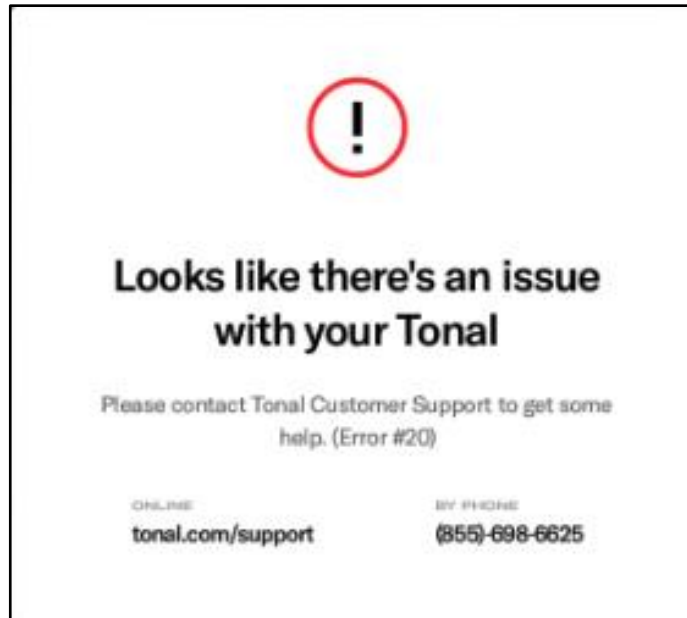


Content (Data) Category	Internal KB Technical Troubleshooting
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Last Updated	11-July-2022				
Title (H1)	Motor Control Board (MCB) Error Codes				
Alert (optional)	<i>Used to call out any alerts or whether the workflow is for use by one specific team</i>				
Background (H2)	<p>Background</p> <p>As part of the 22.12 software release on April 5, 2022, we introduced Motor Control Board (MCB) Error Codes. These codes appear in pop-up modals when the MCB on Tonal encounters an error and will have information to guide Members through what to do.</p> <p>What is the MCB? The MCB can be thought of as a place where hardware and software come together. This helps us control things like the Member's suggested weights, arm adjustment guidance, or rep counting.</p>				
Roles & Responsibilities (H2)	<p>Roles and Responsibilities</p> <table border="1"> <tr> <th>Role/Team</th><th>Responsibility</th></tr> <tr> <td>All Teams</td><td>Refer to the Error Code table for the correct action to be taken.</td></tr> </table>	Role/Team	Responsibility	All Teams	Refer to the Error Code table for the correct action to be taken.
Role/Team	Responsibility				
All Teams	Refer to the Error Code table for the correct action to be taken.				
Tools (H2)	<p>Tools</p> <ul style="list-style-type: none"> • SFDC • Jira 				
Previous Workflow (H2) (optional)					
Table of Contents (H2)	<p>Table of Contents</p> <ul style="list-style-type: none"> • Actions for Types of MCB Error Codes • Additional Resources 				
Procedure / Body (H2) <i>(Add character</i>	<p>Actions for Types of MCB Error Codes</p> <p>In most cases, power cycling Tonal should resolve the issue when an MCB error code is encountered. However, the error code shown in the on-screen message is</p>				

count here)

very important. This is what an error message looks like (**note:** the error reference number may be different depending on the issue):



To help the Member resolve their issue, it's important to **take the correct action** based on the error code shown. Use the table below to determine the correct action for the error code being displayed:

Error Code	Action
0, 1, 2, 3, 5, 8*, 9*, 10*, 11*, 12, 13, 14, 15, 16, 18, 22, 23, 25, 26, 27 Note: If Tonal is giving error code 8, 9, 10, or 11 , and power cycling does not resolve the issue, instruct the Member to turn off and unplug the trainer from the electrical outlet until their replacement is installed.	<ul style="list-style-type: none">● Guide the Member through restarting their Tonal. If the restart is not successful, issue an RMA and escalate to the Toronto Team using the escalation route workflow, who will create a Jira ticket for the issue.● If the restart is successful, change the case type to Troubleshooting Experience and solve the case in SFDC. Note: We want to offer an RMA right away to avoid blocking Members and to ensure that our team can learn

		more about why this issue occurred.
	17, 19, 20, 24	<ul style="list-style-type: none"> Immediately issue an RMA to the Member.
	601, 646, 669	<ul style="list-style-type: none"> Escalate to the Toronto (TO) Team
Completion Line		
Next Workflow (H2) (optional)		
Additional Resources (H2)	Additional Resources	
	Review the screenshots of MCB Error States under New Features	Jira: Internal Release Notes for 22.12.1 Hotfix
	Tonal Support Center	General Troubleshooting