

Wifi Troubleshooting Workflow

Background

Whenever we receive reports of Wifi connectivity issues from our Members, we want to ensure we have all the information with us to help assist them. This also includes understanding what troubleshooting steps Members have already taken to avoid repetition with no solution.

Since there are many factors that can affect Wifi connectivity, we have specific quick texts and macros that can help us ask the right questions to the Members. These questions help us determine the nature of the issue that the Member is having. Any issue blocking the Member from using their trainer should be treated with urgency.

Important Things to Know about Tonal and Wifi:

- Tonal needs a consistent and strong Wifi connection to access and stream workouts and programs. If the trainer has a weak or inconsistent signal strength, workouts may not load. We don't recommend attempting to use Tonal without a stable Wifi connection. Also, remember the trainer can't be used offline. Learn more about [Tonal Wifi requirements](#).
- Tonal requires more bandwidth than a usual device. We suggest turning off any wireless/Bluetooth devices and peripherals during troubleshooting to confirm they are not the issue.
- Tonal automatically connects/reconnects to the Wifi network once powered on as long as it has previously been connected (and there has been no change to network/password).
- Tonals using incorrect MAC addresses can prevent Members from connecting to Wifi if another device with the same MAC address is in the area. Correct MAC addresses can be found on the Member's **Device Details** page in the [Care Admin Tool](#). If the MAC address is incorrect, [perform a factory reset](#).
- If the Member has a mesh system on their network, it can give additional security blocks to Tonal and prevent it from connecting. Networks with a mesh system may recognize the trainer as a threat and block it from full internet access. This is due to Tonal being listed as "Generic Android Device". This is not the case for all mesh systems but is a possibility. This is mostly seen with "EERO" mesh systems. In this case, the Member should try to be on the main network.

Roles and Responsibilities

Role/Team	Responsibility
Montreal (MTL) Toronto (TO)	<ul style="list-style-type: none">• Updating cases• Outbounding Members• Following up
Toronto (TO)	<ul style="list-style-type: none">• Handling escalations• Opening Jira tickets• Holding virtual video sessions

Tools Needed

[SFDC](#)

[Jira](#)

[Care Admin Tool](#)

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Procedures

Montreal Team Workflow

Follow these steps based on how the Member reaches out to us:

Contact Method	Steps to Follow
Email	<ol style="list-style-type: none">1. Review the email sent by the Member. Check all the information shared by the Member so we're not asking them the same questions again. Then, send them an email using the Macro: Wifi Connectivity and Performance. Remember to edit the macro email if some information has already been provided.2. Set the follow-up for 2 - 3 days.3. Add HIP-inspired notes to the case.4. If the Member responds to the email, apply the Quick Text: Wifi Troubleshooting and copy the answers from the macro questions into the quick text.5. Perform an Outbound Call (OB) to the Member. Make sure to use the Outbound Policy and Phone Procedures. <p>If you reach voicemail:</p>

	<ul style="list-style-type: none"> Recommend the Member goes through each of the six procedures described below in “If you reach the Member” and ask them to get back to us with the results. <p>If you reach the Member:</p> <ol style="list-style-type: none"> Guide the Member through each of the following troubleshooting procedures: <ol style="list-style-type: none"> Perform a Network Status Test Be sure to get the Member to send photos or a video of the Wifi Network Status Test results so they can be attached to the case. Toggle the Wifi Off and On Forget the Network Reset the Wifi Network Connect Your Tonal to Your Phone Hotspot Power Cycle the Tonal If any of the troubleshooting steps resolve the issue: <ul style="list-style-type: none"> Add HIP-inspired notes and Solve the case. If the troubleshooting steps do not solve the issue: <ul style="list-style-type: none"> Move the case to TO Escalations for next steps.
Phone	<ol style="list-style-type: none"> Apply the Quick Text: Wifi Troubleshooting and record the answers to the questions found in the Quick Text. Guide the Member through each of the following troubleshooting procedures: <ol style="list-style-type: none"> Perform a Network Status Test Be sure to get the Member to send photos or a video of the Wifi Network Status Test results so they can be attached to the case. Toggle the Wifi Off and On Forget the Network Reset the Wifi Network

	<ol style="list-style-type: none"> e. Connect Your Tonal to Your Phone Hotspot f. Power Cycle the Tonal <ol style="list-style-type: none"> 3. If any of the troubleshooting steps resolve the issue: <ul style="list-style-type: none"> ● Add HIP-inspired notes and Solve the case. 4. If the troubleshooting steps do not solve the issue: <ul style="list-style-type: none"> ● Move the case to TO Escalations for next steps.
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The workflow for the Montreal Team is complete!

Toronto Team Workflow

Follow these steps based on how the Member reaches out to us:

Reached out via	Steps to follow
Email	<ol style="list-style-type: none"> 1. Send an email to the Member using the Macro: Wifi Connectivity and Performance. Note: Only send this macro if it has not already been sent by the MTL Team. If all the information has already been gathered, move on to step 5. 2. Set the follow-up for 2 - 3 days. 3. Add HIP-inspired notes to the case. 4. If the Member responds to the email, apply the Quick Text: Wifi Troubleshooting and copy the answers from the macro into the quick text. 5. Perform an Outbound Call (OB) to the Member. Make sure to use the Outbound Policy and Phone Procedures. <p>If you reach voicemail:</p> <ul style="list-style-type: none"> ● Recommend the Member goes through each of the six procedures described below in “If you reach the Member” and ask them to get back to us with the results. <p>If you reach the Member:</p> <ol style="list-style-type: none"> a. Guide the Member through each of the following troubleshooting procedures and record the results: <ol style="list-style-type: none"> i. Perform a Network Status Test Be sure to get the Member to send photos or a

	<p>video of the Wifi Network Status Test results so they can be attached to the case.</p> <ul style="list-style-type: none"> ii. Toggle the Wifi Off and On iii. Forget the Network iv. Reset the Wifi Network v. Connect Your Tonal to Your Phone Hotspot vi. Power Cycle the Tonal <p>b. If any of the troubleshooting steps resolve the issue:</p> <ul style="list-style-type: none"> • Add HIP-inspired notes and Solve the case. <p>c. If none of the troubleshooting steps solve the issue:</p> <ul style="list-style-type: none"> i. Apply the Quick Text: Jira Description: Wifi Issues. ii. Verify the answers to the questions. iii. Verify that the Member has sent photos or a video of the Wifi Network Status Test results, and they are attached to the case. iv. Add HIP-inspired notes to the case. v. Set the case status to Pending Hold and set the follow-up date for 2 - 3 days. vi. Create a Jira Ticket and copy and paste the information from the Quick Text: Jira Description: Wifi Issues into the Jira ticket description. Note: Be sure to attach the photos or video of the Wifi Network Status Test results to the Jira ticket. vii. Monitor the Jira ticket and the SFDC case until resolution.
Phone	<ol style="list-style-type: none"> 1. Apply the Quick Text: Wifi Troubleshooting and record the answers to the questions. 2. Guide the Member through each of the following troubleshooting procedures: <ul style="list-style-type: none"> a. Perform a Network Status Test

	<p>Be sure to get the Member to send photos or a video of the Wifi Network Status Test results so they can be attached to the case.</p> <ol style="list-style-type: none"> Toggle the Wifi Off and On Forget the Network Reset the Wifi Network Connect Your Tonal to Your Phone Hotspot Power Cycle the Tonal <ol style="list-style-type: none"> If any of the troubleshooting steps resolve the issue: <ul style="list-style-type: none"> Add HIP-inspired notes and Solve the case. If none of the troubleshooting steps solve the issue: <ol style="list-style-type: none"> Apply the Quick Text: Jira Description: Wifi Issues. Verify the Member has sent photos or a video of the Wifi Network Status Test results, and that they are attached to the case. Add HIP-inspired notes to the case. Set the case status to Pending Hold and set the follow-up date for 2 - 3 days. Create a Jira Ticket and copy and paste the information from the Quick Text: Jira Description: Wifi Issues into the Jira ticket description. Note: Be sure to attach the photos or video of the Wifi Network Status Test results to the Jira ticket. Monitor the Jira ticket and the SFDC case until resolution.
Virtual Video Session	<p>If the Member wants to troubleshoot in a virtual video session:</p> <ol style="list-style-type: none"> Set up a virtual video session. At the time of the virtual video session, apply the Quick Text: Wifi Troubleshooting and record the answers to the questions. Guide the Member through each of the following troubleshooting procedures: <ol style="list-style-type: none"> Perform a Network Status Test

	<p>Be sure to get the Member to send photos or a video of the Wifi Network Status Test results so they can be attached to the case.</p> <ul style="list-style-type: none"> b. Toggle the Wifi Off and On c. Forget the Network d. Reset the Wifi Network e. Connect Your Tonal to Your Phone Hotspot f. Power Cycle the Tonal <p>4. If any of the troubleshooting steps solve the issue:</p> <ul style="list-style-type: none"> a. Apply the Quick Text: Issue Resolved with a virtual video session. b. Add HIP-inspired notes to the case. c. Solve the case. <p>5. If none of the troubleshooting steps resolve the issue:</p> <ul style="list-style-type: none"> a. Apply the Quick Text: Jira Description: Wifi Issues. b. Verify the Member has sent photos or a video of the Wifi Network Status Test results, and that they are attached to the case. c. Add detailed HIP notes to the case. d. Set the case status to Pending Hold and set the follow-up date for 2 - 3 days. e. Create a Jira Ticket and copy and paste the information from the Quick Text: Jira Description: Wifi Issues into the Jira ticket description. Note: Be sure the Member has sent photos or a video of the Wifi Network Status Test results and attach those to the Jira ticket. <p>6. Monitor the Jira ticket and the SFDC case until resolution.</p>
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The workflow for the Toronto Team is complete!

Troubleshooting Steps

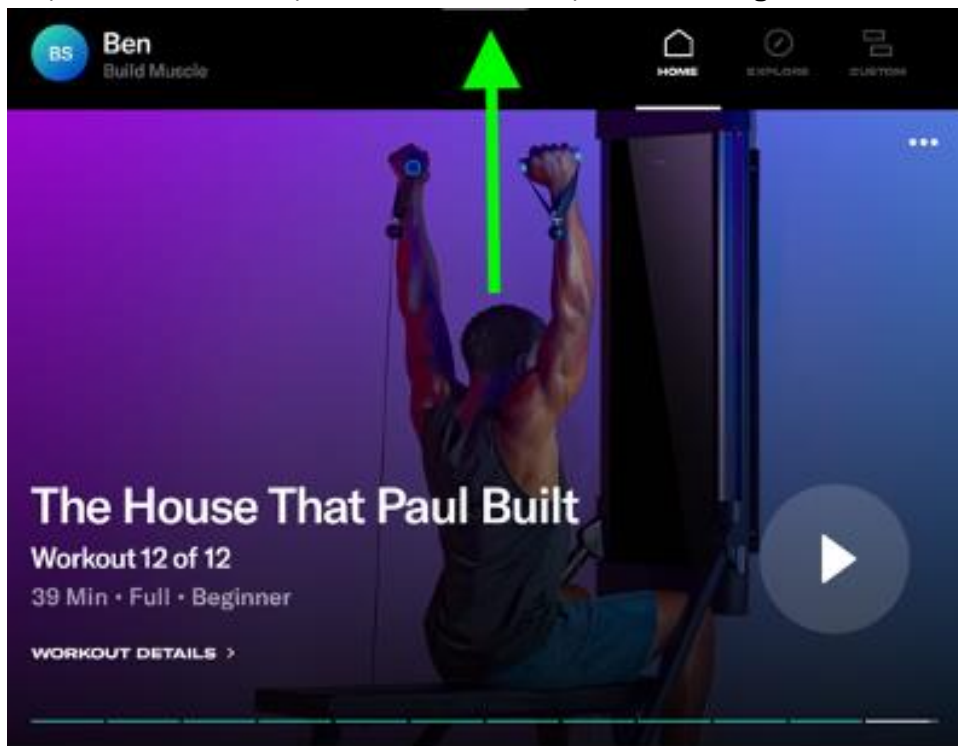
Perform a Wifi Network Status Test

If the Member is having issues connecting the trainer to Wifi or if it can't find their Wifi network, get them to perform a **Wifi Network Status Test**. This will let you get your network information like:

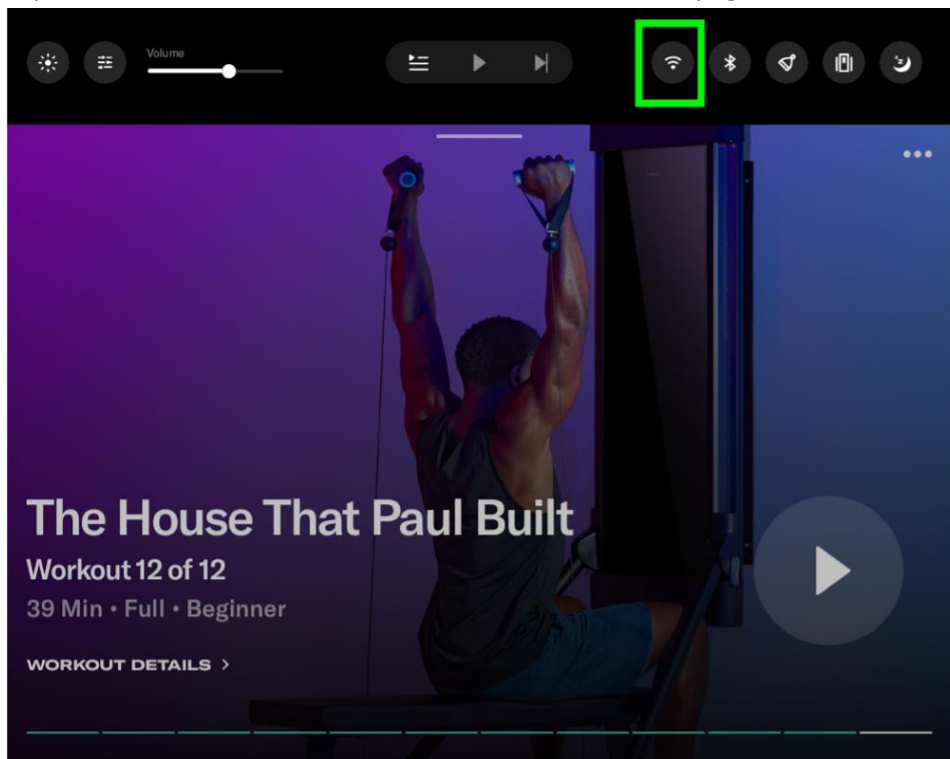
- SSID = Service Set Identifier (the name of your network)
- Bandwidth
- RSSI = Received Signal Strength Indicator
- RTT Avg = Round Trip Time or Link speed (the speed that the network is communicating with the trainer)
- Frequency = The band speed (2.4 or 5 GHz)

To run a Network Status Test, instruct the Member to do the following:

1. Swipe down from the top of Tonal's screen to open the **Settings** menu.

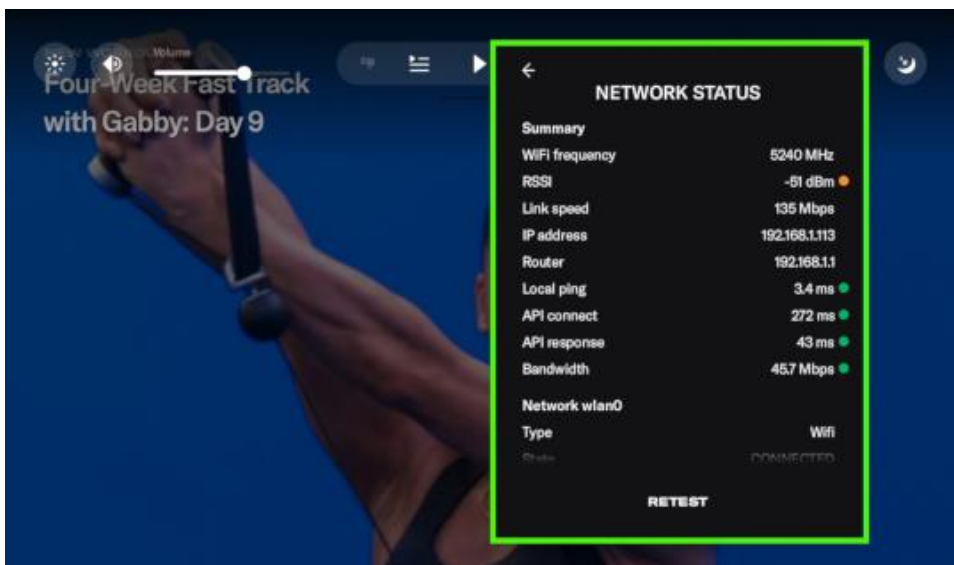


2. Tap and hold the Wifi icon to enter the **Network Status** page.

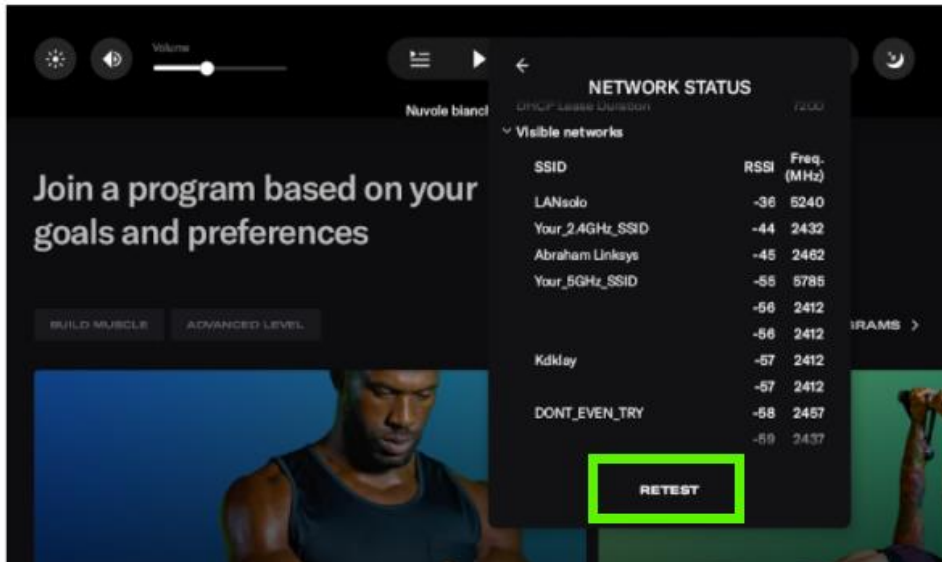


3. Tonal will run a Wifi Network Status Test.

Note: There is a color-coded indicator light beside some attributes to show status. Green is a good connection, orange is moderate, and red is a poor connection.



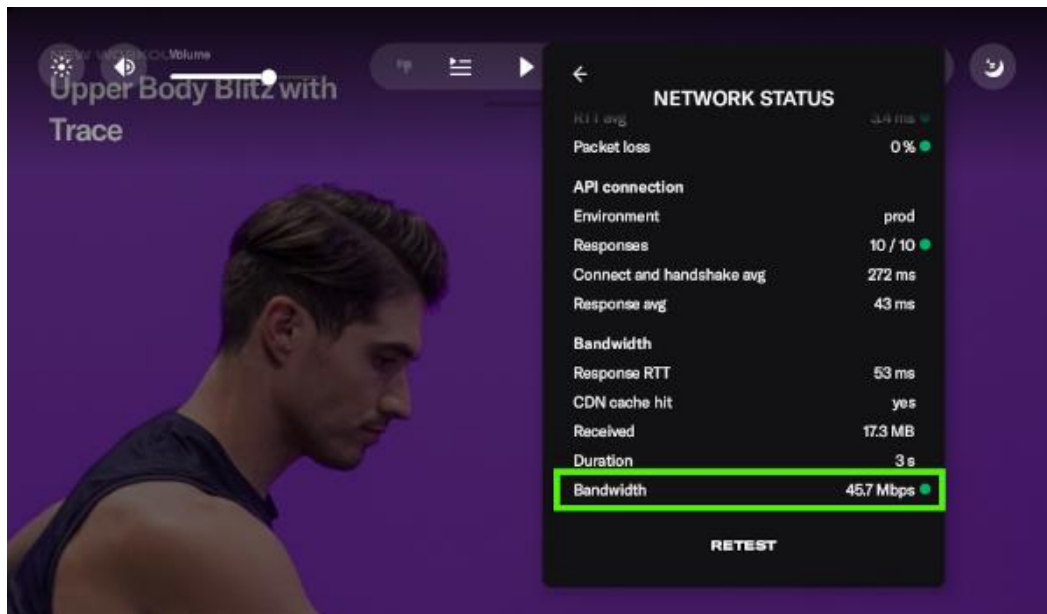
4. Allow Tonal up to one minute to finish the test. Once it's finished, they should be able to see **Retest** at the bottom of the dropdown menu.



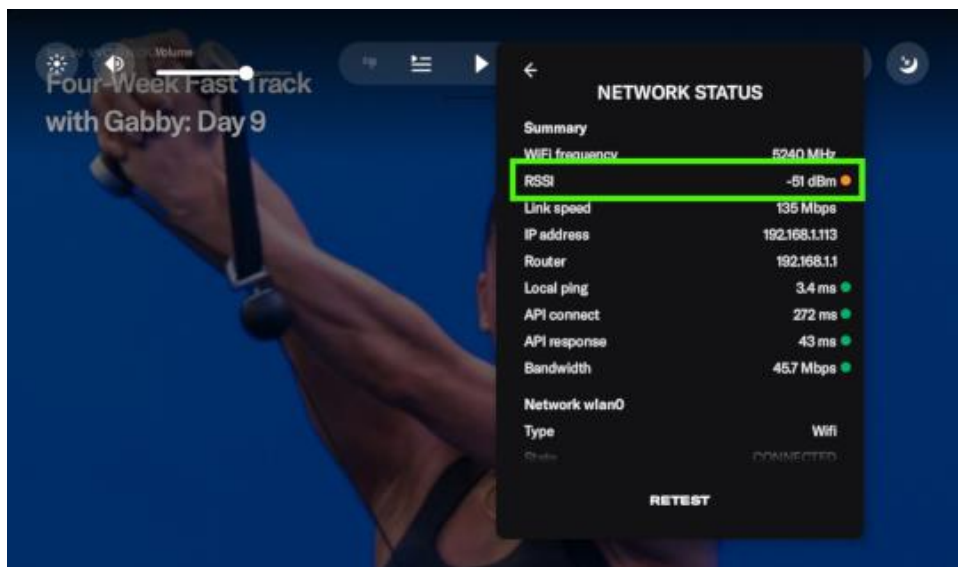
5. Once the test is complete, get the Member to take pictures of the results and email them to us at support@tonal.com so we can look further into what's happening. Sharing this information with us will help us narrow down what may be causing the issue.

Note: Be sure they scroll through all four of the sections and capture the information from **Bandwidth, RSSI, RTT Avg, Packet Loss, and Responses**.

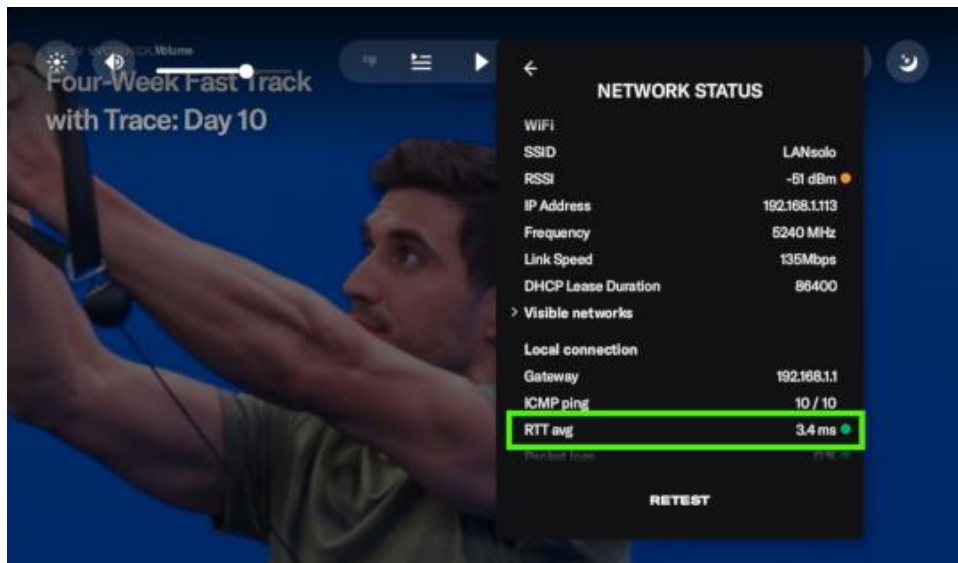
Bandwidth



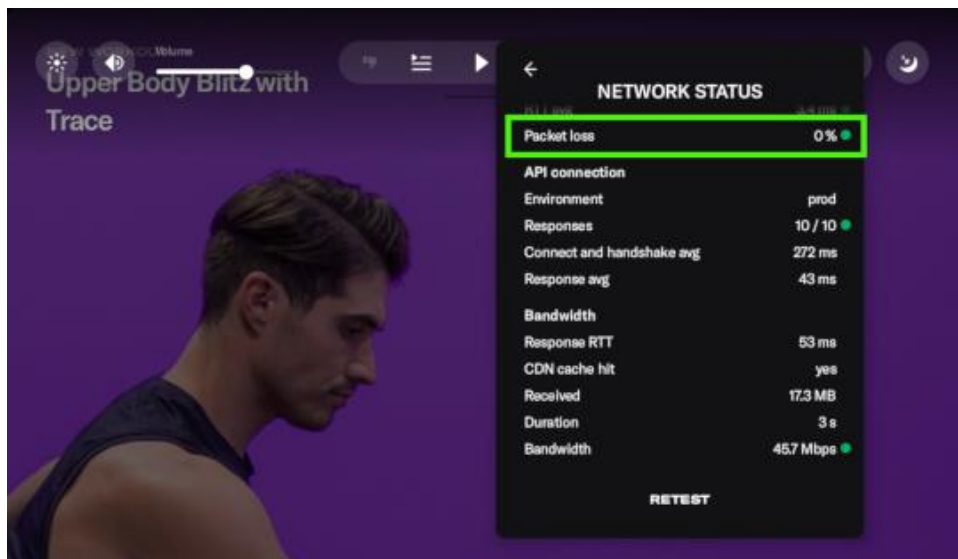
RSSI



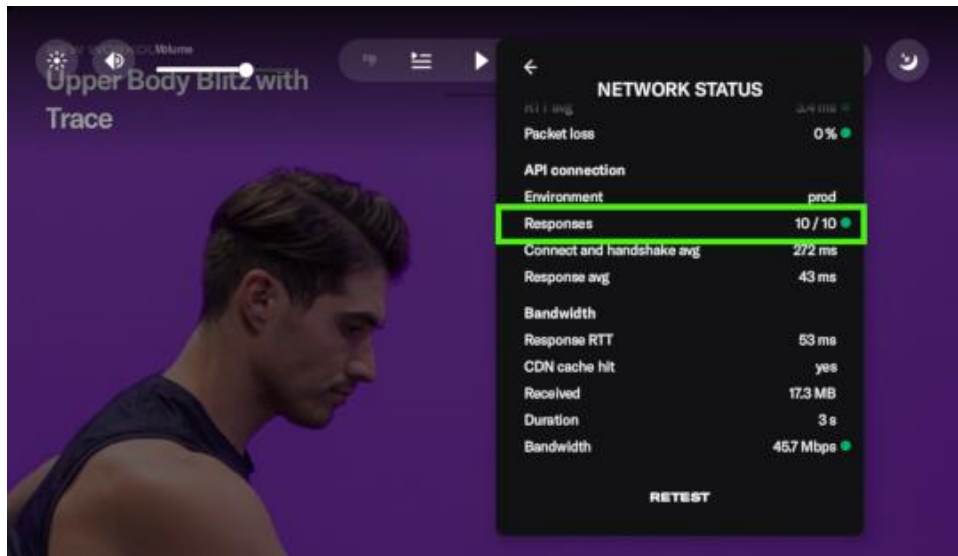
- RTT Avg



- Packet loss



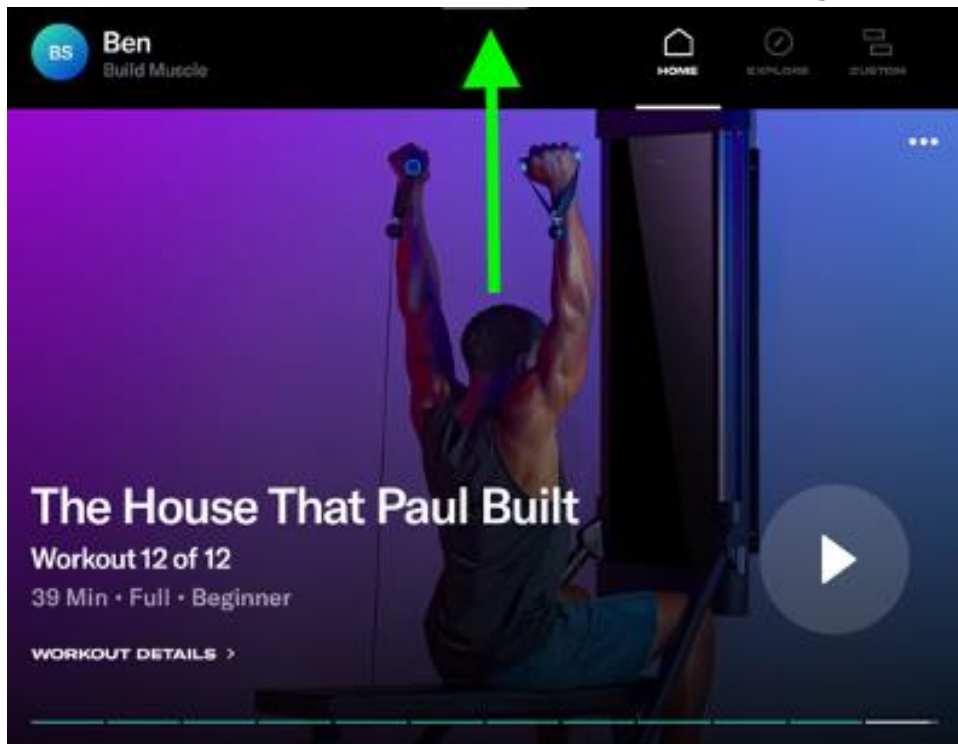
- Responses



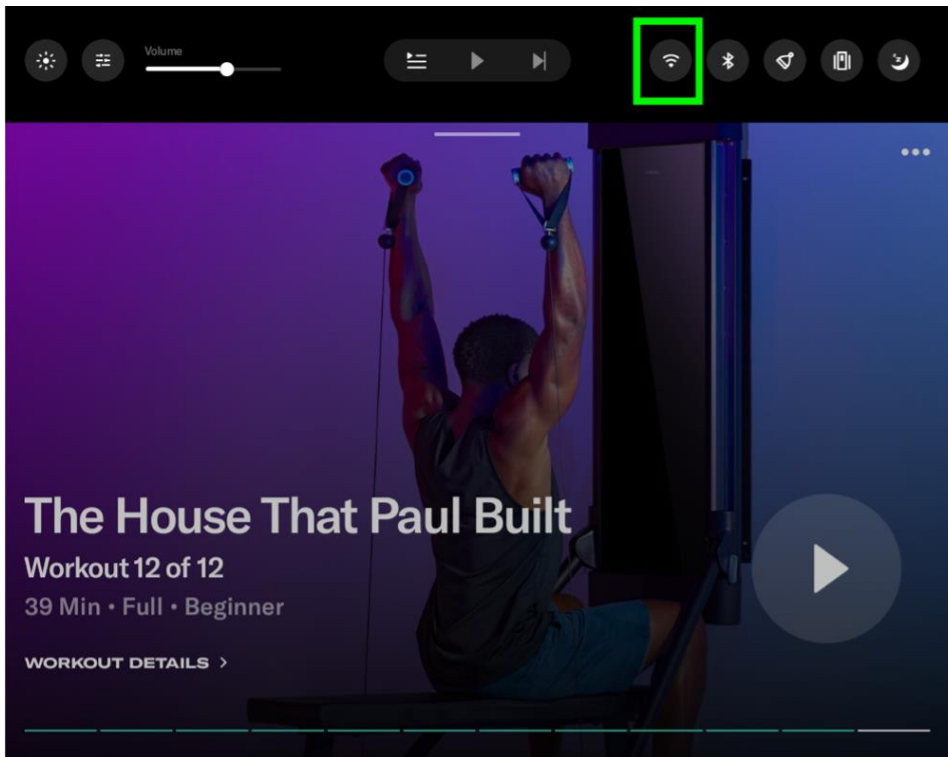
Toggle the Wifi Off and On

Sometimes all it takes to get the trainer connected again is to turn the Wifi off and then on again. To do so, simply instruct the Member to:

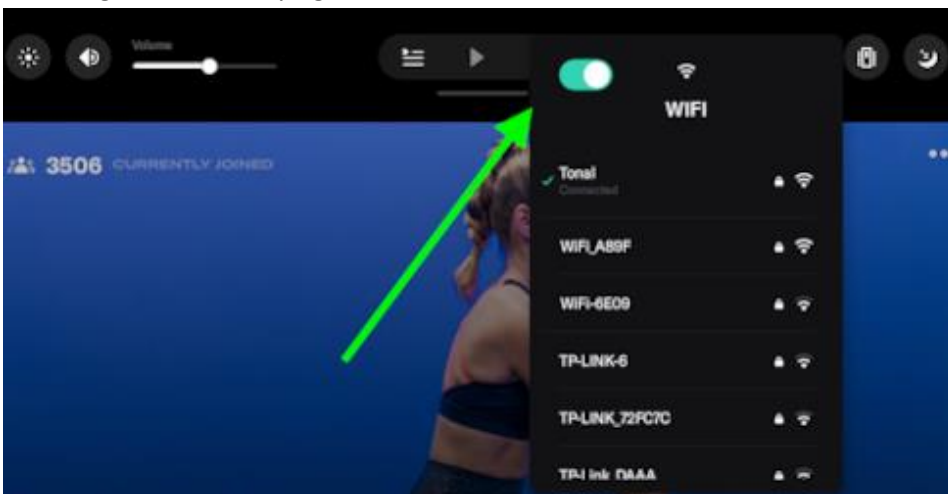
1. Swipe down from the top of the trainer's screen to open the **Settings** menu.



2. Tap the Wifi icon to enter the Wifi settings.



3. Move the slider button from right to left. The background color will turn from green to gray and a message will show saying "Wifi off".

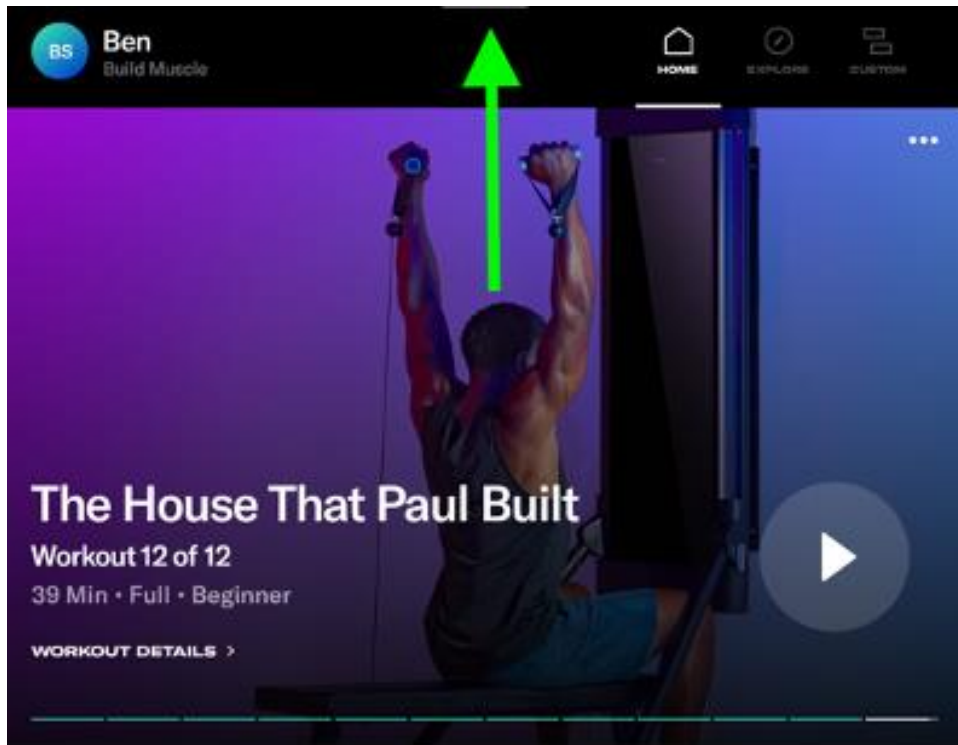


4. Turn the Wifi back on by moving the slider button from left to right. The background color will turn green, and a list of available networks will appear. A checkmark should appear beside the network indicating they are connected.

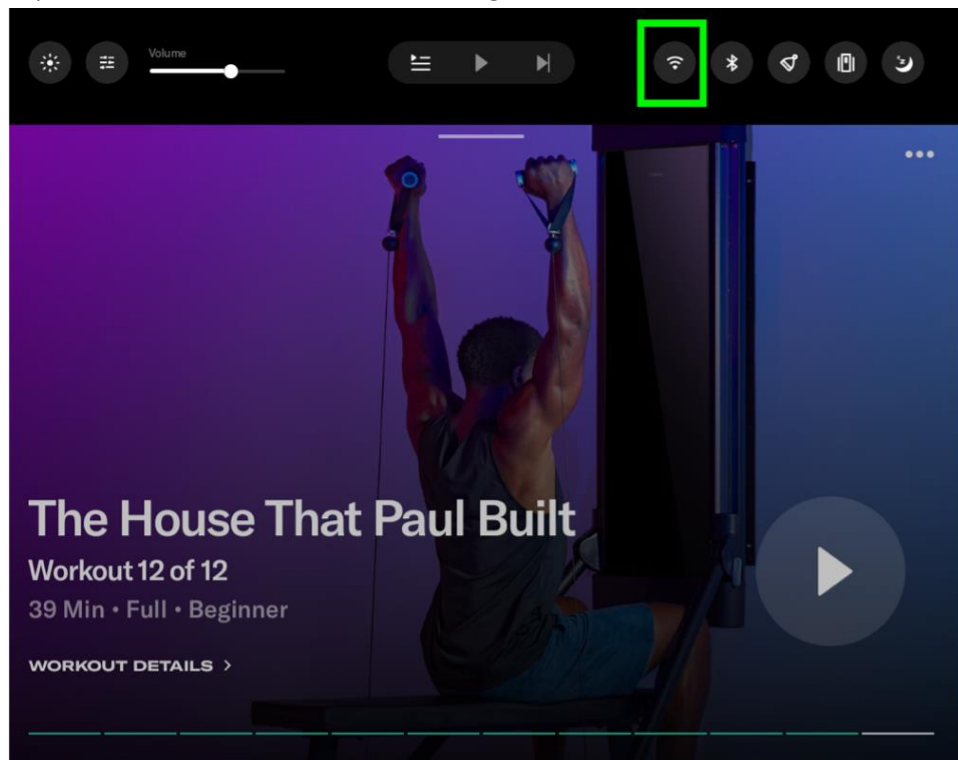
Forget the Network

To forget the network, tell the Member to do the following:

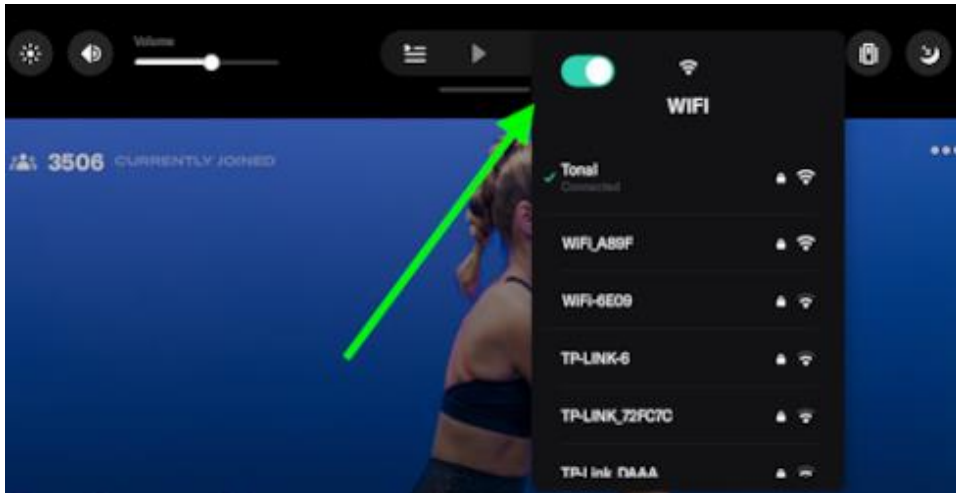
1. Swipe down from the top of Tonal's screen to open the **Settings** menu.



2. Tap the Wifi icon to enter the Wifi settings.



3. Tap your Wifi network name.
4. Tap **Forget**.
5. Tap the green Wifi slider button to turn Wifi off. It will change from green to gray.



6. Tap the slider to turn it back on. It will change from gray to green.
7. Get them to select the network name they want to join.
8. Get them to enter their password and tap **Join**.
9. A checkmark should appear beside the network indicating they are now connected.

Reset the Wifi Network

Before doing a reset, check whether the Member has a modem/router combo device or separate network devices. Modem/router combo devices will have both a Wifi symbol and a coaxial cable attached to the wall.

Take the following steps once you've identified what modem and/or router they have:

If they have a modem/router combo device:

1. Unplug the power cord from the modem/router combo device.
2. Wait one minute.
3. Plug the power cord back into the modem/router combo device.

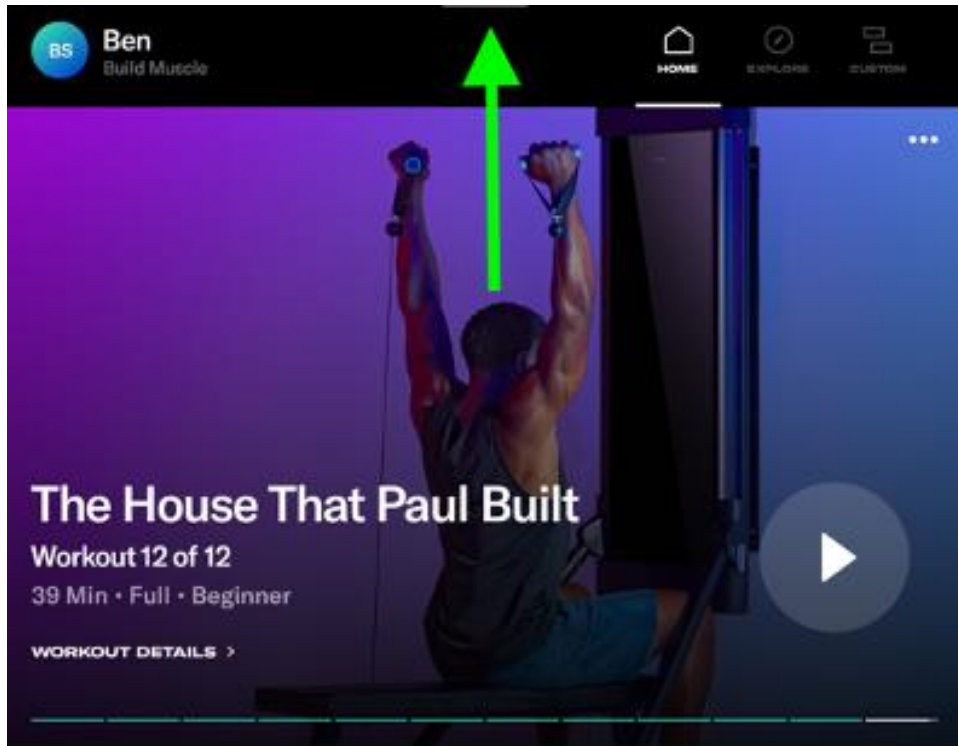
If they have separate modem and router devices:

1. Unplug the power from both the modem and router.
2. Wait one minute.
3. Plug in the modem. The modem lights should start flashing while starting up.
4. Reference the modem's user guide to determine whether the modem is properly connected.
5. Plug in the router and wait for Wifi to begin broadcasting a signal again.

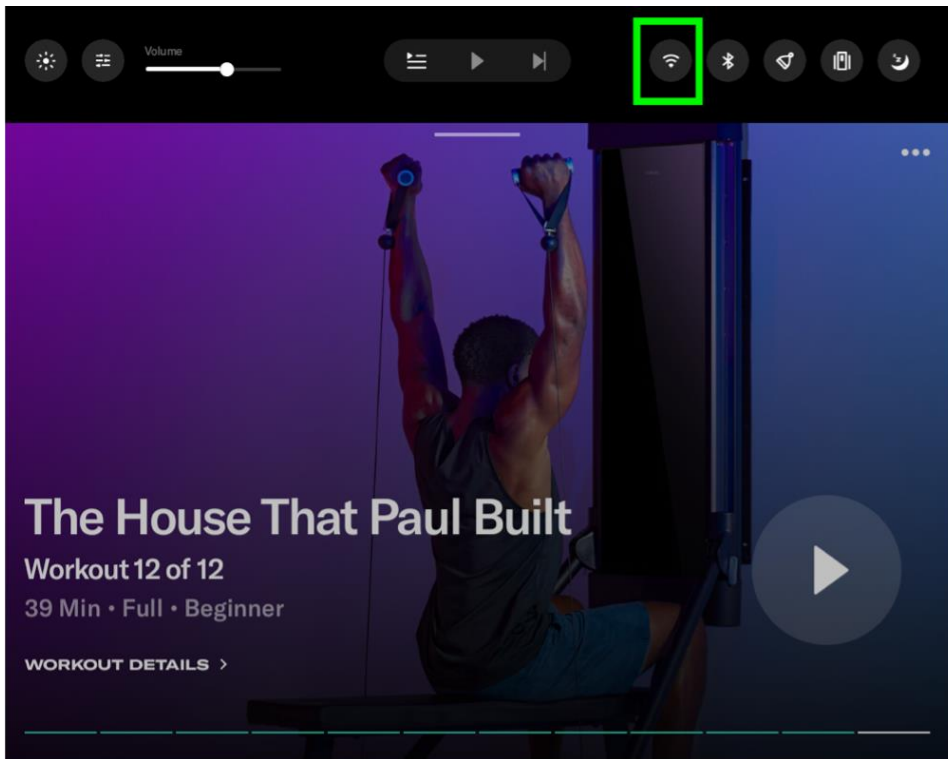
Connect Tonal to a Phone Hotspot

If they still don't see a Wifi signal in the Wifi settings (if their Wifi SSID is missing) or they are still having issues connecting, try using their phone briefly as a hotspot:

1. Swipe down from the top of Tonal's screen to open the **Settings** menu.



2. Tap the Wifi icon to enter the Wifi settings.

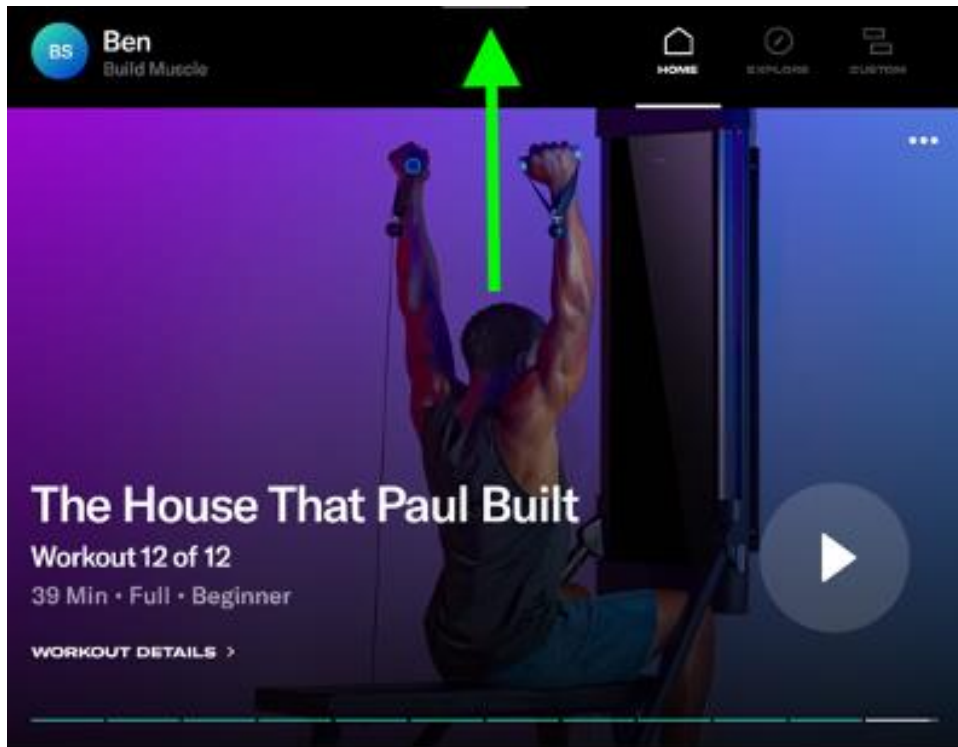


3. Connect the Tonal to the phone hotspot. Keep in mind their mobile device shouldn't be connected to their Wifi when they do this.
 - How to [Connect with a mobile hotspot using an Android device](#)
 - How to [Connect with a mobile hotspot using an Apple device](#)
4. If the hotspot is showing in the Wifi settings, confirm the following:
 - Is the modem/router on?
 - Is it far from the trainer? To check this, go to network status and see if the network appears. They can either try moving it closer to the trainer or use a repeater/mesh system.
 - Is the signal strength 2.4 or 5 GHz?
5. If the hotspot is not showing in the Wifi settings of the trainer, they may need to [Power Cycle](#) the trainer.

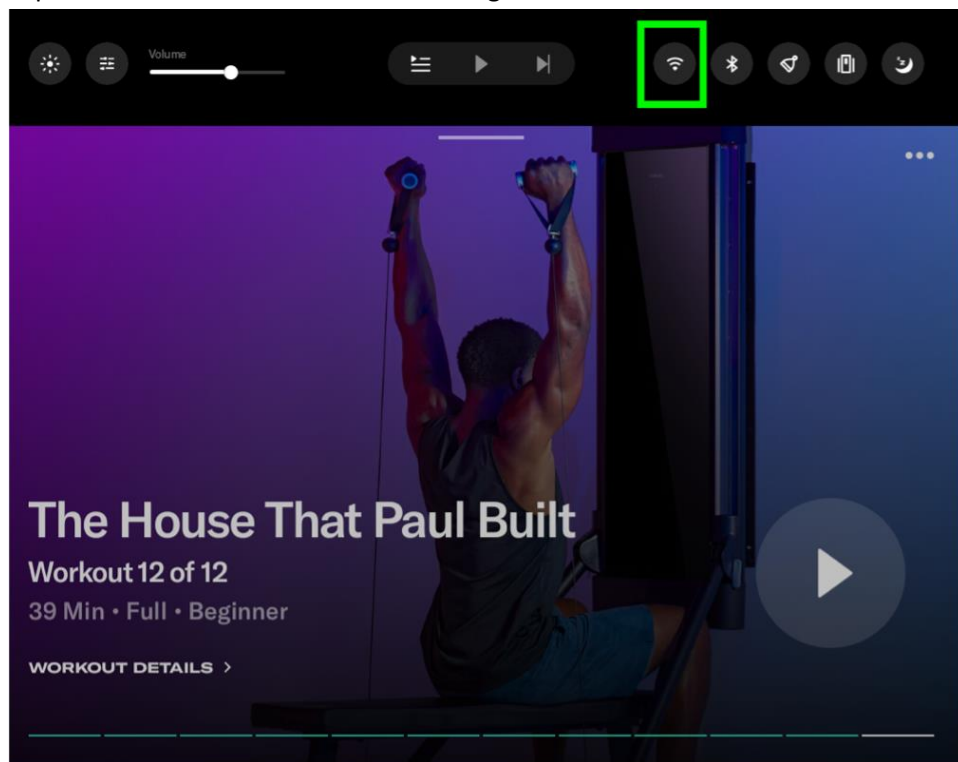
Power Cycle the Tonal

Power cycling the Tonal means turning the power off and on to reset its functionality. To do this the Member must:

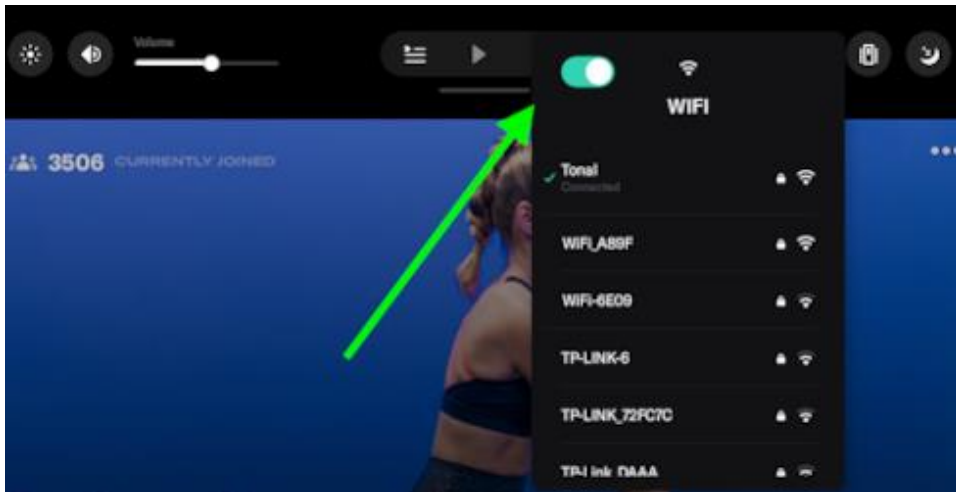
1. Swipe down from the top of Tonal's screen to open the **Settings** menu.



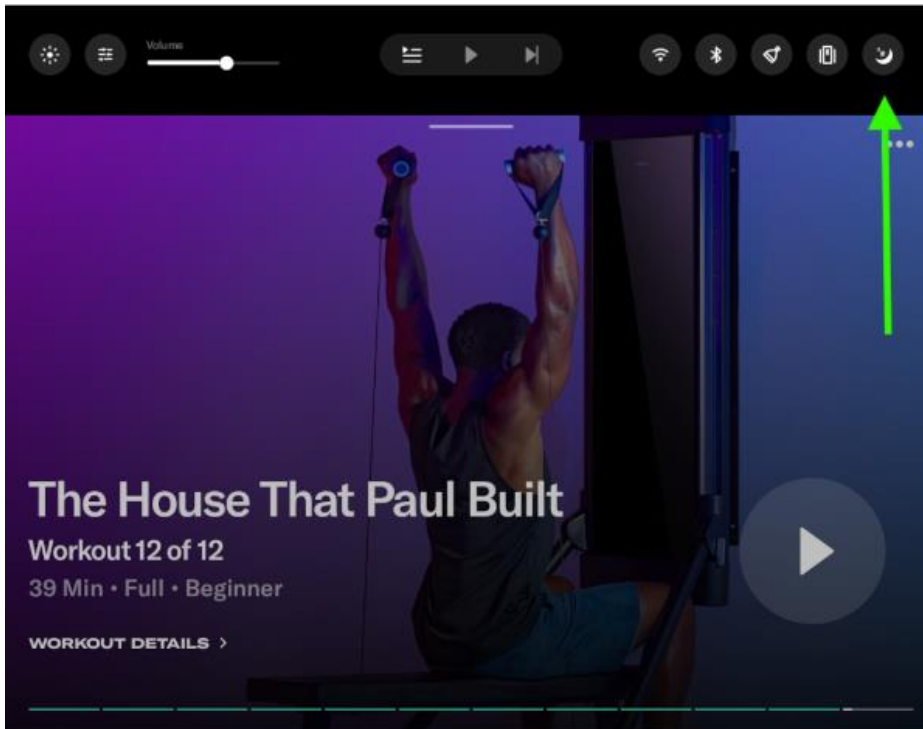
2. Tap the Wifi icon to enter the Wifi settings.



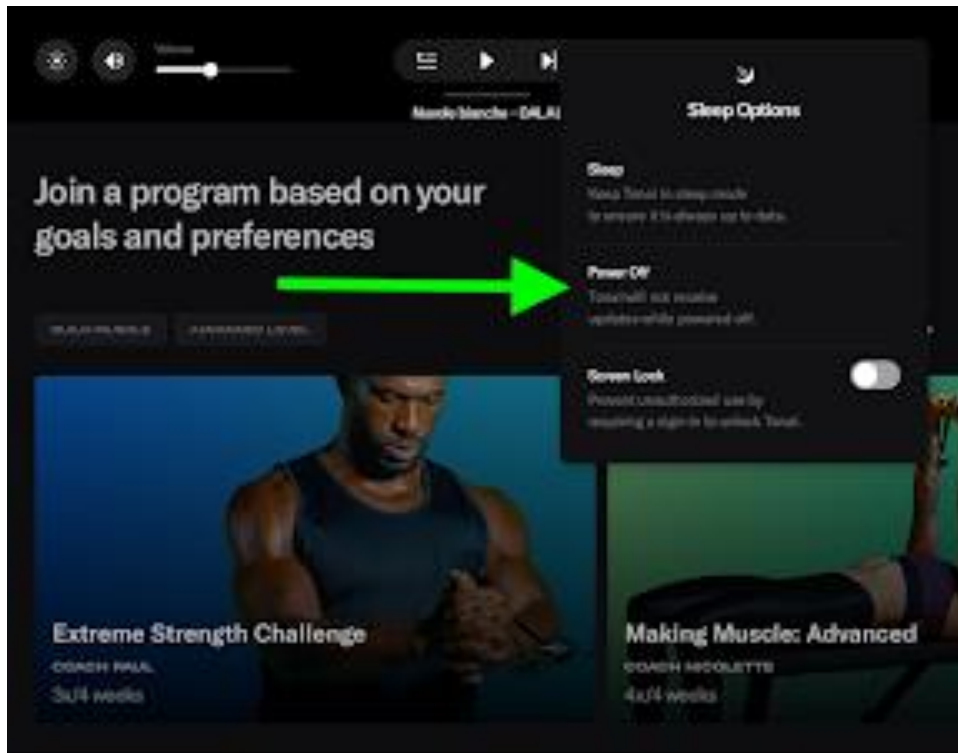
3. Move the slider button from right to left. The background color will turn from green to gray and a message will show saying **Wifi off**.



4. Select the Sleep icon in the **Settings** menu.



5. In the **Sleep Options** menu, select “Power Off”.



6. Once the screen goes to sleep, turn the power switch off. The power switch is located on the bottom of your Tonal.
7. Wait at least five minutes before turning your trainer back on using the power switch.

Additional Resources

Resource	Type
Wifi Requirements	Tonal Support Center Article
How to Troubleshoot Wifi	Tonal Support Center Article
Wifi Connectivity and Performance	Macro
Virtual video session Follow-up: Issue not resolved	Macro

Wifi Troubleshooting	Quick Text
Jira Description: Wifi Issues	Quick Text
Issue resolved with virtual troubleshooting	Quick Text
Create a Jira Ticket	Internal knowledge base article
Virtual Video Sessions Workflow	Internal knowledge base article
Outbound Policy	Internal Knowledge Base Article
Phone Procedures	Internal Knowledge Base Article