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GENERAL

For every support case, **always** record the following:

- Customer xID
- Customer Passcode
- Customer Email Address
- ViaFit equipment Model Name
- ViaFit equipment Date of Purchase
- Has the ViaFit equipment ever successfully connected to the internet? Yes or No.

For every support case, **always** begin the support process with the following steps:

1. Instruct the customer to cycle power on their ViaFit equipment.
2. If possible, restart their home Wi-Fi router.
3. Wait for the ViaFit equipment and the Wi-Fi router to fully boot up.

ISSUES

1. Connect Issues

1.1 During workout, shows "Login Successful" and then workout ends automatically

Problem:

My equipment wakes from sleep and I start a workout with the most recent user.
About one minute into the workout, I receive a message that says "Login Successful" and my workout is ended automatically.
I am then returned to the main home screen, and my workout that was in progress is lost.

How It Looks:

WiFi Icon NOT visible,
WiFi Icon flashing.

Cause:

1. The workout was started prior to the console reestablishing its connection to the internet. This means the workout was being performed as a "Guest" and was NOT recorded.

Solution:

1. After waking a machine up from Power Save Mode, wait for the WiFi chip to establish a connection with the network (45-60 seconds) before starting a workout. The WiFi icon will flash while it attempts to connect, and will become solid when the connection is established. Once the connection is reestablished, the most recent user will be automatically logged in and the workout will post to that user's account.

1.2 Shows "DHCP was unable to obtain an IP Address..."

Problem:

I connected my equipment to the internet, but now my console tells me that "DHCP was unable to obtain an IP Address. If the netcard is removable, then you can remove/reinsert it to have DHCP make another attempt to obtain an IP address for it. Otherwise, you can statically assign an address."

How It Looks:

Windows CE Operating System Pop-up displays with the message cited above.

Cause:

1. ViaFit requires that certain network configurations be enabled/disabled and one or more of those settings could be at issue.
2. The WiFi chip in the console does not allow connections to networks with specific security encryptions (See Connect Issues, 1.4).

Solution:

1. Connect to the wireless router using the IP Address provided by the router's manufacturer, and then log in to administer the network changes.
2. Enable DHCP. If DHCP is disabled, the DHCP server will NOT assign an IP Address to the equipment. The IP Address is needed for the console to connect to the network.
3. Disable MAC Filtering. If MAC Filtering is enabled, the DHCP server could be ignoring IP Address requests from the console because of its MAC Address.
4. Configure your router to use one of the following network security protocols: WEP, WPA1 or WPA2.
5. Ensure that the network is NOT configured to act as a proxy server for internet traffic.
6. If the console is connected to a network with "wireless repeater access points" and the master wireless access point is offline, the console will be unable to obtain an IP Address. Make sure the master access point is powered on and is connected to the internet.

1.3 Registered new xID, but shows "The xID or Passcode you entered is incorrect"

Problem:

I registered a new xID using the ViaFit equipment console and am unable to log in on the equipment and perform a tracked workout.

How It Looks:

A pop-up displaying "The xID or Passcode you entered is incorrect" appears

Cause:

1. The account was not created during registration.
2. Some ViaFit equipment was shipped with the environment set to "Staging" rather than "Production". The customer's new account is created in the wrong environment.
3. An account registration bug (fixed in November 2014) caused all new accounts created via the console to have their weight value multiplied by 10. This put the weight value over what the console allows.
4. If the user was attempted to log in multiple times, their account may be locked. On the 5th failed log in attempt, the server locks the account for suspicious activity and it will need to be unlocked.

Solution:

1. Open a browser, navigate to viafit.netpulse.com and attempt to log in using the customer's xID and Passcode. If the login fails, reset the customer's Passcode at <https://viafit.netpulse.com/index.html#/reset-passcode>.
 - 1A. Upon clicking "Reset Passcode", if the page displays the message "The xID or email address you entered was not found in our system. Please try again," then the account was never created. Create the account for the customer and direct them to log in on their console using the xID and Passcode you created their account with.
 - 1B. Upon clicking "Reset Passcode", if the page displays the message "We've emailed you a temporary passcode. You can use it to login below," then the account was created. Instruct the customer to follow the email instructions, then log in on their console using the xID and new Passcode.
2. Open a browser, navigate to viafit.qa.netpulse.com and attempt to log in using the customer's xID and Passcode.
 - 2A. If login was successful, the console's environment is NOT set to "Production". Instruct the customer to hold down the "Resistance" buttons until the "Engineering" screen appears. In the "About" section, make sure the button on the right says "Production" rather than cycle power.
 - 2B. If login was unsuccessful, move to solution 3.
3. Open a browser, navigate to viafit.netpulse.com and attempt to log in using the customer's xID and Passcode.
 - 3A. If login is successful, navigate to their account settings page and verify that the Weight value is below 400 lbs/180 kg. If it is above, change it to be below that threshold. After changing the weight, ask the customer to log in on their console.
 - 3B. If the login is unsuccessful, move to solution 4.
4. If the customer received an email message from ViaFit stating "Someone recently tried to sign in to your account. If you are not aware of this sign-in attempt, someone else might be trying to access your account. You should reset your login information immediately," their account is locked. Instruct the customer to click the link provided in the email and follow the instructions to reset their Passcode. Next, direct them to log in on their console using the xID and new Passcode.

1.4 Shows "Unable to Connect to ViaFit at this time"

Problem:

I successfully completed the "Connect" workflow, but my console keeps telling me that it is "Unable to Connect to ViaFit at this time."

How It Looks:

WiFi Icon is flashing AND a pop-up saying "Unable to Connect to ViaFit at this time" displays and re-displays each time I close the pop-up.

Cause:

1. The WiFi chip in the console does not allow connections to networks with specific security encryptions.
2. If the attempted connection is to a corporate network, most networks of this type use an unsupported network security configuration.
3. If the attempted connection is to a network that requires authentication via a web page (E.g. Wayport), this is an unsupported network security configuration.

Solution:

1. Connect to a network that uses supported network configurations such as WEP, WPA1 or WPA2.
2. If none are available, ask if the customer has a smartphone with Wi-Fi hotspot capability. If so, turn on the hotspot and attempt to connect the equipment (see [Appendix](#)). If successful, you have confirmed there is a network configuration issue.

1.5 Machine previously connected to ViaFit, but now connection fails

Problem: A customer's router and equipment have been turned off for a few days, and now the machine will not connect to ViaFit. How It Looks: The machine attempts to connect, but fails. The WiFi icon will illuminate each curved bar of the symbol moving upward. When it times out, the WiFi symbol will not display. This indicates that it is not connected to the network.	Cause: 1. The equipment stored the IP Address that was originally given by the router, and it does not want to connect to a new IP Address. The customer must force the machine to request a new IP Address from the router.	Solution: For models with a <u>touchscreen display console</u>, either: 1. Connect the machine via a wireless hotspot that isn't a home router (i.e. cell phone) and make sure it connects. Next, reconnect to the home router. 2. Log in to the home router and change the password for the WiFi, then reenter the password on the machine. For models with an <u>LED console</u>: 1. Press the WiFi icon and go through the WiFi set up process to connect the machine as if it is the first time connecting to ViaFit.
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2. Track Issues

For all tracking issues, confirm whether the cause is related to the console and network or NetPulse/ViaFit:

1. Log into viafitness.com and look at the user's profile.
2. Note the Workout count.
3. Run a workout as that user on the console.
4. On viafitness.com, did the Workout count increase by one?
 - If yes, the data made it from the console to JHTNA's cloud. Proceed to step 5.
 - If no, the data never made it to the cloud and the issue is isolated to the console, the network, etc. ([See troubleshooting section 2.1 below.](#))
5. On viafit.netpulse.com, did the workout post the results?
 - If yes, then everything is working as designed.
 - If no, the issue is between JHTNA's cloud and NetPulse's.

2.1 – Workouts from ViaFit equipment do not post to ViaFit Workout Tracking (console or network related)

Problem: My ViaFit Equipment workout is not posting to ViaFit. How It Looks: Customer works out, but the workout does not show up on viafitness.netpulse.com	Cause: 1. The WiFi connection was not made before the user started the workout. 2. The workout was started prior to the console reestablishing its connection to the internet. The workout was performed as a “Guest” and was NOT recorded. 3. Some ViaFit equipment was shipped with the environment set to “Staging” rather than “Production.” This causes the customer’s new account to be created in the wrong environment. 4. The customer’s WiFi security is too strict, preventing the console from sending data. Some consoles, especially Horizon LED consoles, have issues with dual network security methods like WPA2/WPA3. 5. Other issue.	Solution: 1. The user must wait for the WiFi icon to become completely solid before advancing past the SELECT USER screen. The console will display UPDATING USER INFO before it displays the user’s name when it connects correctly. 2. After waking a machine up from Power Save Mode, wait for the WiFi chip to reestablish the connection with the network (45-60 seconds) before starting a workout. The WiFi icon flashes while it attempts to connect, and becomes solid when ready. When the connection is reestablished, the most recent user will automatically be logged in and the workout will post to that user’s account. 3. Open a browser, navigate to viafit.qa.netpulse.com and attempt to log in using the customer’s xID and Passcode. If the login was successful, the console’s environment is NOT set to “Production”. Instruct the customer to hold down the “Resistance” buttons until the “Engineering” screen appears. In the “About” section, make sure the button on the right says “Production,” then cycle power. 4. Change the network encryption to TKIP mode on the WiFi router. The console will communicate better using WPA2 or WEP, or some single network security method. 5. If the issue is not resolved by the solutions above, report the case to a Team Lead.
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3. Share Issues

3.1 - Workouts from linked third party sites do not post to ViaFit Workout Tracking

Problem: I've linked my third party application or device to ViaFit, but my workouts performed on those apps are not showing up in ViaFit Workout Tracking. How It Looks: Workout performed using a linked third party application or device is missing from viafit.netpulse.com and the application or device is listed as "Linked".	Cause: 1. Your login credentials for the third party application or device have changed and the link between that app or device and ViaFit is broken. However, the browser page is pulling up a cached version of the "Account Linking" page. The browser attempts to use the cached, outdated login credentials for the third party application or device.	Solution: 1. In your browser, clear internet history, browser cache, cookies and temporary internet files. Close and reopen the browser, and then go to the "Account Linking" page at viafit.netpulse.com. The third party application should be listed as "Unlinked." Reconnect the third party application or device using the new login credentials. Perform a test workout, then confirm that the workout posted to ViaFit.* *NOTE: It may take up to 10 minutes for a workout to post.
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3.2 - Workouts from ViaFit equipment do not post to third party sites

Problem:

I've linked my third party application or device to ViaFit but my workouts performed on ViaFit equipment do not show up in the third party application.

How It Looks:

Workout performed using ViaFit equipment is missing from the third party application but viafit.netpulse.com says the application or device is "Linked".

Cause:

1. They have connected a third party application or device to their account that only supports one way data transfers (incoming to ViaFit). Outgoing data transfers from ViaFit to those types of third party applications are not available.

Solution:

1. Identify all of the third party applications/devices the user has linked to their ViaFit account. Use a two way third party application* as a clearinghouse to the desired one way application. To do so, go into the two way third party application and link the desired one way third party application to it. The two way third party application will allow ViaFit equipment data to travel between the apps.

*NOTE: We suggest using MyFitnessPal as the clearinghouse.

One way apps include: FitBit, Moves, Up by Jawbone, and Withings.

Two way apps include: Body Media, Facebook, MapMyFitness, MyFitnessPal, and RunKeeper.

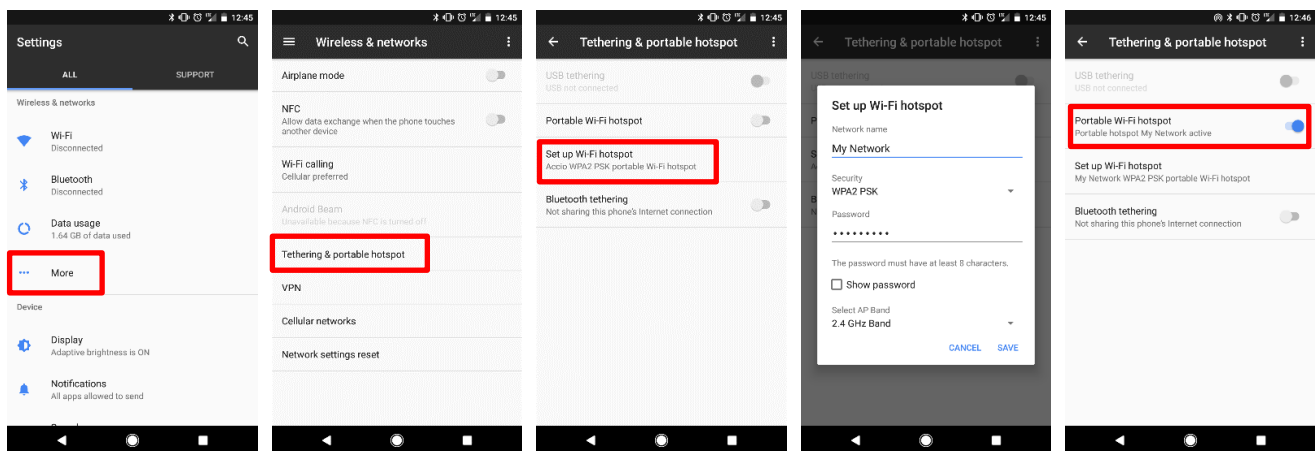
APPENDIX

How to connect the console to a smartphone Wi-Fi hotspot:

1. On the smartphone, turn the personal hotspot on (steps may vary based on device):

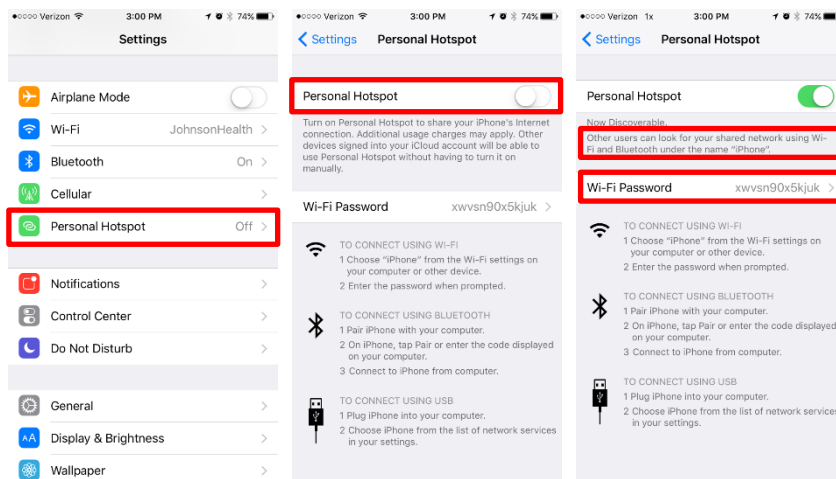
Android –

- a. Open the Settings app.
- b. Touch **More**.
- c. Touch **Tethering & portable hotspot**.
- d. If you have not used the device as a hotspot before, choose **Set up Wi-Fi hotspot**.
 - Choose a network name.
 - Create a network password.
 - Click **Save**.
- e. Touch **Portable Wi-Fi hotspot** to turn the hotspot on.



iOS –

- a. Open the Settings app.
- b. Touch **Personal Hotspot** (if prompted, choose to turn on Wi-Fi and Bluetooth).
- c. Touch the Personal Hotspot slider to turn the hotspot on. (Your phone will show your network name and the password that can be used to sign in to the network.)



2. Connect the hotspot to the console:

Touchscreen display console –

1. On the console, touch the settings icon and then touch **Wi-Fi Setup**.
2. The settings menu will open to the Network Setup tab. Touch **Wi-Fi Setup**.
3. Your hotspot's network name should appear on the Available Wireless Networks list.
4. Touch your hotspot's network name and then enter the network password.
5. If the connection is successful, the console will return to the Available Wireless Networks list and an orange icon will show next to your hotspot's network name.

LED console –

Note: If you have a limited data plan, you may wish to turn off the hotspot while you complete steps 1-8, and then turn it on before beginning step 9.

1. Using a Wi-Fi enabled device other than the smartphone that will generate the hotspot, go to viafitness.com (the ViaFit website) and sign in with your xID.
2. Click **Connect Your Equipment**.
3. On your console, press the up or down arrow button until your console reads "Edit a User".
4. Press and hold the Wi-Fi button on your console.
5. Enter your time zone code on the console. (To find this information, you can use your device to open the "time zone table" on the ViaFit website.)
6. "Activated" will now appear on your console display.
7. Go to your device and click **Next Step** on the ViaFit web page.
8. On your device, check your available Wi-Fi networks: If you are using a tablet (or second smartphone), go to the Settings app. If you are using a computer, click on the networks/Wi-Fi icon on your toolbar. Select your recently activated equipment from the list of available networks – it should appear as the model name. (Sometimes it will not appear with the model name, so look for a new network.)

Note: If your smartphone hotspot is turned off, turn it on now.

9. Once you connect your device to the model, go back to the ViaFit web page and click **Next Step**.
10. You will then be taken to a page where you will need to locate your hotspot network. Once you find that, enter your hotspot network password and click **Connect**. (If the

network does not show in the list automatically, click **Other...** and type in the network name and password.)

11. Double check your unit network to make sure it is connected to your hotspot network.
12. Go to the console and make sure the Wi-Fi symbol is solid and not flashing.

How to change your xID passcode:

App (preferred method) –

1. Download and log in to the ViaFit mobile app. Touch the account icon in the top left corner.
2. Touch xID Settings.
3. Edit the passcode fields and then press Save.

Website (alternate method) –

1. Go to viafitness.com.
2. Click Sign In.
3. Click "Forgot your passcode? Request a new one." You will receive an email that contains a temporary, auto-generated passcode.

Note: The passcode cannot be edited on the website. If you wish to choose/edit the passcode, follow the app instructions above.