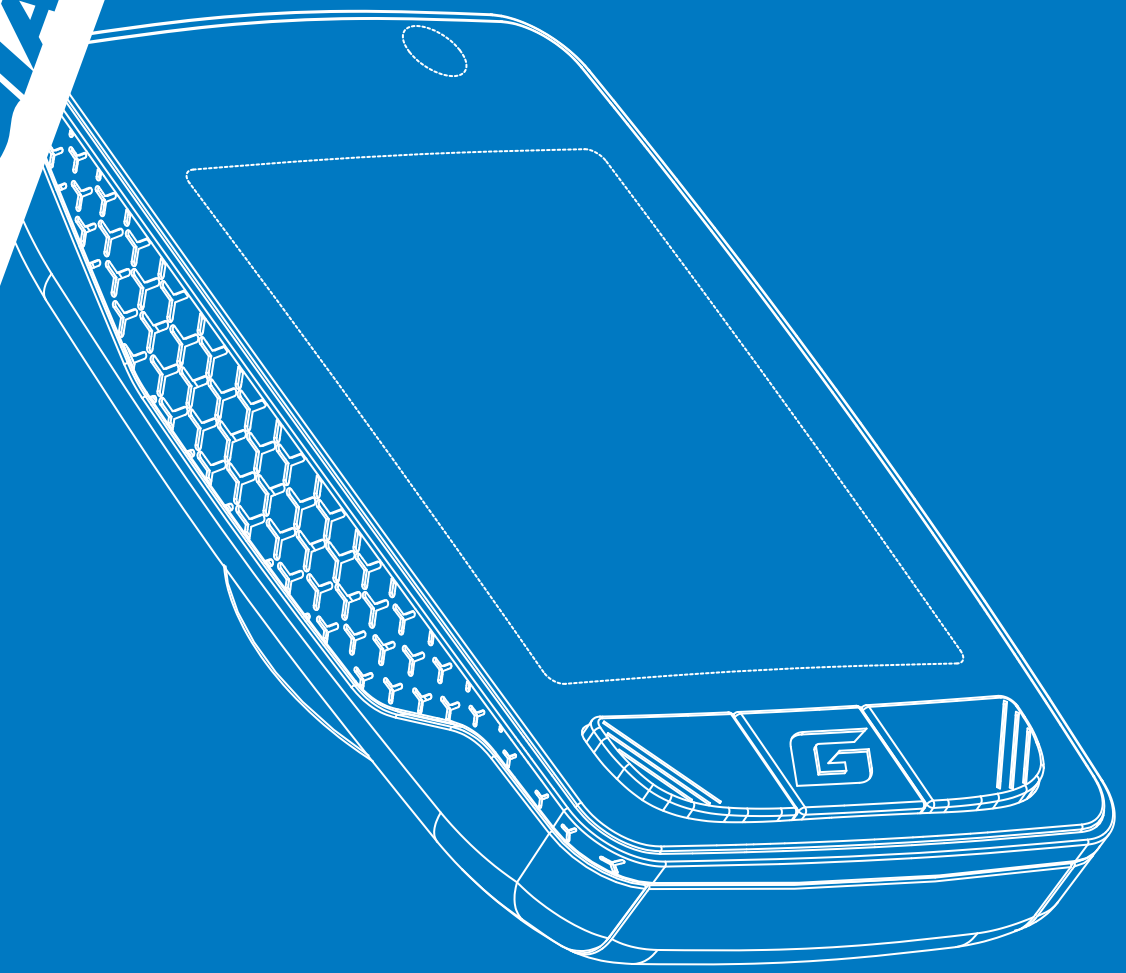
GIANT



NEOS SYNC

Digital Wireless Computer
User's Manual

- English -

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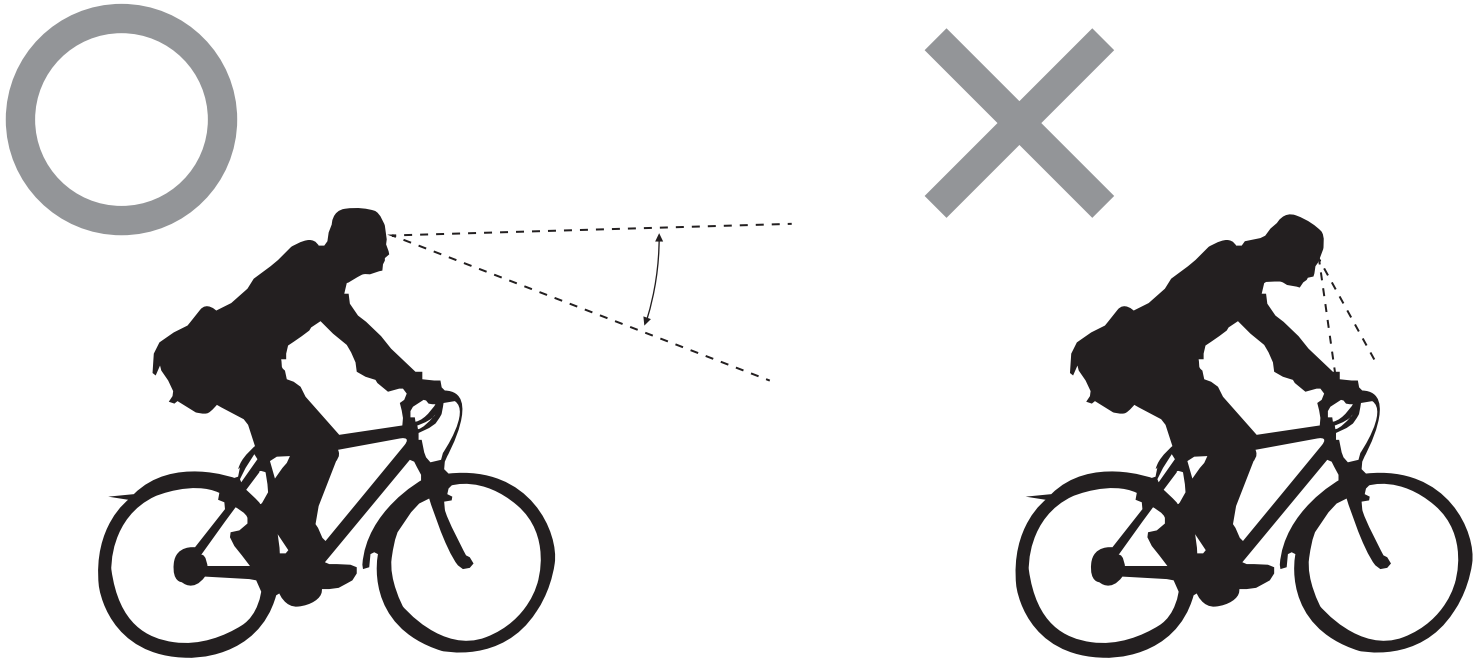


Thank you for purchasing Giant's Neos Sync Digital Wireless Computer. For your safety, we recommend that you look straight ahead while riding. Avoid staring at the computer screen. This may compromise your awareness, leading to a serious accident.

Ensure that the head unit has been paired with the speed sensor before using your computer.

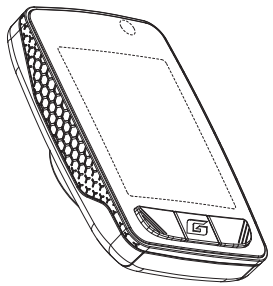
If you have any questions or problems, please contact your local Giant dealer or go to Giant's official website: www.giant-bicycle.com

Let's go ride!

Package contents

Head Unit

1



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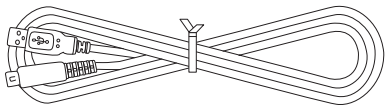
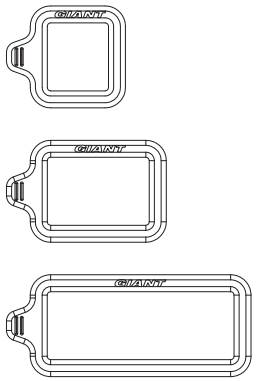


Straps

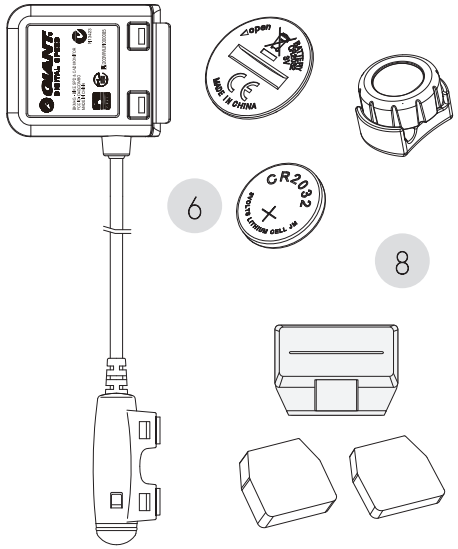
4



Sensor Unit

5

FOR 410000048 ONLY

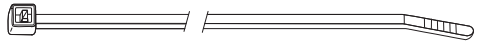


6

7

8

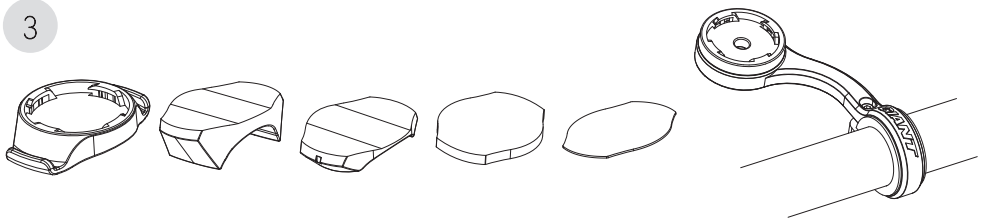
9



X5

Base Unit

3

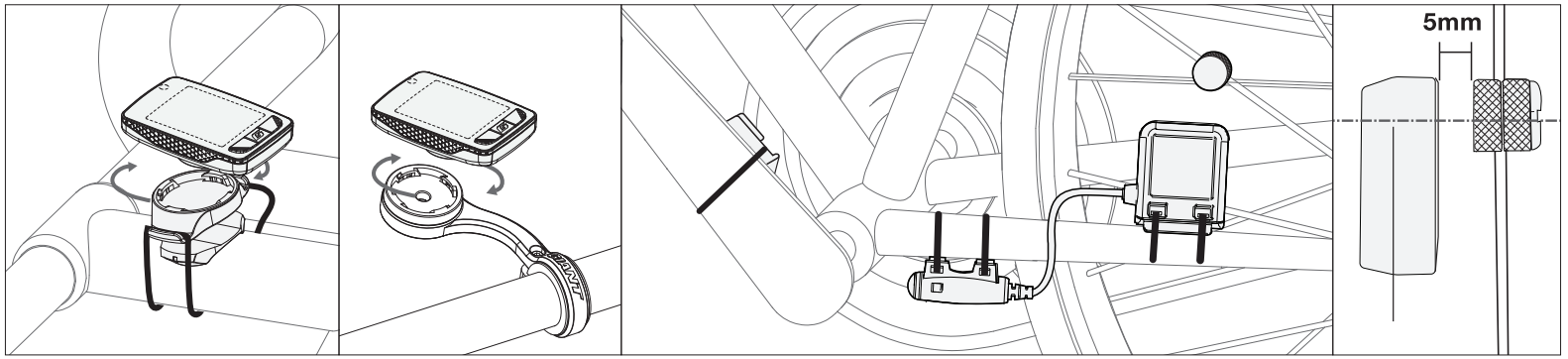


The Neos sync comes with one head unit and three accessories

1.Head unit
2.Charging cable
3.Base and handlebar extension
4.Rubber straps
5.Speed and cadence sensor
6.Speed sensor battery
7.Speed sensor magnet
8.Cadence sensor magnet
9.Zip ties

Mounting

Locations of Components

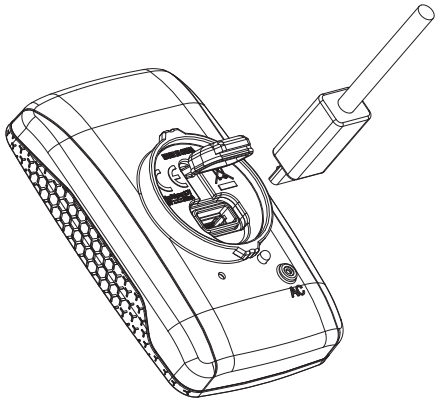


The head unit can be mounted in three different locations:
(A) Stem
(B) Handlebar
(C) Handlebar extension

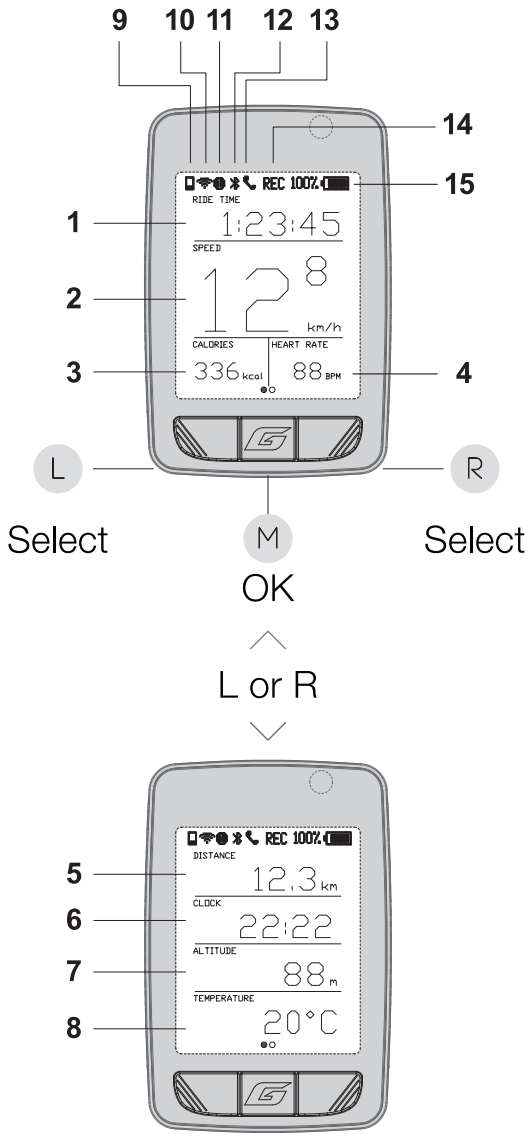
Mount the speed and cadence sensor to the non-drive chainstay with zip ties, as shown. Mount the speed sensor magnet to a spoke and the cadence sensor to the non-drive crankarm. Ensure each magnet passes within 5 mm of the its respective speed and cadence sensor.

Note: Speed and cadence sensor will not function if the distance between the magnet

Charging



Display & buttons

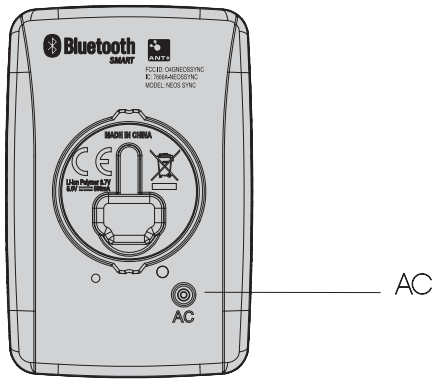


Default Functions

1. RIDE TIME	Trip ride time
2. SPEED	Current speed
3. CADENCE	Current cadence
4. HEART RATE	Current heart rate
5. DISTANCE	Trip distance
6. CLOCK	Current time
7. ALTITUDE	Current altitude
8. TEMPERATURE	Current temperature
9. Phone Mode	Displays while in phone mode
10. Wireless Signal	Displays when signal is received from sensor
11. Bike Selection	Bike Selection
12. Bluetooth	Displays while a phone is connected
13. Incoming Call	Incoming Call
14. REC	Recording ride data
15. Battery Indicator	Shows remaining

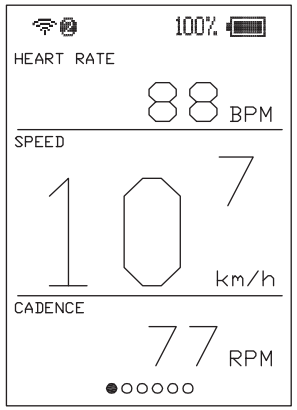
Other Functions

ODO	Odometer
TOT Ride Time	Total riding time
TOT Calories	Total calories burnt
Power	Current power
Max Power	Maximum power
Ave Power	Average power
Max Speed	Maximum speed
Ave Speed	Average speed
Max CAD	Maximum cadence
Ave CAD	Average cadence
Max HR	Maximum heart rate
Ave HR	Average heart rate
Gradient %	Current slope
Altitude Gain	Cumulative ascending distance
Altitude Loss	Cumulative descending distance
Max Altitude	Maximum altitude
Max Ascent %	Maximum uphill slope
Ave Ascent %	Average uphill slope
Max Descent %	Maximum downhill slope
Ave Descent %	Average downhill slope
L, M, R: Press the respective key and release L2, M2, R2: Press the respective key for 2 seconds and release	L: Select function M: Confirm selection R: Select function L2: Select Bike1/2 M2: Enter the quick menu R2: Reset trip logs
AC	AC Reset the computer to factory default settings.



Display & buttons

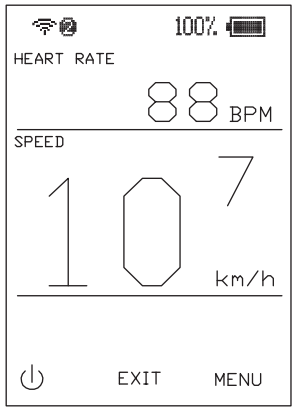
General Display



M

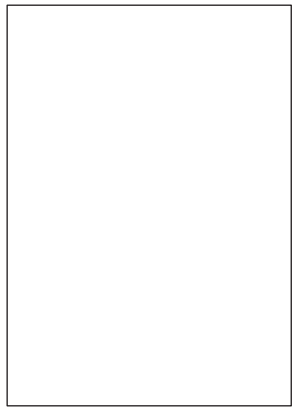
M2

Setup Menu



L

Power Off



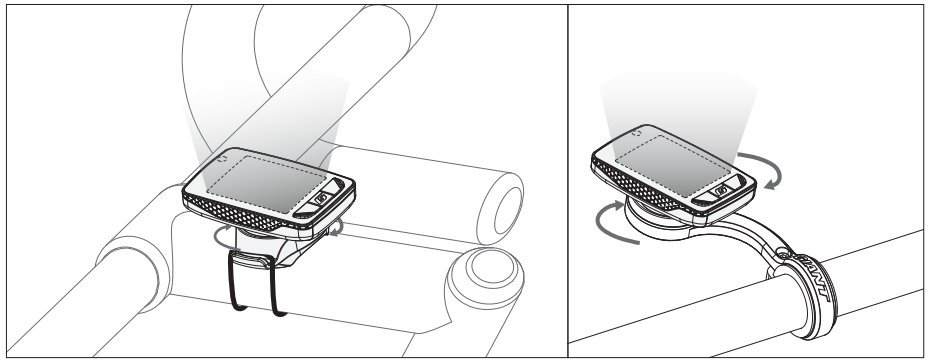
R

P.8

Press M2 key in general display mode to enter the quick menu:

L: Press the L key to power off
M: Press the M key to exit the quick menu
R: Press the R key to enter the setup menu

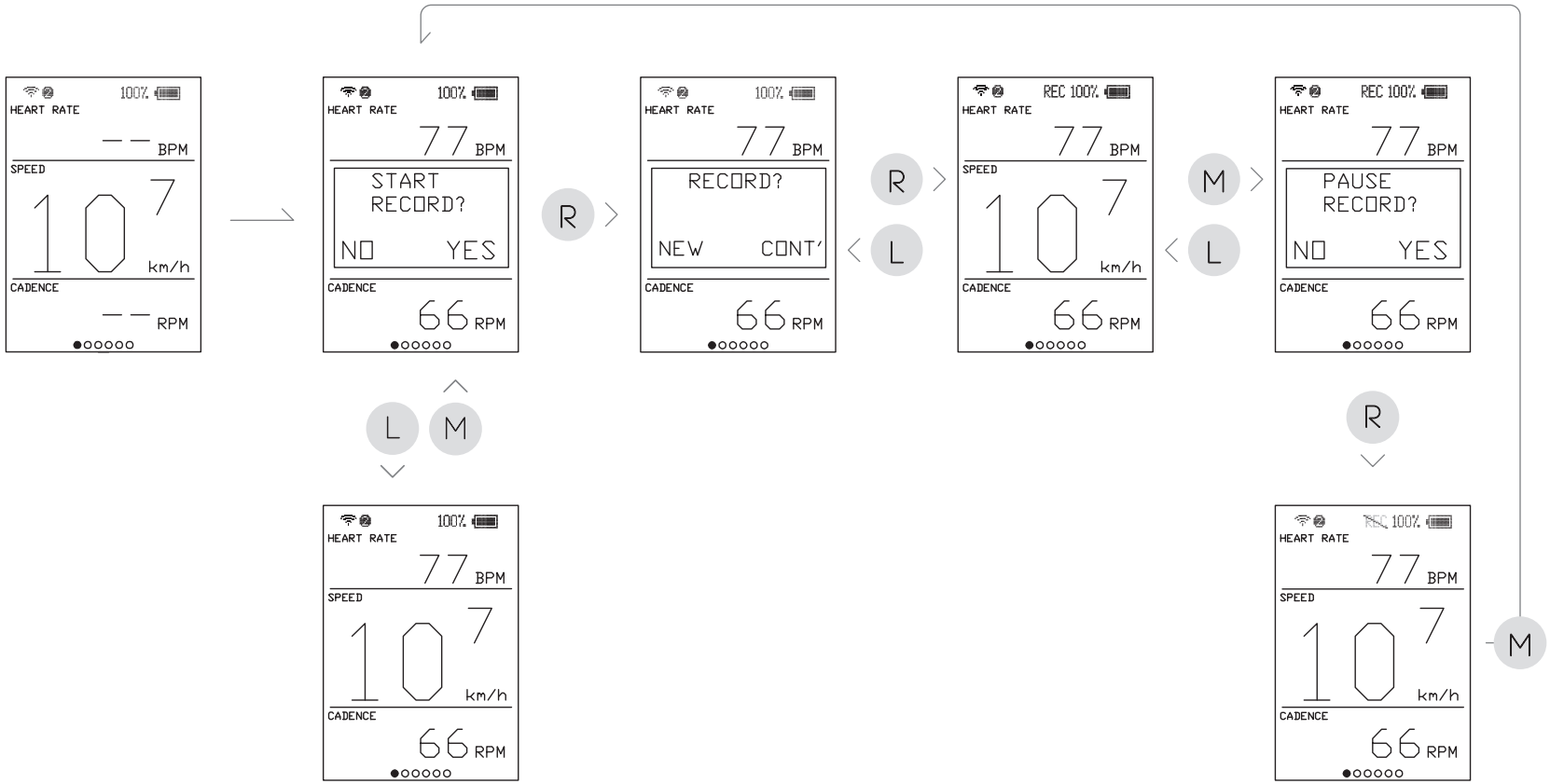
Auto Backlight



Auto Backlight:
The computer has a light detector which automatically turns on the backlight in dim light.

*The computer must be installed on the base to enable this function.

Start Riding



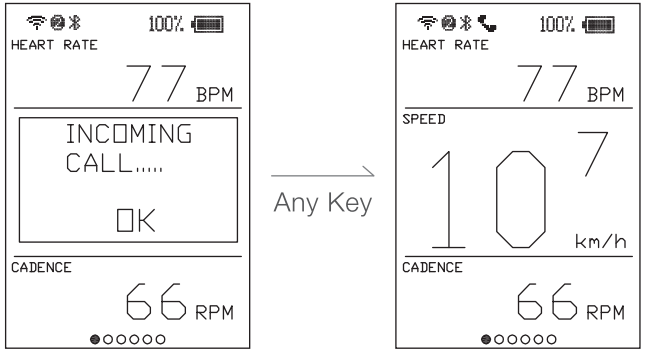
The computer prompts you to start recording ride data when a signal is received from the speed sensor. Press the R key to record, press the L key to ignore.

After pressing the R key, the computer prompts you to start a new ride log or to continue recording an existing ride log. Press the R key to continue an existing log, press the L key to start a new ride log.

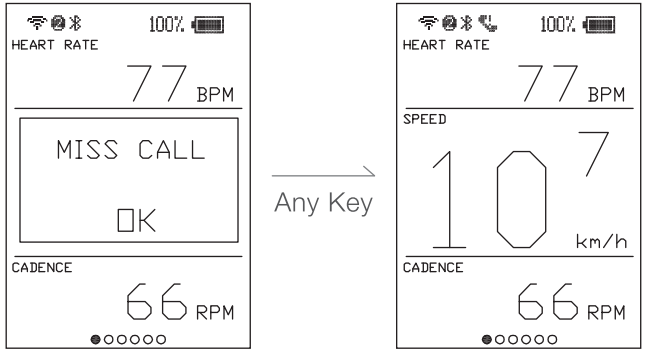
If the M key is pressed during a ride, the computer prompts you to pause data recording . Press the R key to pause, press L key to continue recording.

Display & buttons

Incoming Call



Unanswered Call

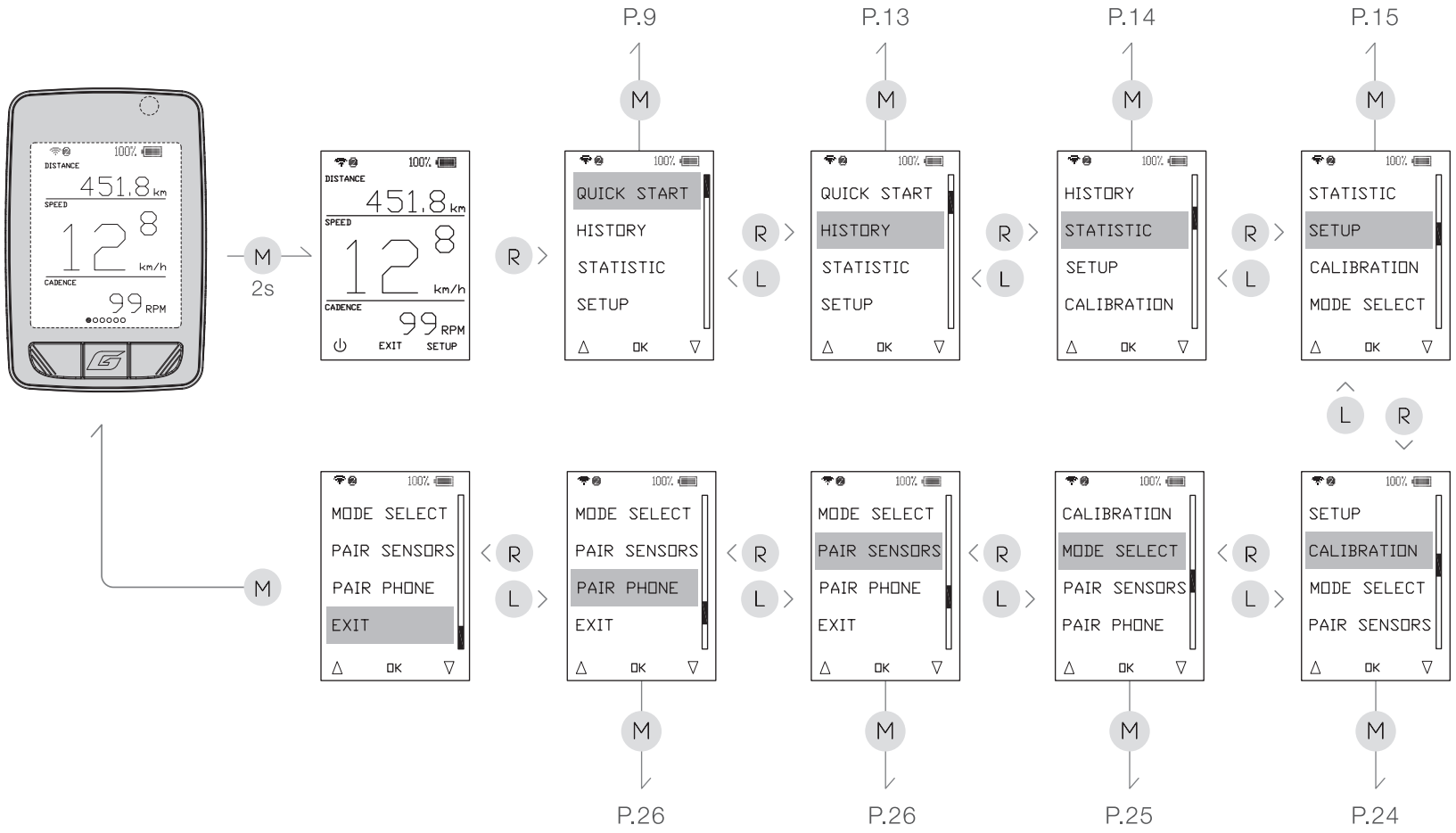


Incoming Call:
The computer displays an incoming call alert when call is received while riding. Press any key to close the alert and go back to the ride page.

Unanswered Call:
The computer displays a missed call alert if an incoming call is not answered. Press any key to close the alert and go back to the ride page.

*The incoming call and unanswered call alerts will only be displayed after the computer has been paired with your smartphone.

Display & buttons



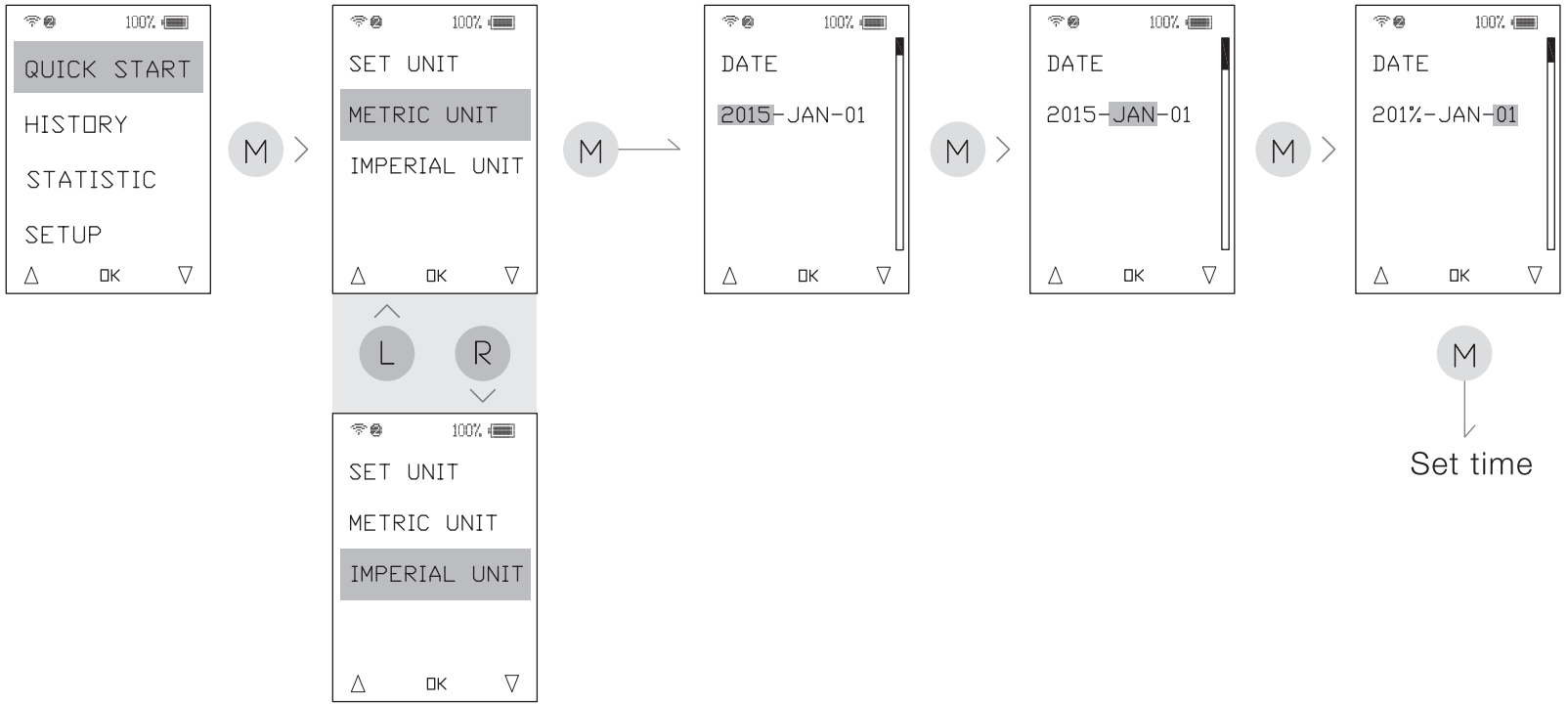
Press the M2 key to enter the quick menu.
Press the L or R key to enter to select quick start. Press the M key to confirm and enter units setup.

Quick setup (P.9) →
Trip logs (P.13) →
Log overview (P.14) →
System setup (P.15) →
Calibration mode (P.24) →
Select connection mode (P.25) →
Sensor pairing (P.26) →
Phone pairing (P.26) → Exit.

Quick setup

Set Units

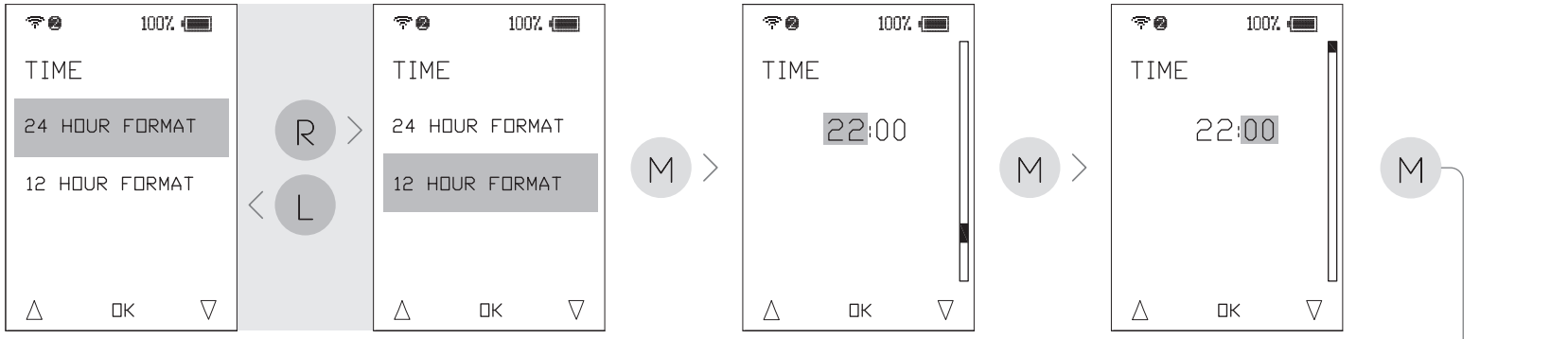
Set Date



After entering units setup, press the L or R key to select either metric or imperial units. Press the M key to confirm and move to time setup.

Set time

After entering time setup, press the L or R key to select either 12 or 24 hour format.
Press the M key to confirm and move to wheel size setup.

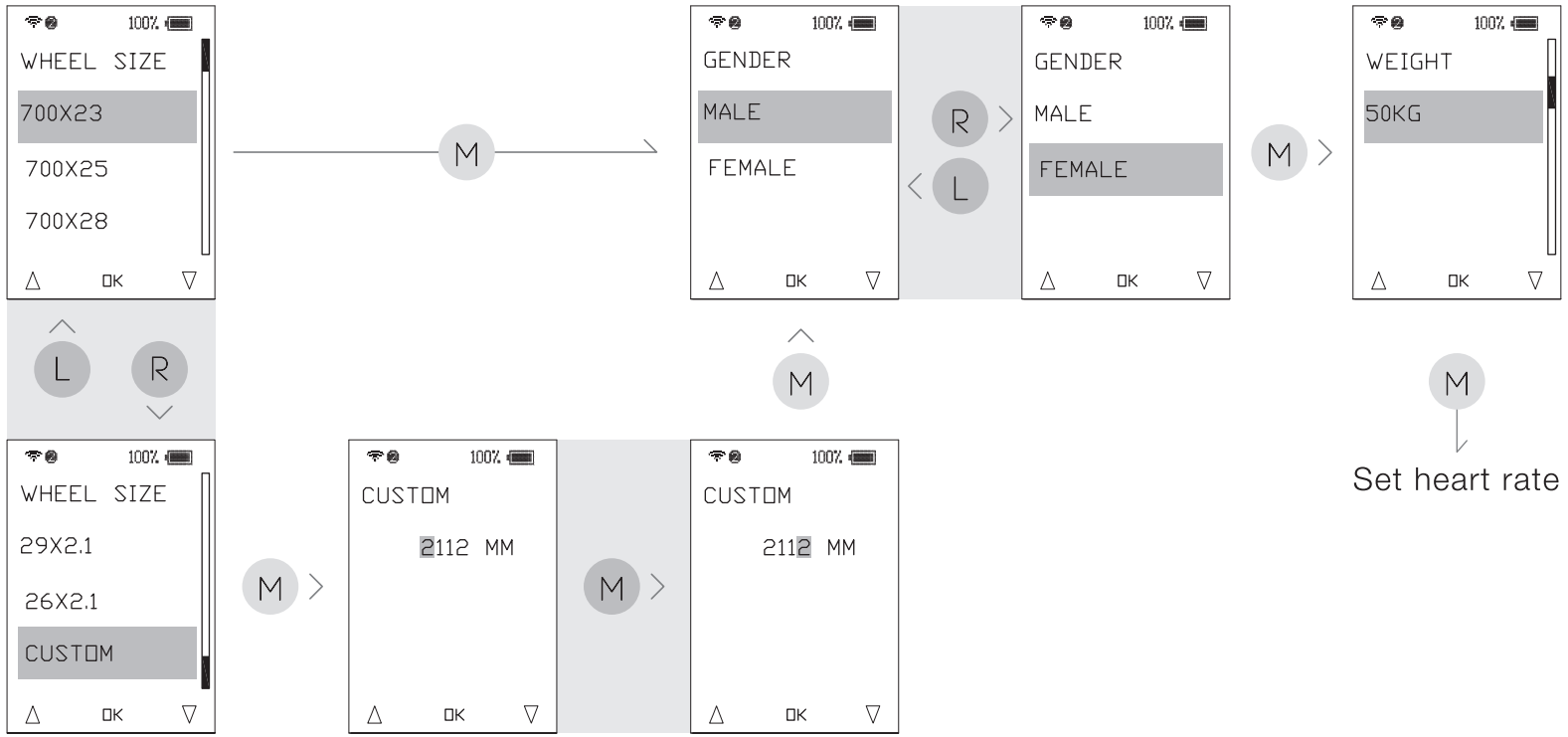


Quick setup

After entering wheel size setup, press the L or R key to select from ten pre-programmed wheel sizes. Press the M key to confim and move to gender and weight setup mode. If wheel size is not shown, select custom and enter youra measured wheel circumference. Press the M key to confirm and move to gender and weight setup.
After entering gender setup, press the L or R key to select either MALE or FEMALE. Press the M key to confirm and move to weight setup.
After entering weight setup, press the L or R key to select your weight. Press the M key to confirm and move to heart rate setup.

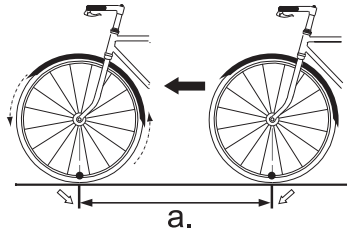
Set Wheel Size

Set Gender & Weight



*Same as Bike2 setting

WHEEL CIRCUMFERENCE

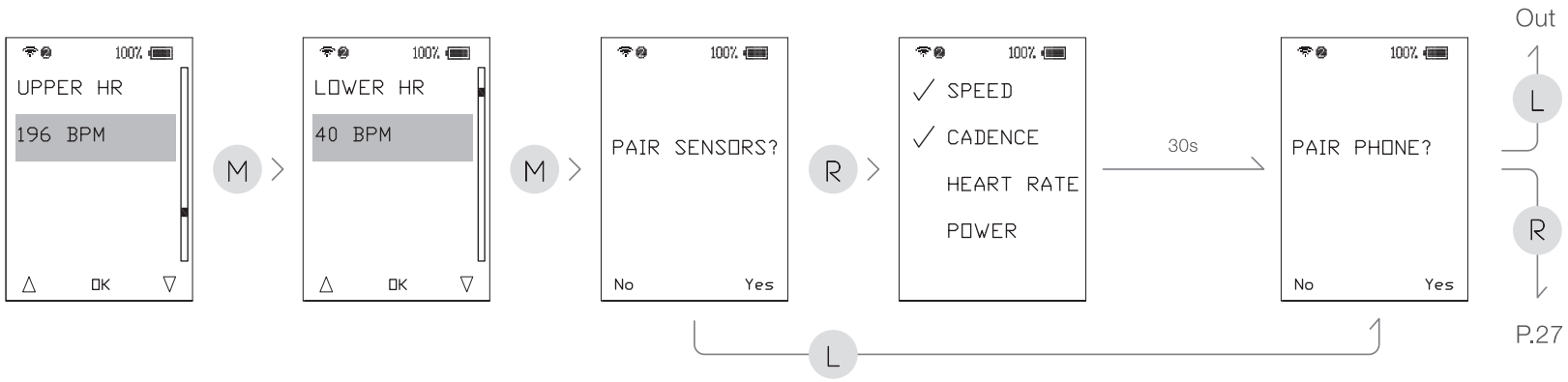


EASY CALIBRATION & CIRCUMFERENCE REFERENCE TABLE

Tire Size	a. (mm)
700x20C	2086
700x23C	2096
700x25C	2105
700x28C	2136
700x32C	2155
700x35C	2168
700x38C	2180
600x23C	1930
26x1.5	2010
26x1.90	2045
26x1.95	2050
26x2.0	2055
26x2.1	2068
26x2.2	2075
27.5x1.50	2079
27.5x1.95	2090
27.5x2.1	2148
27.5x2.25	2182
29x2.1	2288
29x2.2	2298
29x2.3	2326
Custom	0-3999

Set Heart Rate

Pair Sensors



After entering heart rate setup, press the L or R key to select your upper heart rate limit. Press the M key to confirm. Press the L or R key to select your lower heart rate limit. Press the M key to confirm and move to pair sensors mode.

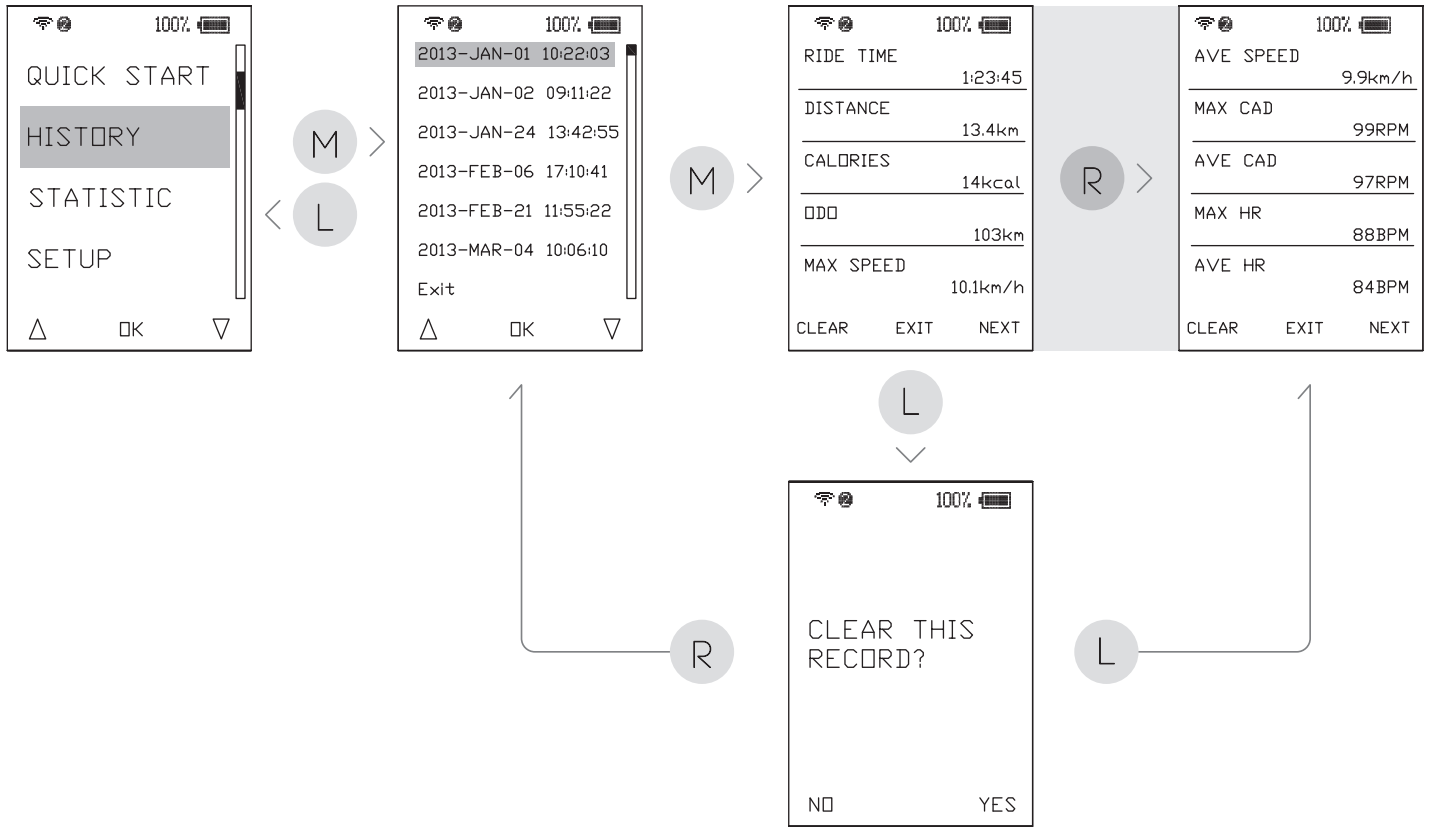
*The computer flashes when heart rate is above your upper limit or below your lower limit.

After entering pair sensors mode, press the R key to pair ANT+ devices including speed, cadence, heart rate, and power. After 30 seconds, the computer will enter pair phone mode. OR press the L key to skip pair sensor mode and enter pair phone mode. After entering pair phone mode, press the R key to start pairing or press the L key to exit to the quick menu.

*For phone pairing, see App pairing process on P.27.

Trip logs

Set Trip Logs

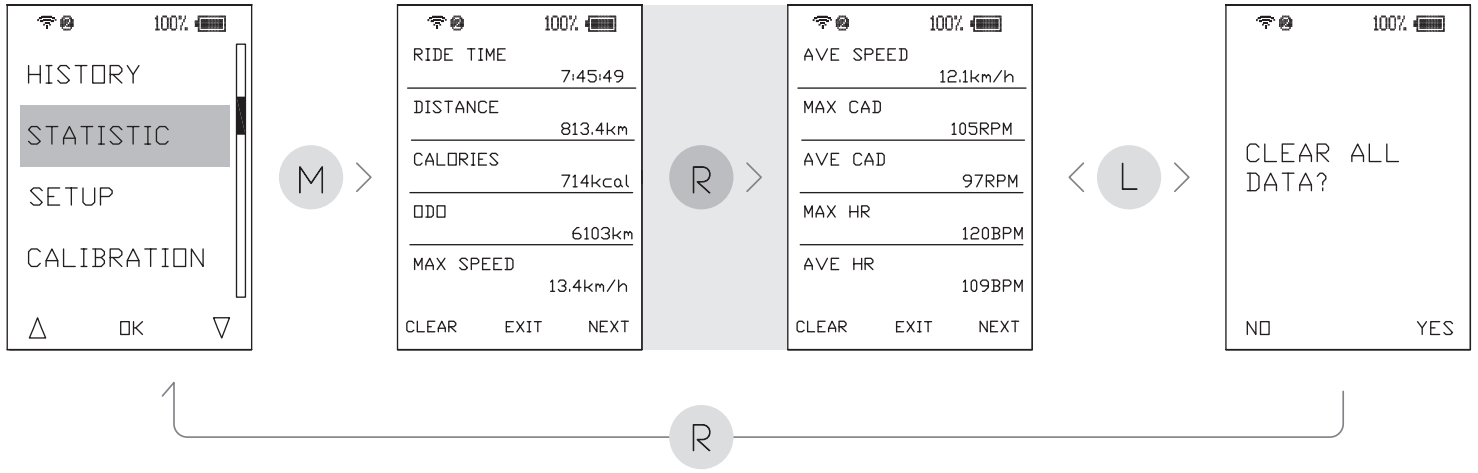


After entering the quick menu, press L or R key to select history. Press the M key to confirm. Press the L or R key to select the ride date. Press the M key to confirm and enter the trip log display page.

After entering the trip log display page, press the R key to go to the next page. Press the L key to delete the current record. Press the M key to exit to the quick menu.

Log overview

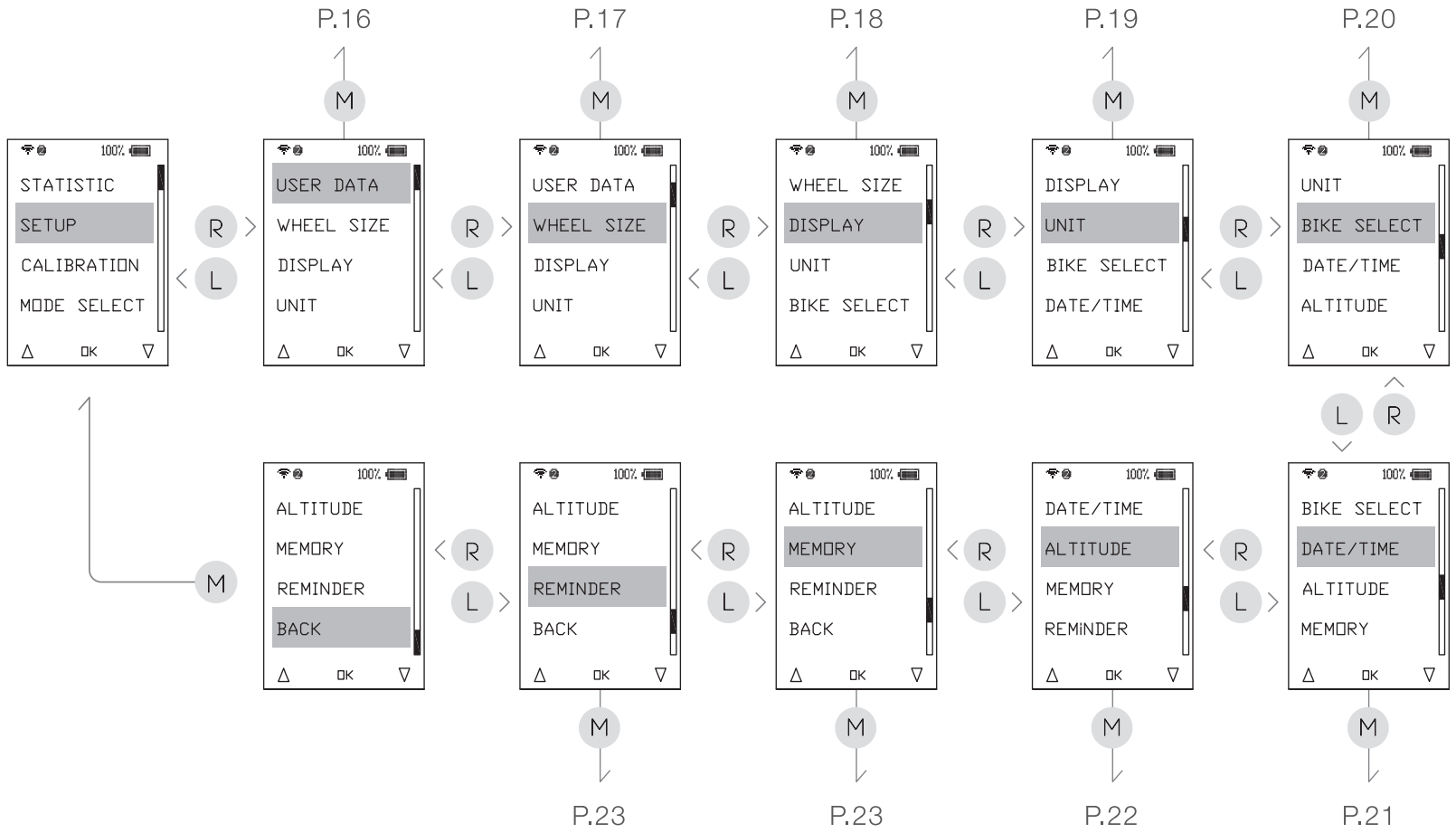
Set Log Overview



After entering the quick menu, press L or R key to select statistics. Press the M key to confirm and enter the statistics page. Data shown in the statistics page are all cumulative.

After entering the statistics page, press the R key to go to the next page. Press the L key to delete all cumulative data. Press the M key to exit to the quick menu.

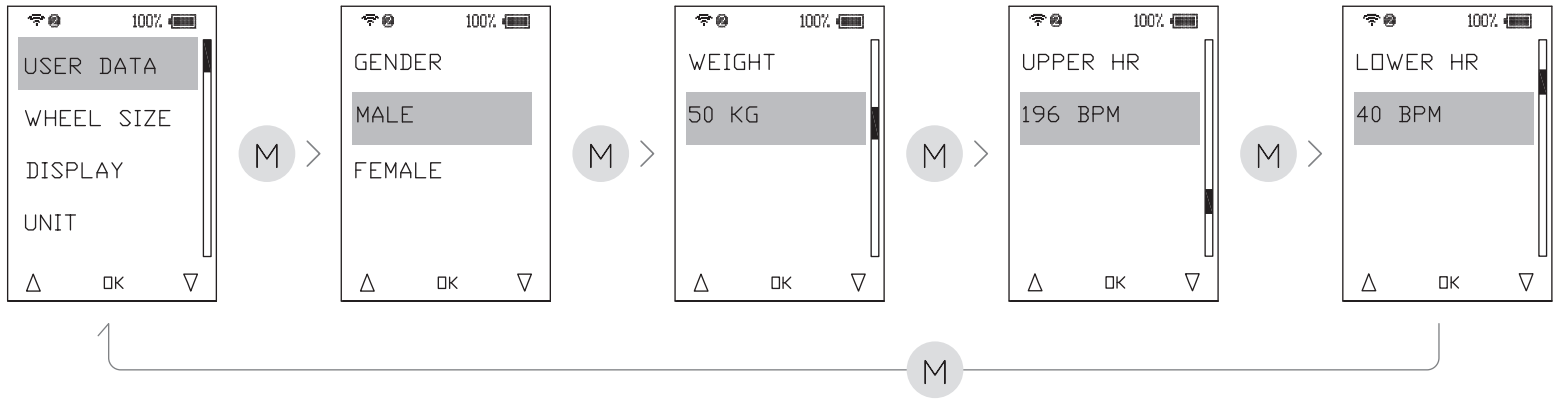
Set Options



After entering the quick menu, press the L or R key to select setup. Press the M key to confirm and move to the setup menu.

User data (P.16)→
Wheel size (P.17)→
Riding page display (P.18) →
Unit (P.19) →
Bike Selection (P.20) →
Date and time (P.21) →
Altitude (P.22)→
Memory data (P.23) →
Maintenance alert (P.23) → Exit.

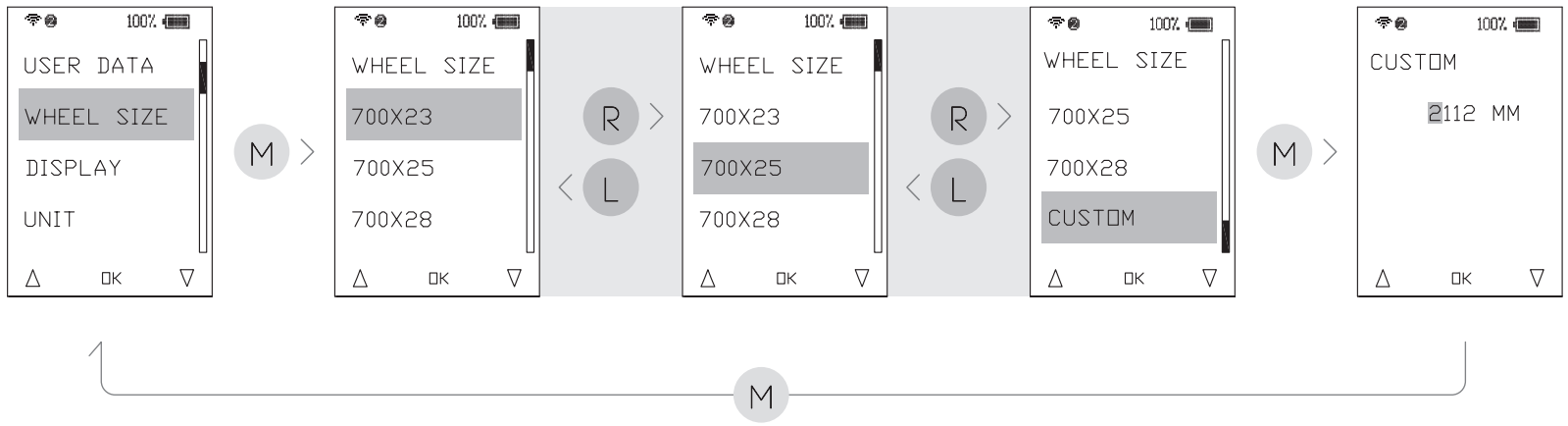
User data



After entering the setup menu, press L or R key to select user data. Press the M key to confirm and move to user data setup.

After entering user data setup, press the L or R key to select male or female. Press the M key to confirm. Proceed with weight and heart rate setup as outlined in their respective previous sections. Press the M key to exit to the setup menu.

Wheel size

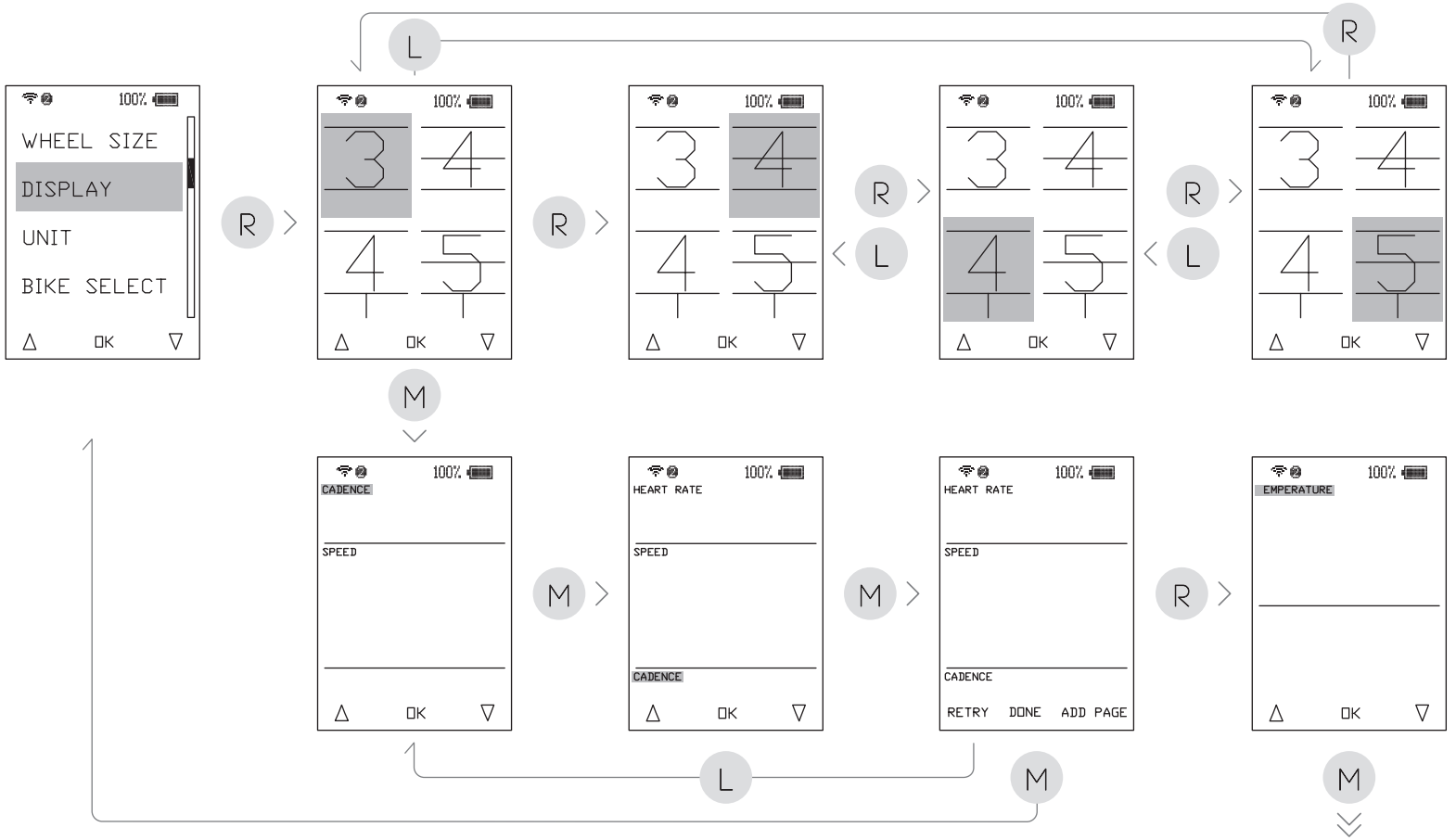


After entering the setup menu, press the L or R key to select wheel size. Press the M key to confirm and move to wheel size setup.

After entering wheel size setup, press L or R key to select from ten pre-programmed wheel sizes. If wheel size is not shown, enter a measured wheel circumference.

Press the M key to confirm and exit to the setup menu.

Set Ride Page Display

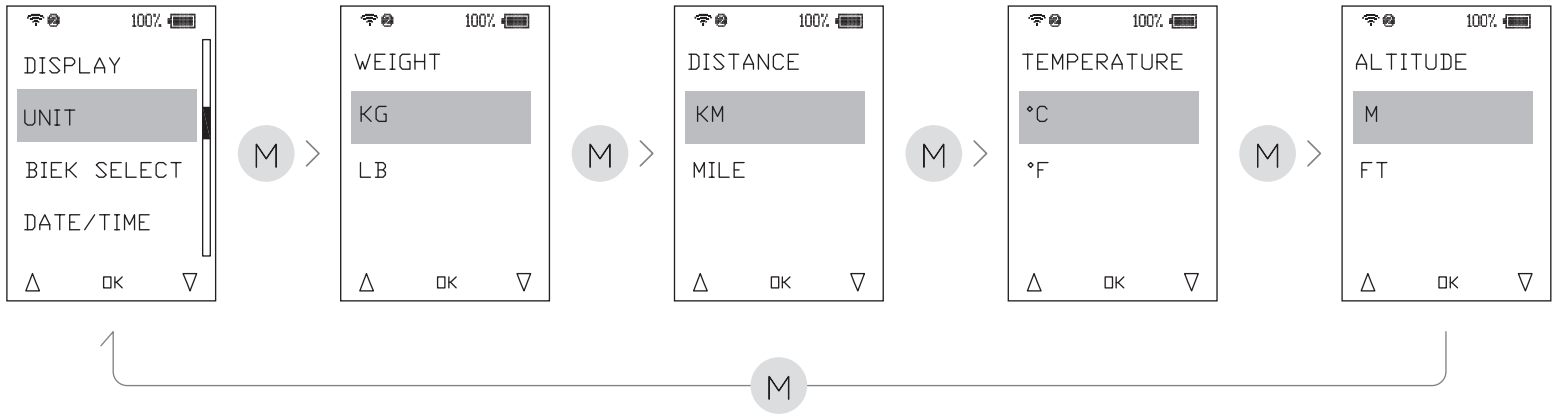


After entering the setup menu, press L or R key to select display. Press the M key to confim and move to display setup.

After entering display setup, press the L or R key to select the number of cells to display on the custom ride page. Press the M key to confirm. Proceed with function settings, press M key to confirm. press L key to reset the page. Press R key to add a new page.

*You may set up to 6 pages. The first page can be customized; all other pages are set to 4 cells.

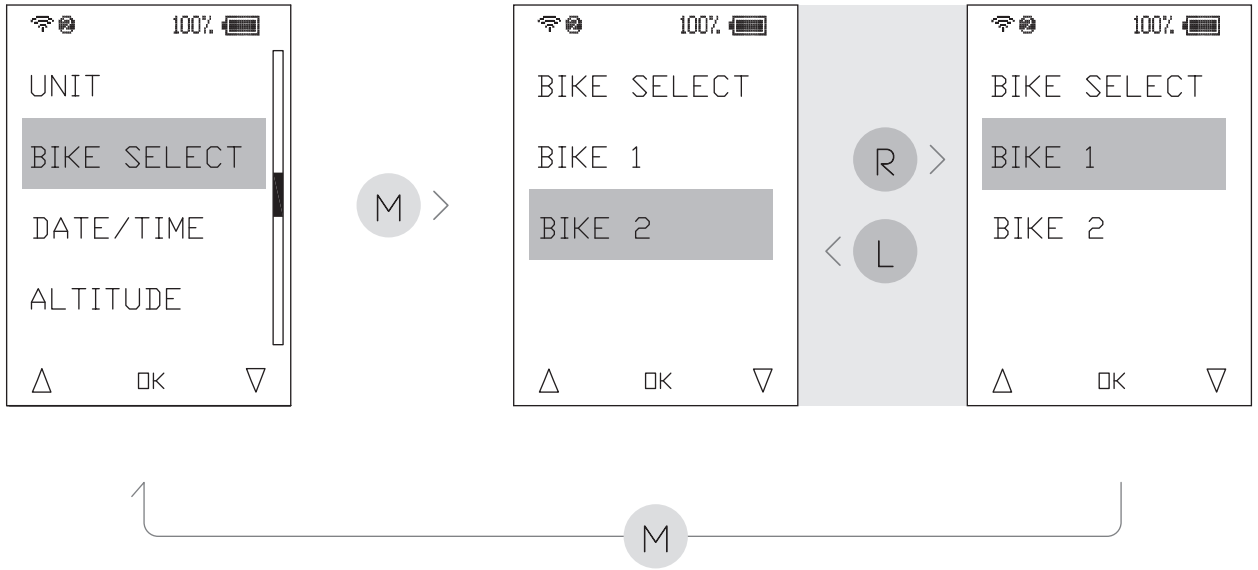
Set Units



After entering the setup menu, press the L or R key to select unit. Press the M key to confirm and move to unit setup.

After entering unit setup, press the L or R key to select kilograms or pounds. Press the M key to confirm. Proceed with setting kilometers or miles, celsius or fahrenheit, and meters or feet. Press the M key to confirm and exit to the setup menu.

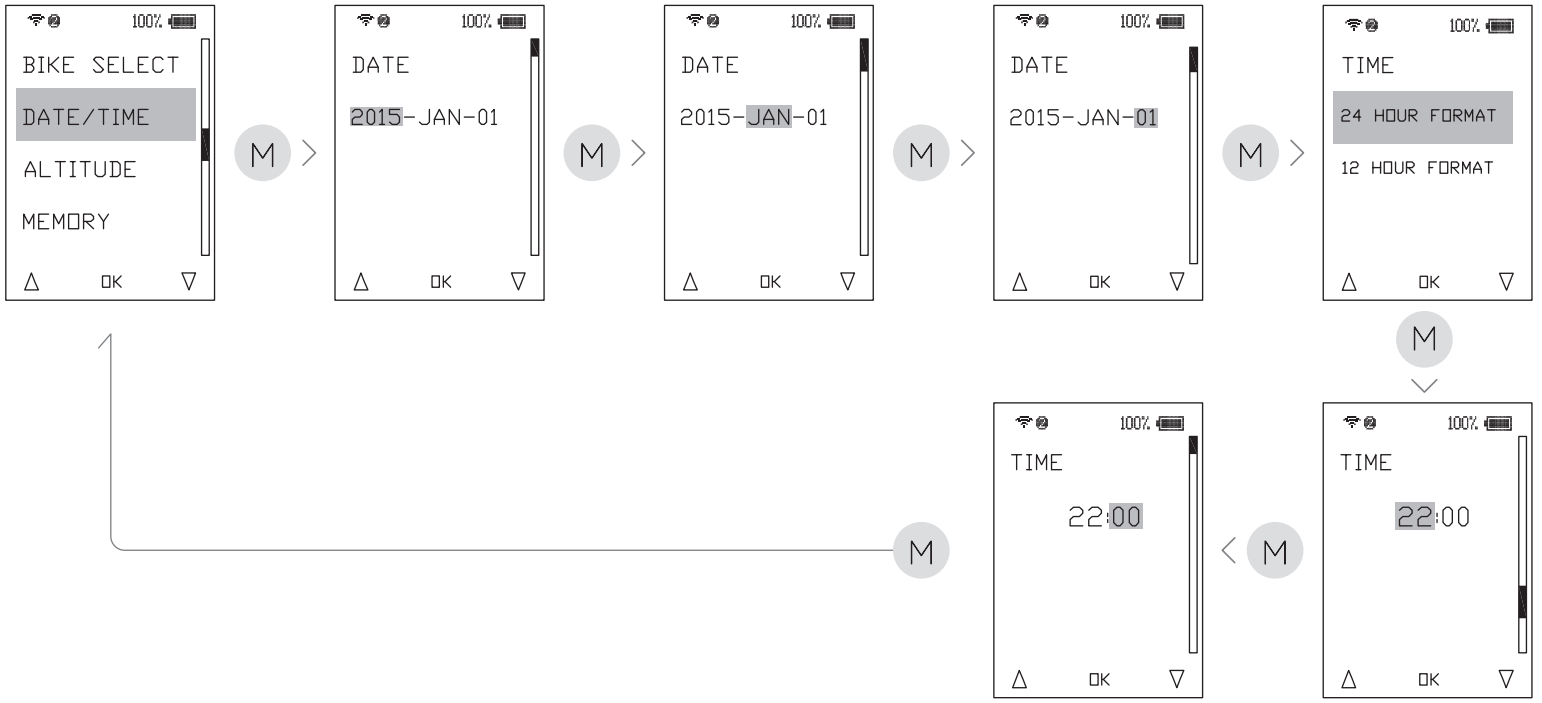
Bike Selection



After entering the setup menu, press the L or R key to select bike select. Press the M key to confirm and move to bike select.

After entering bike select, press the L or R key to select Bike 1 or Bike 2. Press the M key to confirm and exit to the setup menu.

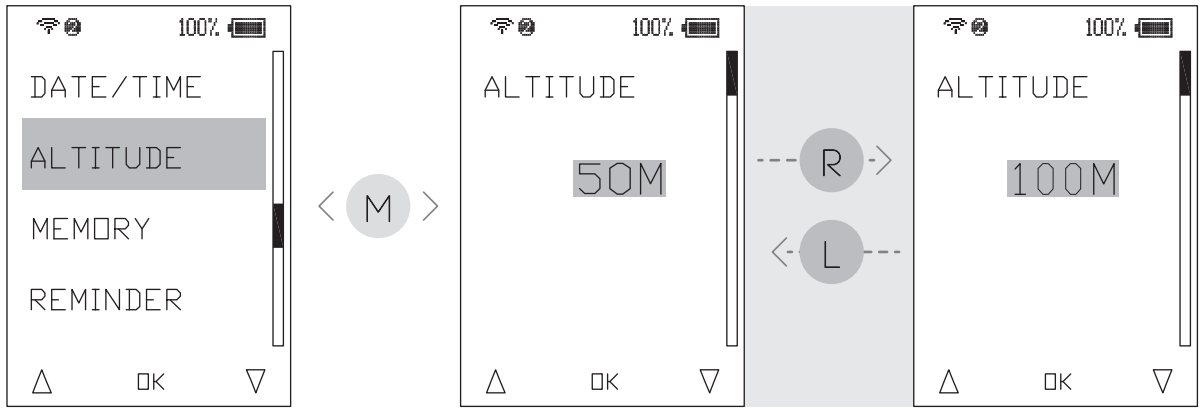
Set Date and Time



After entering the setup menu, press the L or R key to select date/time. Press the M key to confirm and move to date/time setup.

After entering date/time setup, press the L or R key to select the year. Press the M key to confirm. Press the L or R key to select the month. Press the M key to confirm. Press the L or R key to select the day. Press the M key to confirm. Proceed with settings of time format and time as outlined in their respective sections above. Press the M key to confirm and exit to the setup menu.

Altitude

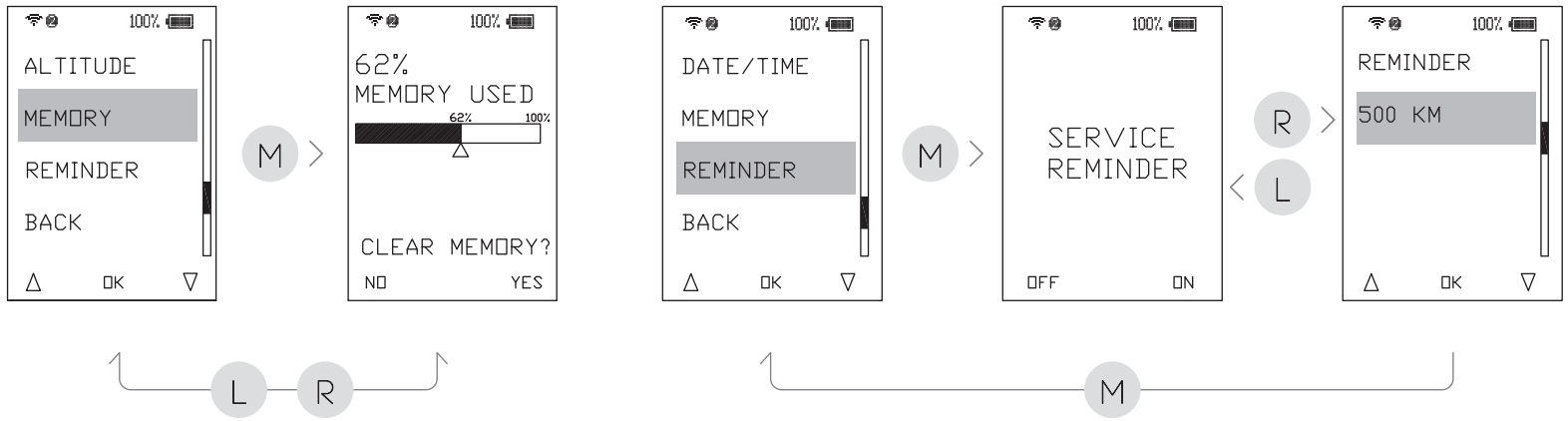


After entering the setup menu, press the L or R key to select altitude. Press the M key to confirm and move to altitude setup.

After entering altitude setup, press the L or R key to select altitude. Press the M key to confirm and exit to the setup menu.

Memory

Service Reminder



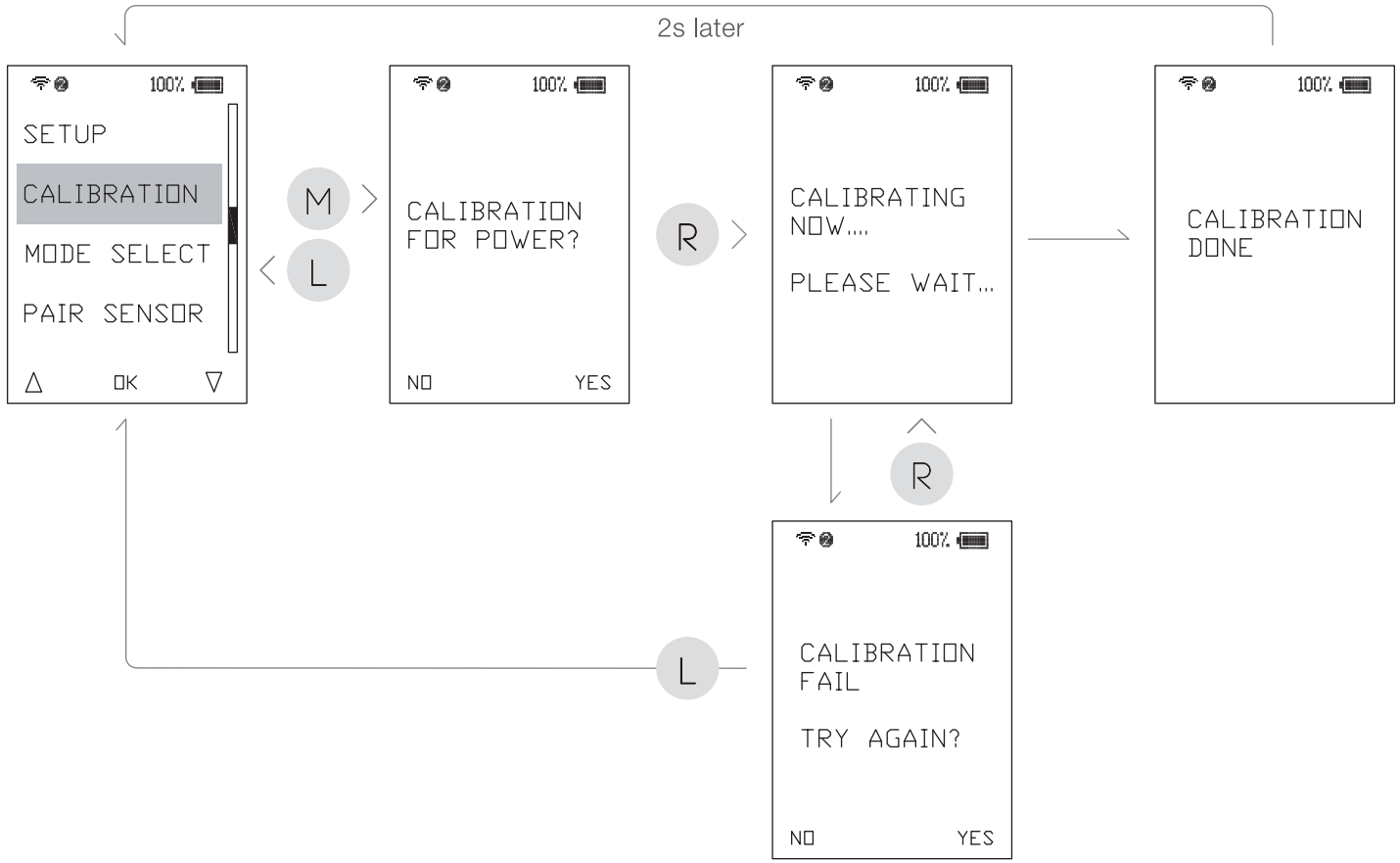
After entering the setup menu, press the L or R key to select memory. Press the M key to confirm and move to memory setup.

After entering memory setup, press the R key to erase data in memory. Press the L key to exit to the setup menu.

After entering the setup menu, press the L or R key to select reminder. Press the M key to confirm and move to service reminder setup.

After entering service reminder setup, press the R key to enable the reminder. Press the L key to disable the reminder. After enabling the reminder, press the L or R key to set the distance for the reminder from 300 to 700 km (180 To 430 miles). Press the M key to confirm and exit to the setup menu.

Calibration



After entering the setup menu, press the L or R key to select calibration. Press the M key to confirm and move to calibration.

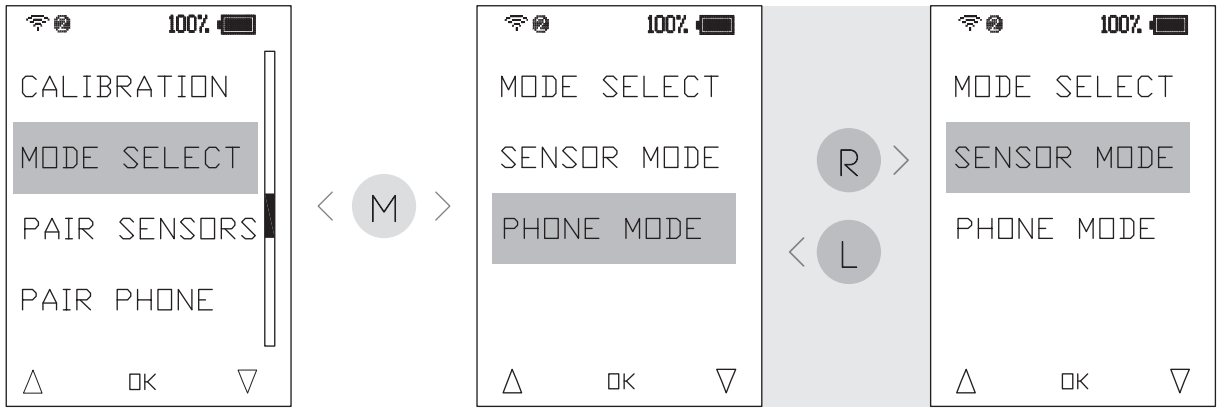
After entering calibration, press the R key to start power calibration or press the L key to exit to the setup menu.

The computer will automatically exit to the setup menu 2 seconds after calibration is complete. If calibration fails, the computer will prompt you to try again.

Press the R key to calibrate again or press the L key to exit to the setup menu.

Select connection mode

Select Mode

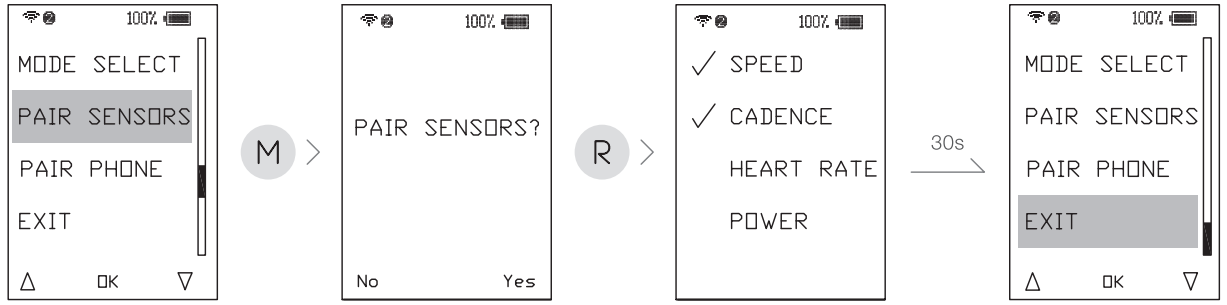


After entering the setup menu, press the L or R key to select mode select. Press the M key to confirm and move to mode select.

After entering mode select, press the L or R key to switch between sensor and phone modes. Press the M key to confirm and exit to the setup menu.

ANT+ sensor paring and Bluetooth phone pairing

Sensor pairing



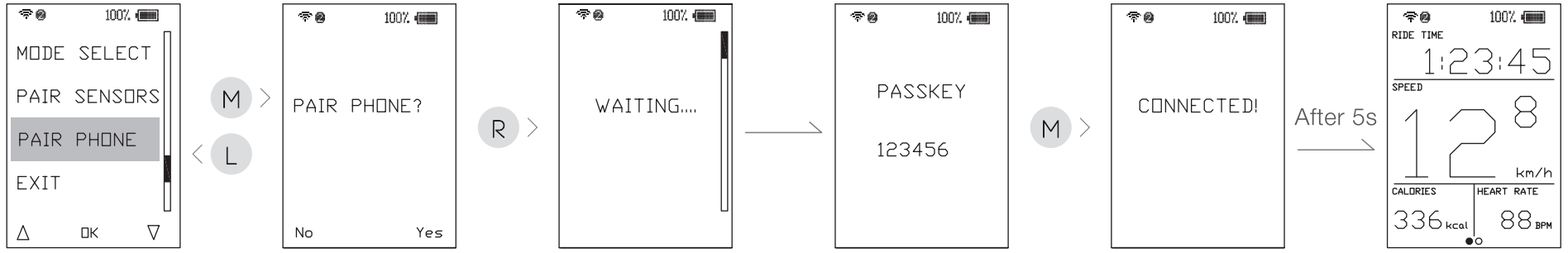
After entering the setup menu, press the L or R key to select pair sensors. Press the M key to confirm and move to pair sensors mode.

After entering pair sensors mode, press the R key to pair ANT+ devices including speed, cadence, heart rate, and power. After 30 seconds, the computer will enter pair phone mode. Or press the L key to skip pair sensor mode and enter pair phone mode.

After entering pair phone mode, press the R key to start pairing or press the L key to exit to the setup menu

For Bluetooth phone pairing, see App pairing process on P.27.

Phone pairing



App connection

Please download and install Giant RideSync App to your smartphone.

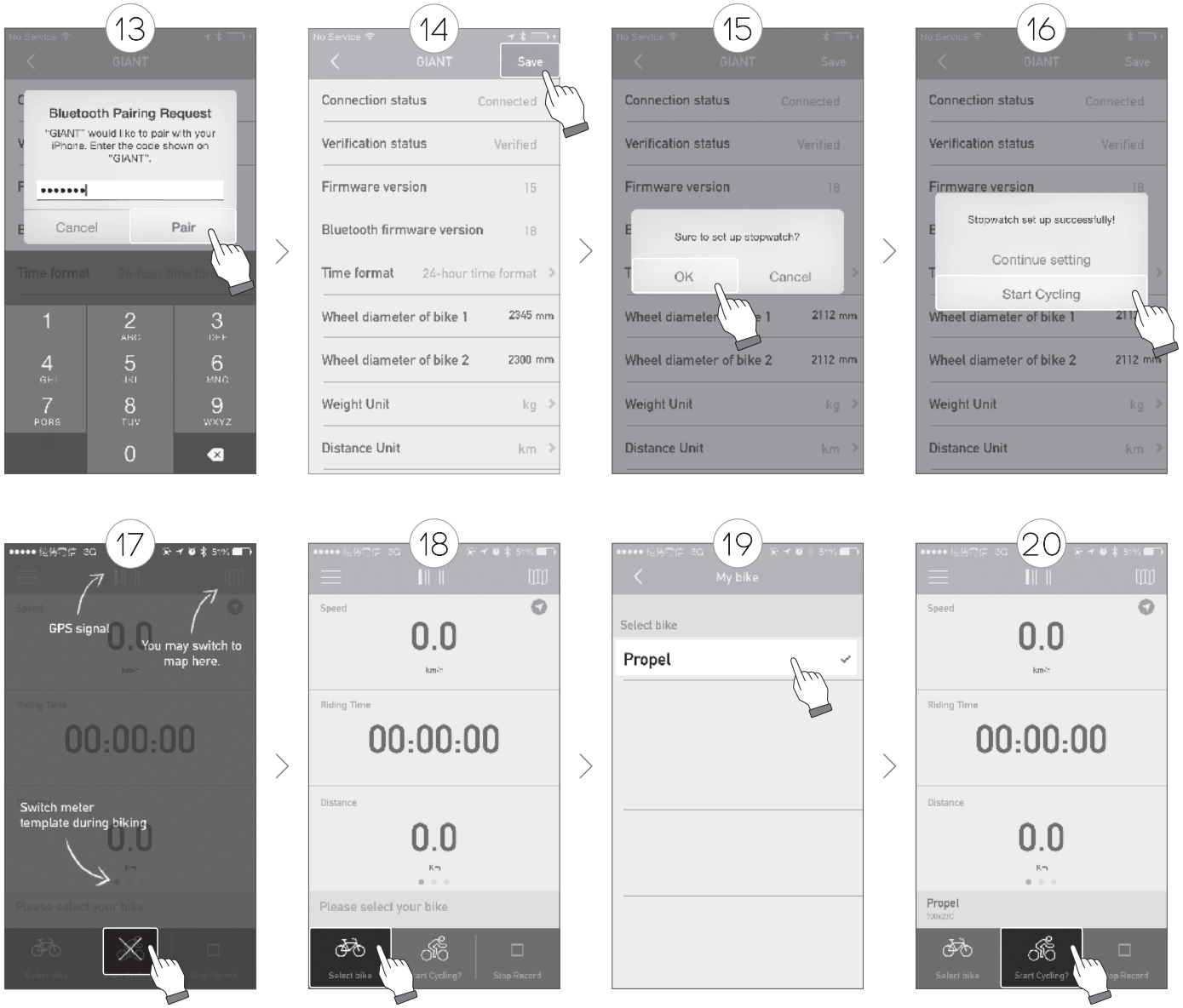
Available on the App Store — Compatible with iPhone 4s/ iOS 7 or later

GET IT ON Google play — Compatible with Android 4.3/ Bluetooth 4.0 or later

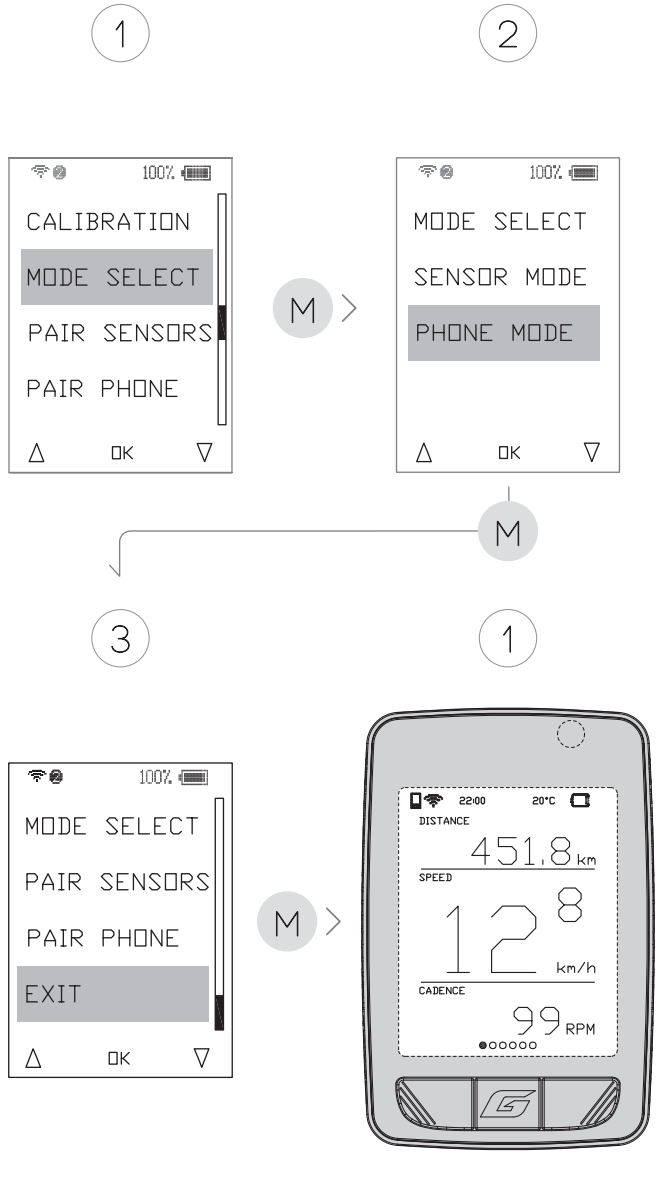
First riding

App connection

First riding

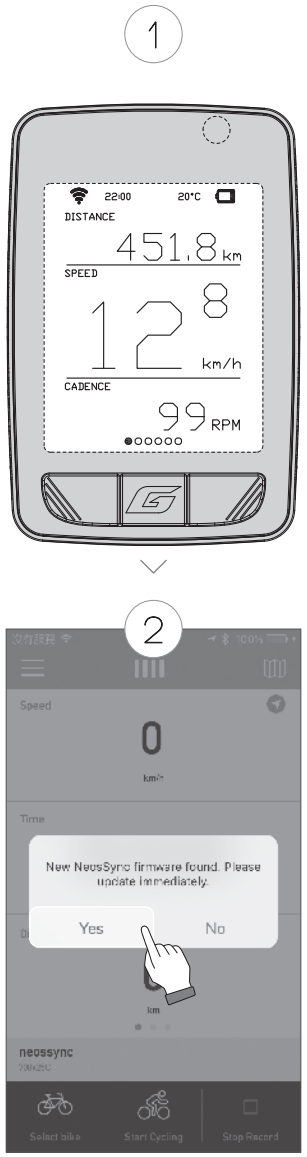


Second riding



Computer firmware update

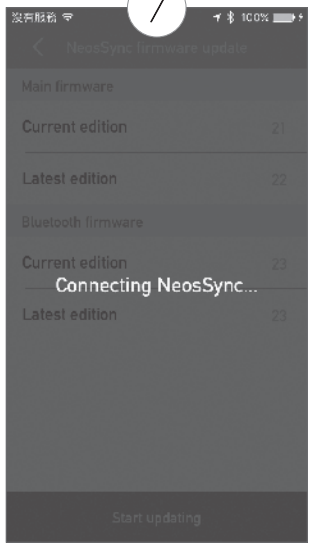
Auto update



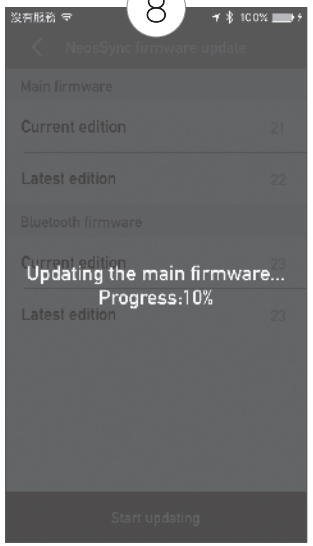
Manual update

Manual update

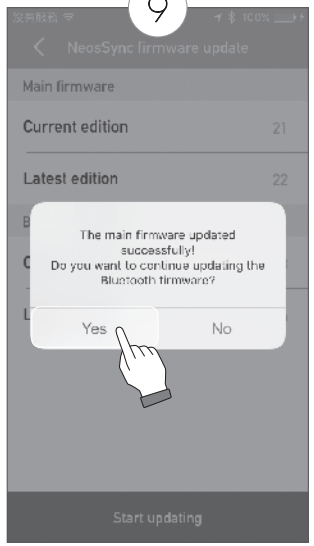
7



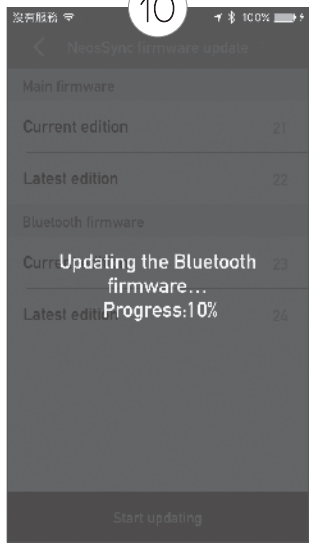
8



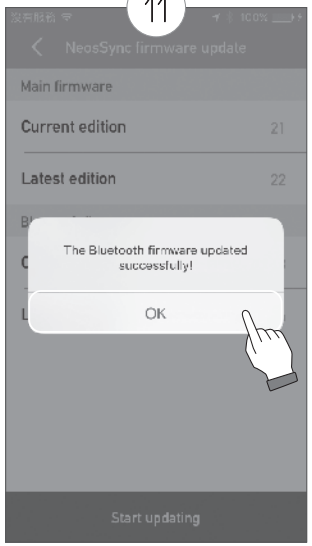
9



10

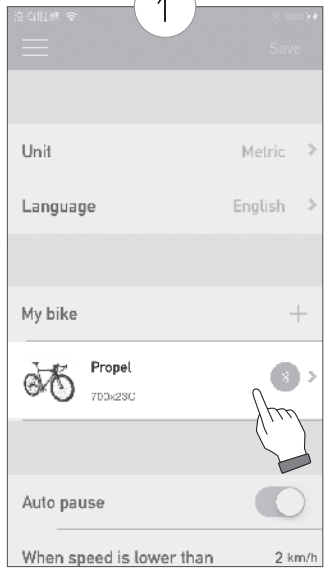


11

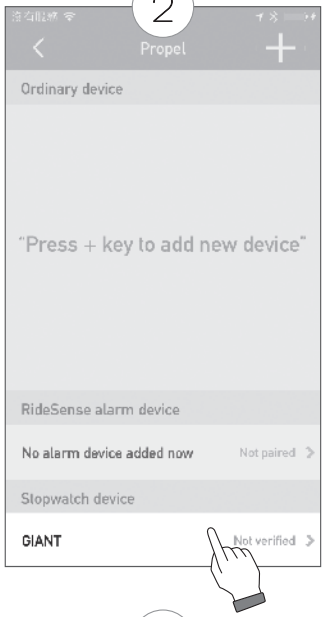


Computer display language setup

1



2



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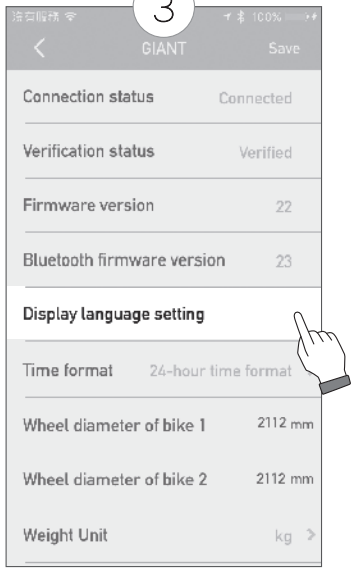

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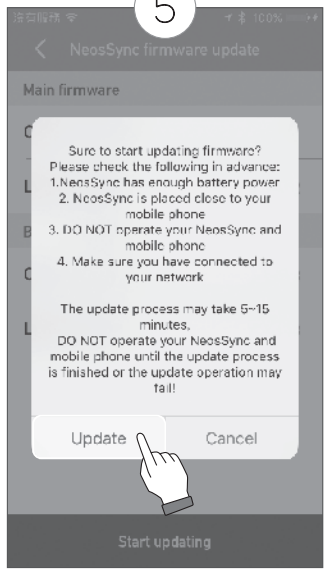
5



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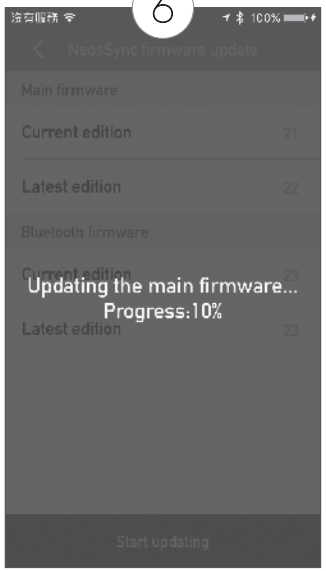
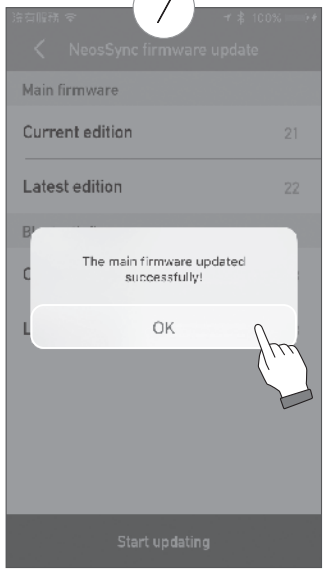
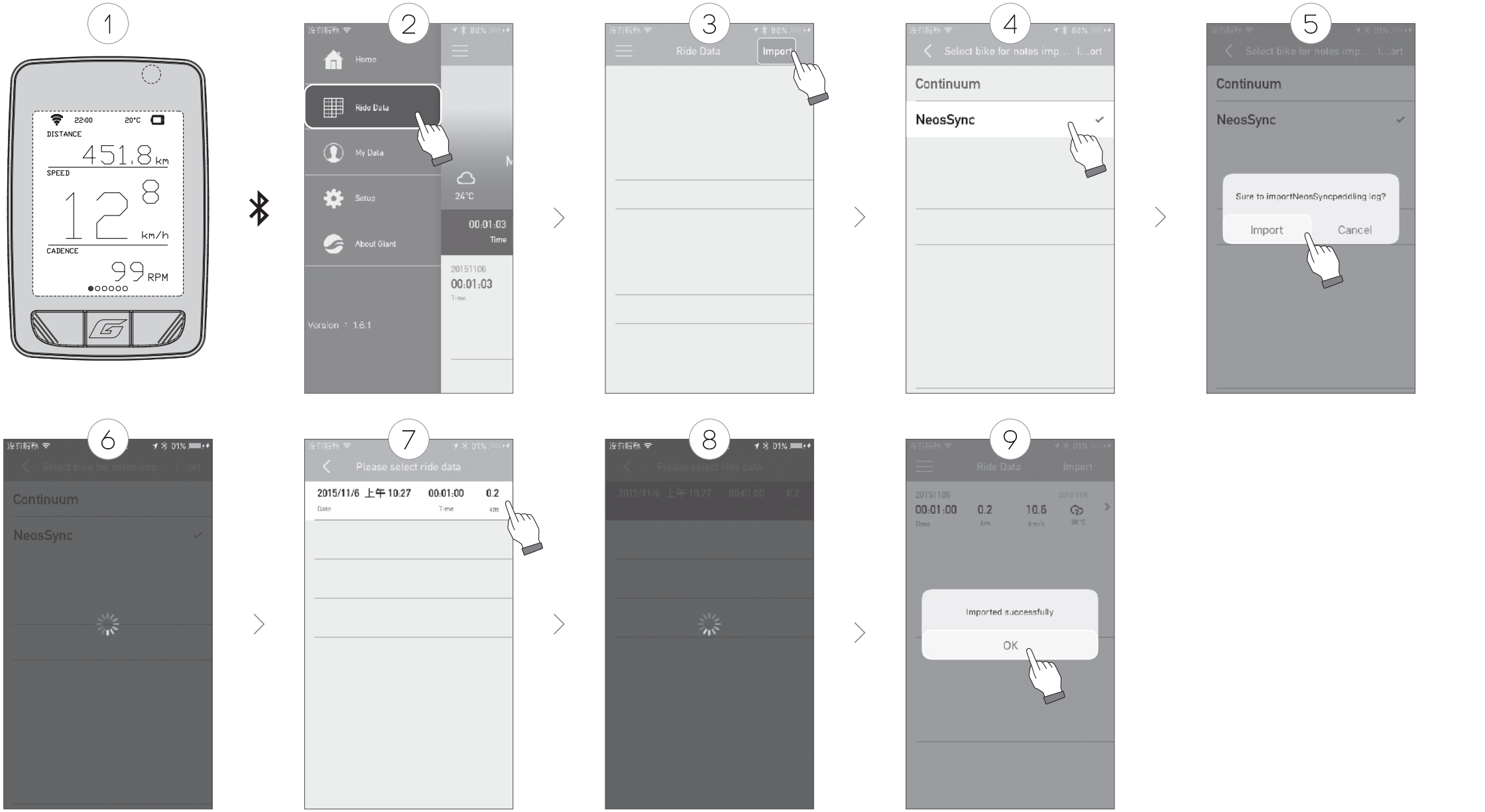


7



Import the trip logs to app



Problem	Possible cause	Solution
No image on screen	Battery is not installed	Install battery
	Battery is dead	Replace battery
	Battery is installed backwards	Install battery correctly with positive pole facing outward
Speed is not displayed	1.Sensor battery is dead (sensor mode) 2.Gap between the sensor and magnet is too large 3.Bluetooth connection lost (phone mode) 4.GPS satellite connection lost	1.Replace sensor battery 2.Adjust the sensor or magnet to reduce the gapto less than 5 mm 3.Pair the computer to Bluetooth phone again
Heart rate is not displayed	1.Heart rate strap battery is dead 2.Bluetooth connection lost	1.Replace battery 2.Pair the heart rate strap to computer or Bluetooth phone again

Problem	Possible cause	Solution
Cadence is not displayed	1.Gap between the cadence sensor and magnet is too large 2.Bluetooth connection lost	1.Adjust the sensor or magnet to reduce the gap to less than 5 mm 2.Pair the computer to Bluetooth phone again
Abnormal numbers are displayed	Gap between the sensor and magnet is too large	Adjust the sensor or magnet to reduce the gap to less than 5 mm
	Sensor battery voltage is low	Replace sensor battery
	Electromagnetic interference nearby; e.g. computer, transmitting station, radar station, tunnel and viaduct, etc.	Move away from the area with interference

Specifications

Current speed	0 ~ 99.9km/mi	Time (12/24)	12:00:00 / 0:00:00
Average speed	0 ~ 99.9km/mi	Calories burnt	0~9999Kcal
Maximum speed	0 ~ 99.9km/mi	Total calories burnt	0~99999Kcal
Distance	0 ~ 999.9km/mi	Heart rate	30~240bpm
Odometer	0 ~ 99999km/mi	Calories	9999kcal
Riding time	0:00:00 ~ 99:59:59	Cadence	30~240rpm
Total trip distance	0:00:00 ~ 99:59:59	Power	1 ~ 9999W

Weight	20~199Kg 44~331Lb	Low battery alert	3.4V
Backlight	Auto detection	Battery life 1h/day	1 week
Units	Km / mi, Kg / Lb	Operating temperature	-10 ~ + 50 ℃ -14 ~ 122 ℉
Auto hibernation	25 minutes	Storage temperature	-20 ~ + 60 ℃ -4 ~ 140 ℉
Auto power-on	Auto power-on upon receipt of signal (must be installed on the base)	Signals	ANT+ & BLE
Maintenance alert	300-700 km, 180-430 mi	Display system	128X160 dot matrix
Battery type	Internal Lithium battery	Language	Traditional Chinese/ Simplified Chinese/ English/Japanese