The **One**

# Instruction guide

May 2024

# Contents

# Introduction

**Welcome to your new adventure**

Congratulations on your acquisition of The One and a hearty welcome to our community! We're thrilled to have you on board and are eager to assist you as you explore the capabilities of your device.

This user manual is designed to guide you through the setup, usage, and maintenance of your purchase, ensuring you get the most out of it. Each section is crafted with clear instructions and helpful tips to enhance your experience.

Should you have any questions or need further assistance, our dedicated support team is just a call or click away. We're committed to providing you with an exceptional experience.

Thank you for choosing us. Let's get started!

# Getting started

## Contents
*The One box:*
- The One;
- Charger;
- Quick start guide.
-
*The mount box:*
- Mount of choice;
  Depending on mount:
- M2,5 allen key;
- Assembly paste;
- Screws.

## Unboxing
- Open the box containing the Absolute Cycling One cycling computer;
- Remove the screen protector.

## Device overview
*Buttons:*
- Middle: select
- Left/right: navigate

*Screen:*
Do not press (hard) on display since this will break: pressure points, yellow-ish marks.

## Power on
- charge the device before use;
- Long press (1 second) the middle button to power on;
- The One will start up and show you a QR code. When installing your account in the Absolute Cycling app, the installation process will ask you to scan the QR code on the One to pair your personal account and the One.

## Install Absolute Cycling app
- For Android users open the Google Play store, search for Absolute Cycling and download and install the app;
- For iOS users open the App Store, search for Absolute Cycling and download and install the app;
- Open the Absolute Cycling app on your smartphone.

## Onboarding the Absolute Cycling system
*Set-up your account in the app:*
- Sign up for a new account;
- Enter your name, email and choose a password;
- Open and read our Privacy policy and Terms of service documents;
- A verification email will be sent to your email address to verify your authenticity;
- Open the link in the verification email;
- Enter your preferred system of measurement, date of birth, and body weight.

*Heart rate settings:*
- If you know your maximum heart rate, enter it in this step. Our app will calculate customized zones: 0, 1, 2, 3, 4, 5;
- You can also choose to manually adjust your zone instances.

*Power settings:*
- If you know your FTP, enter it in this step. Our app will calculate customized zones: 0,1,2,3,4,5,6,7;
- You can also choose to manually adjust your zone instances.

*Pairing app to HU:*
- Allow the app to use your smartphone's camera;
- Point your camera to the QR code showing on the One;
- Accept the Bluetooth connection.

*Connect with a WiFi network:*
- The app will show WiFi networks found by the One;
- Select your preferred WiFi network and enter the password;
    *Note: this does not have to be the same network your smartphone is using.*

- When a WiFi connection is established the One can start syncing your configurations, downloading maps and searching for software updates. For the most seamless user experience it is recommended to install the WiFi network of your home and other areas where you are likely to start and finish your rides.

*Download any maps:*
- Search for and select the country or region you want to start your first ride. The installation process will start immediately;
- You can always install more maps on the One later with the app's profile settings.

*Connect with sensors:*
- If you have a heart rate, power or caden-ce sensor you can connect them now with the One by using the app;
- Activate your sensors near the One and they will become visible in the app;
- Choose for a BLE or ANT+ type connection.
    *Note: it is recommended to stick with one type of connection if you are using more than one sensors to The One.*

*Tutorial:*
Follow and learn from the instructions in the app's tutorial. You can also skip this step if you are familiar with the Absolute Cycling system.

**Installing on the bike**
- Make sure to put The One on your handlebar using one of our mounts;
    *Note: The One will not work while in your backpack or any other location than on your handlebar.*
- Always mount on an angle less than 80 degrees.

**Use The One**
- Turn on the One by long pressing (1 second) the middle button;
- Select 'start a ride' or a route planned from the app by toggling up and down with the left or right button and selecting with the middle button.

*Riding with The One:*
- Switch screens by pressing the left or right button;
- The One will go into auto pause when you are standing still or moving slower than 2km/ph. You can also enter a manual pause by long pressing (1 second) the middle button;
- In the map screen you can zoom in and out by pressing the middle button. There are two zoom levels available. When riding a route a third zoom level is available showing the complete route;
- In the height profile screen you can zoom in and out by pressing the middle button. There are two zoom levels available. When riding a route a third zoom level is available showing the complete route's height profile;
- If you are using the navigation option, turn by turn information is shown in every screen by a drop down layer on top of the screen. Any turn will be indicated 300 meters before the turn. The One will also indicate any upcoming turn by playing one beep signal. If you ignore the turn by turn indications the One will calculate a new route automatically;
- Lapping: When you are in a metrics only screen the middle button will have a lap function. By pressing it a new lap will be started within the current triplog. You can monitor the amount of laps made and the time of your current lap when you select these metrics from the screen page in the app.

*Post ride:*
- Triplog and user configurations are synchronized automatically by a Bluetooth connection with your phone or a WiFi connection. The WiFi connection being the fastest and preferred option;
- Ride stats can be found under 'Finished rides' in the app;
- Map and software updates are downloaded automatically when the One has a WiFi connection. You can choose to install an update from the start screen of the One by selecting 'install update' next to 'start a ride';

- You can perform a factory reset by long pressing the right button from the start screen. This will remove all personal configurations, stored triplogs and the user profile connection. After the factory reset a qr code is shown again. You can link the One again by logging out of your app profile and logging back in;
- You can turn off the One by long pressing (1 second) the middle button and selecting turn off. The One will also shut down automatically when it is not used for 10 minutes and it is in the start screen mode.

# Customization

**Customizing display and data fields**
Customize the amount of screens and the views and metric in your screens via the Absolute Cycling app:
- Go to Screens;
- As standard there is a Metric screen, Height screen and Map screen configured;
- You can create as many screens as you like (via the big red plus) and easily toggle them on or off. For example create different screens for a MTB ride or for a Road ride, and give them names.

# Synching with the cloud

**Get connected and stay updated**
To ensure you always have access to the latest features and your data is securely backed up, syncing your device with the cloud is essential. Follow these steps to connect seamlessly:
- Connect to Wi-Fi: Ensure your device is connected to a stable Wi-Fi network;
- It will automatically sync: The One will sync data without any manual intervention. And also get new software updates via Wi-Fi.

# Analyzing ride data

**Insights at your fingertips**
Understanding your ride data can greatly enhance your experience and performance. Here's how you can analyze your data effectively:

- Access Your Data: open the Absolute Cycling app and view the details of your Finished Rides;
- There is much more data stored from your ride then what you can see in Finished Rides. To view more, have your account synced with Strava. Or manually download the FIT-file of your ride. And upload it to your favorite analyzing tool (like TrainingPeaks).

# Troubleshooting

Having issues with your Absolute Cycling product? Here are some common problems and how to solve them. If your issue isn't listed here or if these solutions don't work, please contact our customer support for further assistance.

**The One doesn't show any speed while moving and location on the map**

- Connect to WiFi: ensure your One is connected to WiFi to download Assisted GNSS (AGNSS) data for enhanced positioning accuracy.
- Open area: positioning works best in open areas without obstructions. Try moving to a more open location.
- Reboot: if the above steps don't work, reboot your One and try again.

**No map download possible**

- Reconnect to WiFi: check your WiFi settings. If the password was entered incorrectly, reconnect with the correct password.

**No WiFi signal to be found**

- Bluetooth (BLE) phone on: ensure your smartphone's Bluetooth is turned on;
- The One on: make sure your One is powered on;
- WiFi available: make sure your One is near a WiFi point.

## App logged out, but The One shows no QR

- Factory reset The One: perform a factory reset on your One and then reconnect by scanning the QR code displayed on The One.

## The One shows QR, but app is still logged in

- Logout and reconnect: logout from the app and then reconnect by scanning the QR code displayed on The One.

## Can't find sensor

- Wake up sensor: ensure the external sensor (e.g., heart rate, cadence) is active or "woken up";
- The One turned on: confirm that The One is powered on;
- BLE phone on: make sure your smartphone's Bluetooth is enabled.

## Ride not uploaded

- WiFi connection: check if The One is connected to WiFi to facilitate the upload.

## Ride not uploaded to Strava

- Connect to Strava: ensure your One account is connected to Strava;
- Workaround: if direct upload fails, download the fit file from the app and manually import it into Strava.

## GPX file cannot be uploaded

- Connect with WiFi: verify your WiFi connection to upload GPX files;
- Delete and retry: if a planned ride fails to upload, delete the ride from your One and try uploading again.

For any further assistance, please visit our support page or contact customer service directly through the app or our website. Our team is here to help you get back to enjoying your ride with Absolute Cycling.

# Maintenance and care

## Cleaning and storage
- Intermittently check that the bolts on the mount are tightened and not loosening while riding. Suggested torque for bolts is 2Nm.;
- After very muddy or rainy rides, clean the device under cool running water. Do not use strong detergents or solvents. Ensure that the buttons are free of debris;
- Do not store the device where prolonged exposure to extreme temperatures can occur, because it can cause permanent damage. Store at room temperature;
- To prevent damage: never use a hard or sharp object at the device;
- Avoid chemical cleaners, solvents, and insect repellents that can damage plastic components and finishes.

## Battery care and management
A lithium-ion polymer battery is used in this device. If these guidelines are not followed, batteries may experience a shortened life span or may present a risk of damage to the device, fire, chemical burn, electrolyte leak, and/or injury.
- Do not disassemble, modify, remanufacture, puncture, or damage the device or batteries;
- Do not remove or attempt to remove the non-user-replaceable battery;

- Do not expose the device or batteries to fire, explosion, or other hazard;
- Do not leave the device exposed to a heat source or in a high-temperature location;
- If an event causes the device to ignite only use a Class - D fire extinguisher;
- Do not operate the device outside of the temperature ranges -10°C to 50°C;
- When storing the device for an extended time period, store within the temperature ranges of 5°C to 25°C;
- Do not use a power adapter that exceeds an output of 3A;
- Do not use a power and/or data cable that is not approved or supplied by Absolute Cycling;
- Contact your local waste disposal department to dispose of the device/ batteries in accordance with applicable local laws and regulations.

# Contact information

**Support contact details**
Need help setting up your The One? Find our FAQ and Support page on absolutecycling. com or send us an email: support@absolutecycling.com

**Online resources**
Find the user manual at absolutecycling.com/usermanual

We really value your opinion on the usage of The One. Have a look at our Roadmap for future feature planning and releases. And the great thing about it is: you have a voice in it. You can add your requests and upvote ideas to make things a development priority for us. Be part of the community!