JRNY Basic App Troubleshooting

ID: 14948.16

Overview

This guide provides instructions for basic tasks and troubleshooting for JRNY software-related issues.

Issue not listed? Check out [JRNY Issues - Known Bugs and Workarounds](#) to view information and workarounds for temporary issues we've identified.

Help with Error Messages

Error messages may vary depending on the machine.

If the error message displayed is not listed here, **transfer to the JRNY Tech Team for assistance.**

"Account Authorization Issue" message displayed
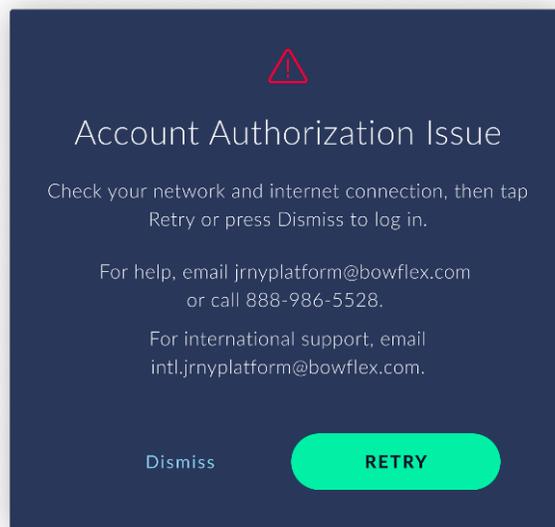
This message is displayed when there are internet connectivity issues and typically appears under one of these conditions:

- During startup (appears between the JRNY logo and the JRNY UI loading)
- Changing or selecting a profile after a period of inactivity

This <u>does not</u> mean there is an issue with the customer's account; JRNY is asking for permission to attempt the request again because of an internet connectivity issue.

- Tap **Retry** to attempt the request again.
- Tap **Dismiss** to be returned to the Log In / Create Account / Try JRNY page.
- If the pop-up continues to appear, continue troubleshooting using the **Refresh the Wi-Fi Connection**, **Power Cycle the Router**, and **Connect to Mobile Hotspot** steps below.

Base Communications Error

This error is displayed when there is a communication issue between the Base Sensor ID board (PCBA/Console Base) and the console. The full message reads:

Base Communications Error
Please make sure you have accepted all updates and unplug your machine for 30 seconds. If the problem persists, please contact customer care at 1-888-986-5528.
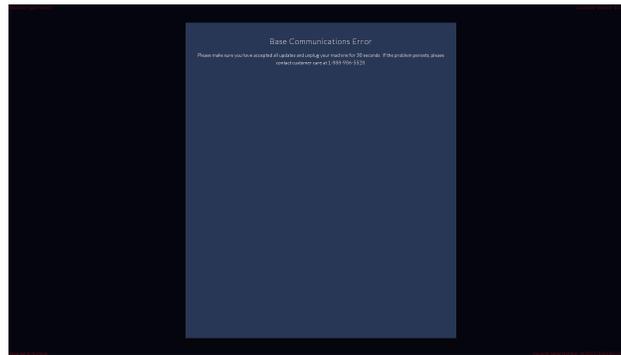
To resolve this error:

1. Verify that all available updates have been installed. Refer to the *Updates* section of this guide for instructions on checking for and installing updates.
2. If the issue persists and the machine is up-to-date, refer to the steps below based on which machine you are using:

Max Trainers, C7, VeloCore, and Treadmill 7

1. Order a Console.
2. If replacing the console did not resolve the error:

   - **C7** and **Max Trainers**: order a Base Hub
   - **VeloCore**:   order a Tilt Sensor
   - **Treadmill 7**: warm transfer to JRNY support

Treadmill 10, 22

1. Check the Finished Good serial number on the base frame or on the warranty record.
   - For serial number locations, see Supported/Unsupported Products and Serial Number Identification.
   - Locate the **four-digit date code** that follows the letters **AXEG** (e.g., 8026260AXEG**2124**0251)
2. If the four-digit date code is **2121 or later**
   - Order a Console
   - Do not replace the console base
3. If the four-digit date code is **2120 or earlier**
   - Check the customer's order history to determine if they have recently replaced the console base.
   - If the customer has already replaced the console base, order a Console only.
   - If the customer has not replaced the console base, order a Console **and** a Console Base.

4. If the console and/or console base replacement did not resolve the error:
   - If the date code is **2121 or later**: order a Console **and** a Console Base.
   - If the date code is **2120 or earlier**: warm transfer to JRNY support.

Console Disconnected Error displayed

Typically, this error occurs when JRNY is having difficulty communicating with your machine.

1. Power cycle your machine:
   a. Unplug the power cord from your machine
   b. Wait 30 seconds (this allows the machine to completely power down)
   c. Plug the power cord back into your machined
2. If the Console Disconnected error message persists, *quickly* press and release the Home button on the backside of the console. See the table below for where to locate the Home button on your machine.

   - If a white dot appears on the screen, this indicates the button was held too long. Press the Home button again, but try releasing the button a little more quickly.

C7	M9	Max Total 16	Treadmill 7
Treadmill 10	Treadmill 22	VeloCore 16	VeloCore 22
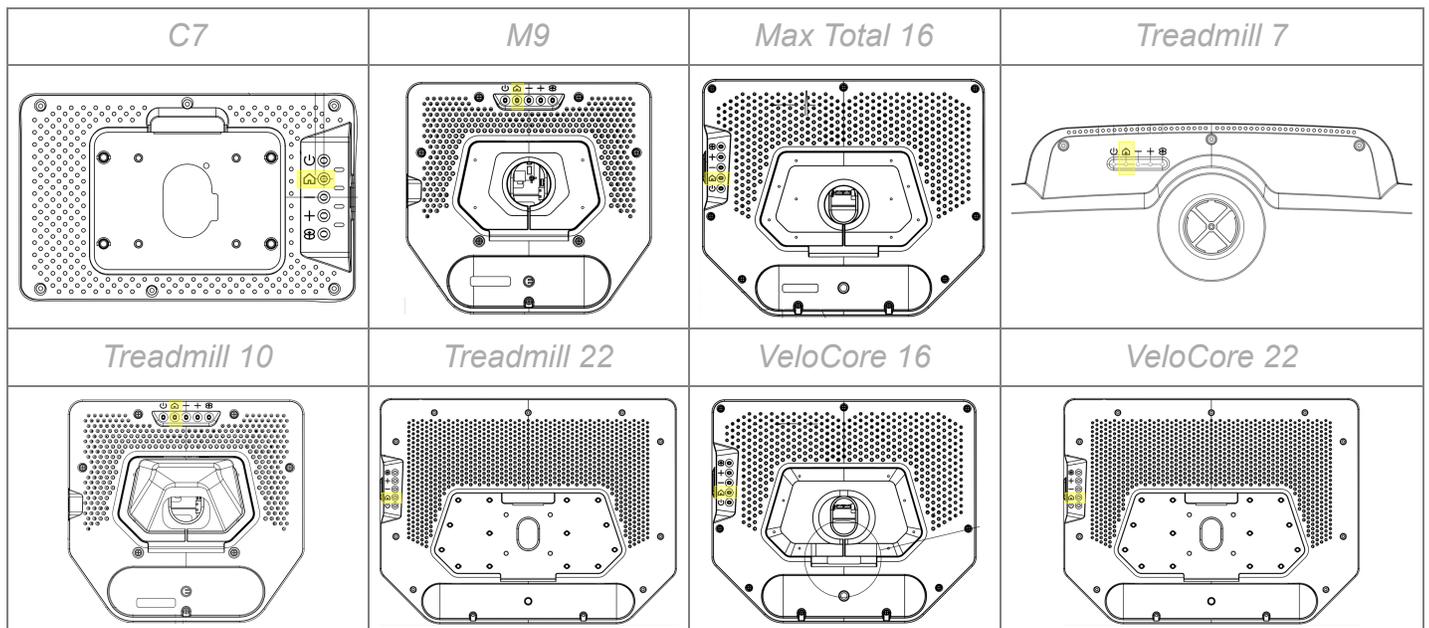
3. If the Console Disconnected error message persists, repeat step 1 once more.
4. If the issue persists, continue troubleshooting here: JRNY Embedded Consoles: What is a System Failure error?

Missing or Incorrect Serial Number

This error is displayed when there is a malformed or corrupted serial number present. The full error message reads:

Missing or Incorrect Serial Number
Please contact Customer Care at 1-888-986-5528

To resolve this error:

1. Verify that all available updates have been installed. Refer to the *Updates* section of this guide for instructions on checking for and installing updates.
2. If the issue persists and the machine is up-to-date, order a replacement part according to the table below.
3. If the listed replacement part did not resolve the issue, warm transfer to the JRNY team. They will attempt to configure the serial number remotely.

Machine Model	Troubleshooting Steps
C7 Bike **Max Trainer M9** **MAX Total 16**	Order a Base Hub
VeloCore 16 **VeloCore 22**	Order a Tilt Sensor
Treadmill 7	Order a Console Assembly
Treadmill 10 **Treadmill 22**	Order a Console Base Do not replace the touchscreen console/display.

Server Error or Session In Progress message displayed

Typically, these errors occur during updates or trying to start a workout. This means that an update was not properly completed, and the update client needs to be reset.

Steps

1. Check for blocked devices in their ISP app or router interface.

   - The machine should show up as a vaguely named Android device (e.g., Generic Brand Android Device, Generic Android Tablet, Android, etc.).
   - ISP apps are typically named after the service provider (e.g., xFinity app, Spectrum app, TWC app, etc.)

2. If the blocked device is located, unpause or unblock the device. The error should disappear within 30 seconds.

3. If no devices are paused/blocked, troubleshoot using the **Refresh the Wi-Fi Connection**, **Power Cycle the Router**, and **Connecting to Mobile Hotspot** sections below.

"Something went wrong" error message

We'll try to reset the Wi-Fi Connection and set the Date/Time. This may help resolve the issue when the circumstances are network or date/time-related:

Reset the Wi-Fi Connection

1. Power cycle your machine:
   a. Unplug the power cord from your machine
   b. Wait 30 seconds (this allows the machine to completely power down)
   c. Plug the power cord back into your machine
2. Watch the console as it loads for the JRNY screen with red text in each corner.
3. In the top-right corner, rapidly tap 10 times in the upper right corner on **Launcher Version**.
4. In the **Select Action** menu, tap **System Settings**.
5. Select your Wi-Fi network then tap **Forget**.
6. Select your Wi-Fi network again
7. Tap the password line to pop the keyboard up. Enter your password, then tap **Connect**.
8. Once connected, set the Date & Time below:

Set the Date & Time

1. From the same System Settings menu, tap the Hamburger menu in the upper left corner.
2. Tap Date & Time.
3. Select your local Time Zone from the list.
4. Tap Exit in the upper right when finished.

Startup Error

This error is displayed when the system encounters an error during system start-up. The full error message reads:

Startup Error
Please make sure you have accepted all updates and unplug your machine for 30 seconds. You may need to repeat this 1-3 times. If the problem persists, please check your cable connections. If connections are secure, please contact customer care 1-888-986-5528

To resolve this error:

1. Verify that all available updates have been installed. Refer to the *Updates* section of this guide for instructions on checking for and installing updates.

2. In most cases, this can be resolved by power cycling the machine 1-3 times:

   1. Unplug your machine from power.
   2. Wait 30 seconds before continuing to allow your machine to fully power down.
   3. Plug your machine back into power.

    4. Once powered on, accept any updates that you are prompted to download.
    5. If the error returns, repeat Step 2 up to 3 times.

3. If the machine is up to date and the issue persists, please warm transfer to the JRNY Support team for advanced troubleshooting and resolution.

System Failure Error displayed *(JRNY version 2.14 and earlier only)*

The steps to resolve a System Failure Error varies depending on which specific error is displayed.

Please visit [JRNY Embedded Consoles: What is a System Failure error?](#) to complete troubleshooting.

UCB Error

This error is displayed when there is a communication issue between the SBC and USB inside the console. The fu error message reads:

UCB Error
Please make sure you have accepted all updates and unplug your machine for 30 seconds. If the problem persists, please contact customer care at 1-888-986-5528.
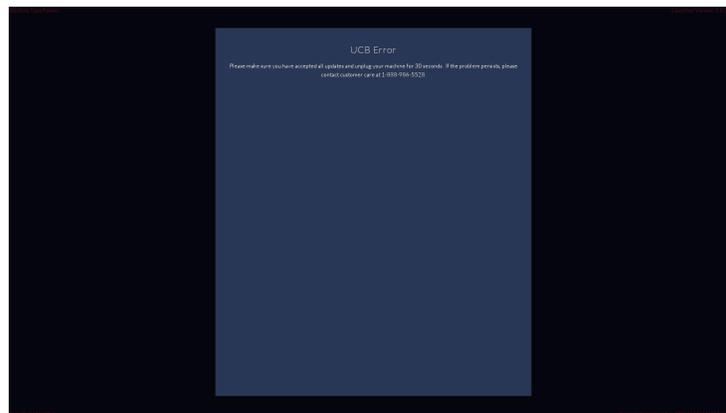
To resolve this error:

1. Verify that all available updates have been installed. Refer to the *Updates* section of this guide for instructions on checking for and installing updates.

2. If the issue persists and the machine is up-to-date:

    a. Unplug the power cord from your machine, leaving it unplugged for 10-15 minutes.
    b. After 10-15 minutes, plug the power cord back into the machine. Check if the error message reappears.
    c. If the UCB error returns, order a new console.
    d. The Golden Image Reset should not be attempted for this issue under any circumstances.

0AB Error Code

The 0AB error code typically occurs when the machine connection is blocked by a security feature on the router or by the Internet Service Provider (ISP).

Note: If the customer needs assistance with unpausing or unblocking devices through their ISP or router, we should direct them to their ISP for further assistance.

Steps

1. Check for blocked devices in their ISP app or router interface.

   - The machine should show up as a vaguely named Android device (e.g., Generic Brand Android Device, Generic Android Tablet, Android, etc.).
   - ISP apps are typically named after the service provider (e.g., xFinity app, Spectrum app, TWC app, etc.)

2. If the blocked device is located, unpause or unblock the device. The 0AB error will disappear within 30 seconds.

3. If no devices are paused/blocked, troubleshoot using the **Refresh the Wi-Fi Connection**, **Power Cycle the Router**, and **Connecting to Mobile Hotspot** sections below.

0K or 0L Error Code

Typically, this is displayed before or during the login process.

1. Check the date/time settings on the console and confirm they are correct. Date/Time should be set automatically, but may not always be.

   a. From the **Log In** or **JRNY screen**, rapidly tap in the upper right corner 10-15 times.
   b. From the Advanced User Actions menu, select **Set Date/Time**
   c. Tap to toggle **Automatic date & time** on.
   d. Tap **Exit** in the corner to save and return to the Log In screen.

2. The email field is case-sensitive - replace any capitalized letters in the email address with lowercase and try to log in again (a firmware fix is planned in version 2.15 to eliminate the 0K/0L error when entering capitalized letters in the email field).

3. If the error code will not clear, transfer to the JRNY Tech Team.

0G Error Code

- **Max Trainers**: see **Max Trainer Issues During 2.17 Update** section of [JRNY Issues - Known Bugs and Workarounds](#)
- **Other Machines**: Transfer to the JRNY Tech Team

2K Error Code

This error message is displayed when a customer is trying to access premium content without an <u>active premium</u> subscription. This is most commonly due to a premium membership expiring or attempting to access the premium content with a free membership. Less frequently, this can be caused by an incorrectly categorized workout.

1. Check if the customer has an active premium membership in the JRNY membership portal: <u>Using the JRNY Membership Portal</u>.

2. If the customer's premium membership is active, transfer the customer to the JRNY Tech Team to investigate further.

Troubleshooting - Refresh the Wi-Fi Connection (Forget Connection & Reconnect)

1. Power cycle your machine:
   a. Unplug the power cord from your machine
   b. Wait 30 seconds (this allows the machine to completely power down)
   c. Plug the power cord back into your machine
2. Rapidly tap 10 times in the upper right corner on **Launcher Version**.
3. In the **Select Action** menu, tap **System Settings**.
4. Select your Wi-Fi network then tap **Forget**.
5. Select your Wi-Fi network again
6. Tap the password line to pop the keyboard up. Enter your password, then tap **Connect**.
7. Once connected, tap **Exit** in the upper right.

If the issue persists, continue to the next Troubleshooting section below:

Troubleshooting - Power Cycle the Router

1. Unplug the power cord from the router
2. Wait 30 seconds (this allows the router to power down completely)
3. Plug the power cord back into the router
4. It may take approximately 10 minutes before the internet connection is fully re-established.

Troubleshooting - Connecting to Mobile Hotspot

If the customer is having Wi-Fi issues, connecting to a mobile hotspot can help determine if there is something wrong on the Wi-Fi network end.

1. If hotspot testing is not an option, transfer to the JRNY Tech Team.
2. Activate the Mobile Hotspot on the customer's phone or tablet
   - Apple Support: <u>How to set up a Personal Hotspot on your iPhone or iPad</u>
   - Android Support: <u>Share a mobile connection by hotspot or tethering on Android</u>
3. Power cycle your machine:
   a. Unplug the power cord from your machine
   b. Wait 30 seconds (this allows the machine to completely power down)

     c. Plug the power cord back into your machine

     d. Watch the console for the JRNY logo screen to appear.

4. Rapidly tap 10 times in the upper right corner on **Launcher Version**.

5. In the **Select Action** menu, tap **System Settings**.

6. Tap the password line to pop the keyboard up. Enter your password, then tap **Connect**.

7. Once connected, tap **Exit** in the upper right.

8. If the customer can successfully connect to the hotspot, check the Wi-Fi router settings.

     ○ By connecting, we know JRNY is working as it should and *can* connect, it just isn't connecting to their Wi-Fi network.

     ○ Every router is different. The customer can contact their internet service provider for instructions or look up their router's manual online.

9. If the customer is unable to connect to the hotspot, transfer to the JRNY Support Team.

Was the issue resolved?

If the issue was resolved,

1. Note the Customer File with the appropriate template below:

   • CCI with **[insert ERROR MESSAGE description here]**. Did basic troubleshooting, issue resolved after [Insert title of last step used, e.g. Troubleshooting - Refresh the Wi-Fi Connection]

If the issue was not resolved using the troubleshooting steps above:

1. Please attempt to warm transfer the customer to the JRNY Support queue for advanced troubleshooting.

2. Have the following information ready to provide the JRNY Tech Team Agent:

   • The machine's **Console Serial Number**

   • **Email address** associated with the customer's JRNY profile

   • **Workout name** *(if applicable)*

   • **Date** issue was seen

3. Note the Customer File with the appropriate template below:

   ○ CCI with **[insert ERROR MESSAGE description here]**. Did basic troubleshooting. Trans. To JRNY Tech.