and asks if you want to pair them.

After the trainer is paired with your watch, the sensor status changes from Searching to Connected. Trainer data appears in the data screen loop or a custom data field. You can customize the optional data fields.

