Matrix Touchscreen Console Guide

XUR, XIR-02 and XER-02



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Console Codes

Option 1: Press and hold the logo (Featured Exercises) at the top of the screen for 5-7 seconds until the Product Dashboard displays.



Option 2: Press the Gear icon in the upper right-hand corner of the screen and select Machine Settings.

Option 1

Product Dashboard – This shows the usage stats (miles and time), console software version, Wi-Fi network information, and memory usage.

If you notice buffering when using Internet apps, press Bandwidth Test to launch a window that will show your current Internet speed; 3Mbps is required for standard streaming and 5Mbps is needed for high-definition streaming.

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1	ふ			LCB	ons						-1
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			Bandwidth Test	Wireless SSID 1	Name		JHTNA Guest				
		EP:		WIFI MAC Addr	ess		d4:12:43:a2:76	26			
	201		Save Logs	Frame	Machine Settings		T75-02				
				Resource M	onitor					- 1	
Ē				Memory	CPU	Storage	SD Card	CPU Temperature	Wifi Signal Strength		
	P95			24%	35%	16%		52 °C	-55 dBm (G00d)		
	50										
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				2							
0		/	Sprint B	Virtual Active	1838 m	THR Incline	Calor	er Goal			

Machine Settings – Press Machine Settings to launch a keypad. There are two different codes to enter on the keypad depending on what you want to do.

3001 Enter (checkmark) – Takes you into Service Mode and allows you to view and edit settings.

3002 Enter (checkmark) – Launches a series of console setup screens. This is also referred to as Setup Wizard, First Time Setup, or restoring factory defaults.

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*		Product Das	hboard					>	<	
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	Save Logs	C'rune			T75-02			4	5	6
RECENT		,	Aachine Settings							
		Resource M	onitor					7		•
		Memory	CPU	Storage	SD Card	CPU Temperature	Wifi Signal Strength	/	8	9
APPS		24%	33%	10%		52 0	-55 UBITI (6000)			
								0	6	\geq
				Heart	:Rate 0					
(BS)										
	Sprint 0				Ca					

Service Mode (3001) - After entering the code <u>3001 Enter</u> on the keypad, you will be taken to the Service Mode. Once in the Service Mode, navigate to different screens by selecting the menus along the left side of the screen.

A		Service Mode	
Data And Time Setur	Accumulated Distance	Accumulated Time	
Date And Time Setup	5.5 miles	3:25 hours	
General	•	RESET	
Workout	· .		A DESCRIPTION OF TAXABLE PARTY.
Setup Default	Serial Number - Console	Serial Number - Frame	
Update	Demo Mode	1111/03013000401204	Show Setup Wizard
Network Setup	Screen Timeout in Seconds	Dapi Environment	
Weather	• 120 •	Production *	
Applications	·	RESTORE DEFAULTS FACTORY RESET	
Calibration	Software Versions	Firmware version	App Versions
Hardware	Software 1.2.2.6	OS 1.0.3.4 IO: 4.9	Parker - 1.2.2.6 [1] UpdateService - 1.2.2.1 [1] Hully - 4.26 0+5572-pagele [4005672]
Error	•	VA: 2021.3.30.0	Netflix - 7.86.1 build 16 35285 [35285] PressReader - 6.1.201015 [437]
Analytics			Solitaire Suite - 5.11 [92] Kindle - 8.37.0.100(1.3.234695.0) [1217658981] Instagram - 164.0.0.46.123 [252055948]
			Spotify - 8 5.78 909 [64755932] WeChat - 70 17 [7701] Flipboard - 4 2.53 [4956] NetEase Music - 7.2.10 [7002010] Welbolmt - 3.6 2 [3620] IFRI - 2.8.0 [2583] QuickSupport Add-On AOSP 14 - 11.0.5583 [5583]

Setup Wizard (3002) – After entering the code <u>3002 Enter</u> on the keypad, you will be taken to a Setup Wizard.

• Language, Time Zone and Date Format – Select the console's default language, time zone, and date format. Click on the arrow in the upper right corner to move forward.

Selec	cciona Idioma 🔹 🔿
English - United States	
English - United Kingdom	
English - Australia	
Deutsch - Deutschland	
français - France	Time Zone (GMT-06:00) Central Time (US and Canada)
Italiano - Italia	Time Format
español - España	11:35 AM
Nederlands - Nederland	Date Format
português - Portugal	09/14/2021
한국어 - 대한민국	Units Metric O Imperial
ربية - الإمارات العربية المتحدة	
svenska - Sverige	
русский - Россия	
suomi - Suomi	

• Network – Select the Internet network to which you want to connect the console. If a password-protected network is selected, a popup will appear so you can enter the password. Click on the arrow in the upper right corner to move forward.

←	Network Se	tup	⇒ →
	JohnsonHealth	\$	
	ClickShare-1871825624	Ŕ	
	PORTAL_0368	(î)	
	TP-Link_35F9	(jr	
	JHTNA Guest	*	
	Johnson Health Tech	*	
	Xiaomi_DEA9	() ()	
	MikroTik-048322	(¢	
	DQA Automation	÷	
	PORTAL_5G	(¢	
	TP-Link_35F9_5G	*	
	UNIFY_ACCESS POINT_2G	(r)	
	MXWireless		
	npwireless	÷	

• Serial Number - Touch the white box to launch a keyboard so you can enter your console and frame serial numbers. Press the checkmark to complete the Setup Wizard and go to the home screen.



Option 2

Machine Settings – Press the Gear icon in the upper right corner of the screen and select Machine Settings.



Notice that the Machine Settings screen is missing two menus: Errors and Analytics. Those can be viewed only when entering the Service Mode through option 1. There are other settings within each menu not found in Machine Settings that are found in the Service Mode.

A		Machine Settings		(k:
Date And Time Setup	Accumulated Distance 5.8 miles	Accumulated Time 4:00 hours		
Workout	Screen Timeout in Seconds	-		
Update	120	-		
Network Setup Weather	Software Versions Software 1.2.2.6	Firmware version OS 1.0.3.4 IO: 4.9 LCB: 0	App Versions 3rd Party Apps Bundle 1.2.0.28	
Applications • Calibration •	-	VA: 2021.3.30.0		
Hardware	1000			

Connected Consoles - Updating Software

1. You can update software from Option 1 or Option 2. Press the Update menu on the left side of the screen, then press Check for Updates.



2. If updates are found, they will be displayed, and an Update button will appear. Press Update to download and install the available software update.

A	Service Mode	(tr-
Date And Time Setup	Automatically check for update	
General +	UPDATE FROM USB	
Workout	Available Updates	
Setup Default +	1.3.0.12 UPDATE	1
Update •		
Network Setup	Packages	_
Weather	Updater - 1.3.0.1 Apps - 1.3.0.12	
Applications +	Assets - 1.3.0.1	
Calibration	Third Party Apps - 1.3.0.4 10-4.9.0.0	
Hardware •	05-1.0.3.4	
Error +		
Analytics +		

Note: Force the console to always check for software updates by checking the box next to "Automatically check for update".



If an update is found, this Download icon will appear on the screen:



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Press the icon and this pop-up will appear:



Not-Connected Consoles - Updating Software

1. Visit <u>https://www.matrixfitness.com/us/eng/home/support/software-updates</u> to check for available software. If you find a different version than what is installed on your console, you can download it by clicking on the version link. Click on the More Information link to see what fixes and updated features are in the new version.

Model	Software Update(s)	
T130 x	v10.1	More Information >
T130 xi	v1.7.5.17	More Information >
XR Console	v12.002	More Information >
XIR & XER Consoles	v1.5.3.9	More Information >
XUR, XIR-02 & XER-02 Consoles	v1.2.2.6	More Information -

Note: At the top of the Software Update screen on the Matrix website, you will find a link to a video showing you how to download the software to your USB and install it on the console. <u>Video</u>

 Follow the step in <u>Option 1</u> or <u>Option 2</u> to get into the Service Mode or Machine Settings screen. Press the Update menu on the left side of the screen. Insert the USB into the console USB port, then press Update from USB.



Connecting Compatible Bluetooth Devices

1. Turn on your compatible BT device. Press the Gear icon in the upper right corner of the screen and then select Device Pairing.



2. Choose either Speakers/Headphones or Heart Rate Monitors depending on what you want to connect. (Select Heart Rate Monitors to connect the heart rate strap that came with the console.)

Important: Matrix uses short-range BT functionality, meaning if you are paired to your console, pause your workout then walk away, when you come back you will need to pair your device again.

•	Device Pairing	i
⊖ Speakers / Headphones	Brian's S8	G
🎔 Heart Rate Monitors	ENG-LAP-419	G
# FTMS		

Note: FTMS will display the console serial number which is used when pairing something like a TV to your console. The machine name will display on your TV, so you know it is your console.



Hiding or Rearranging App Icons

You can hide or rearrange apps as they display on your console screen. To do this, follow Option 2 to enter Machine Settings. Select the Applications menu from the left side of the screen. Touch and hold an app that you want to move, then drag it to Inactive to remove the app, or drag to a new spot on the screen to rearrange where the app is located.



Volume Control and Screen Brightness

Volume Control - If you begin using an app, TV (optional), or a BT device and the volume is either really high or low, follow <u>Option 1</u> to enter the Service Mode (3001) and adjust the volume. Press the Hardware menu from the list on the left side of the screen. Find Master Volume and slide bar to increase or decrease volume.

Screen Brightness – If your screen is too bright or too dim, follow <u>Option 1</u> to enter the Service Mode (3001) and adjust brightness. Press the Hardware menu from the list on the left side of the screen. Find Backlight Brightness and slide the bar to increase or decrease brightness.

^	Service Mode	¢
Date And Time Setup	Backlight Brightness 85 Master Volume 0 15	
General +	Console Headphone Insertions Frame Headphone Insertions USB Insertions	
Workout +		
Setup Default	NEST NEST	
Update +	O Energy Saver	
Network Setup	O Demo Video	
Weather ·		
Applications	Play Key Sound Machine Name GTM7532011K00080	
Calibration	V anderdonin Find Extension	
Hardware		
Error +	Accumulated Distance Since Belt Was Last Luded	
Analytics	5.8 miles	Reset
	Motor Type	
	Motor Type 0	
	Tradutited contracts	

Changing Workout Defaults

Changing your default workout times, including minimum and maximum speed on treadmills, can be done by following <u>Option 1</u>, then selecting the Workout menu.

A		Service Mode		(ļi
	Maximum Workout Time		Maximum Workout Distance	
Date And Time Setup	480 minutes		31.1 miles	
General F			Maximum Workout Calories	
Workout •			1000 cals	
Setup Default	Pause Time	State of the second second	Cooldown Time	
	5 minutes		5 minutes	
Update >				
Network Setup	Start Speed		Maximum Speed	
Weather	0.5 mph		12.5 mph	
weather	Maximum Incline			
Applications F	15.0 %			
Calibration >			Keyboard Disable Threshold	
	10000 10000		2.0 mph	
Hardware			생김 그는 것은 다른 것이 모든 것을 잡는 것이 없다. 것이 없는 것이 없 않이 없는 것이 없 않이 않은 것이 없는 것이 않은 것이 않이	
Error				
Analytics •				

Error Message 0304

When this message appears on your console, it means your headphone insertion count has made it to a threshold that indicates the earphone board may fail. When this happens, follow Option 1 to enter the Service Mode. Select Hardware, then reset the insertion count by pressing Reset. This will allow you to continue using your unit. Contact Customer Technical Support to notify them of the error message and order a new earphone board. Please see your Owner's Manual for warranty terms.

A	Service Mode	
Date And Time Setup	Backlight Brightness — 85 Master Volume 15	
General	Console Headphone Insertions Frame Headphone Insertions USB Insertions	
Workout •		
Setup Default	HESET RESET RESET	
Update *	O Energy Saver	
Network Setup	O Demo Video	
Weather		
Applications •	Play Key Sound Machine Name Bluetooth FTMS Enabled CTM7532011K00080	
Calibration	Play Workout Countdown Sound	
Hardware 🕨	Accompleted Distance Sizes Balt Way Level Labed	
Error		Peret
Analytics +	5.8 mes	Reset

No Belt Movement or Resistance

The consoles have a setting called Demo Mode. When selected, this will stop communication from the console to the frame. This setting is often used on a sales floor so console features can be shown without have the running belt move. If you have a "no belt movement" event, check the Demo Mode setting by following <u>Option 1</u>, then select the General menu. The Demo Mode box should <u>NOT</u> be checked. Press the Home icon to return to the home screen, then cycle power from the frame power switch.



Lube Belt Message

It is recommended that you lubricate treadmills (that have a silicone running surface) every 150 miles. A notification will show on your console screen when this maintenance is due. Please refer to the Treadmill Deck and Belt guide for instruction on lubricating your running surface.



Following Option 1, after the maintenance has been completed, go to the Hardware menu. In the section Accumulated Distance Since Bet Was Last Lubed, press Reset, then press the Home icon in the upper left corner to return to the home screen. If the message is still showing, cycle power on your frame.

A	Service Mode				
Date And Time Setup	Backlight Brightness Master Volume	8	5 5		
General		onsole Headobone Incertions	Frame Headinhone Insertions	LISB Incertions	
Workout +		0	0	33	
Setup Default		RESET	RESET	RESET	
Update +	O Energy Saver				
Network Setup	O Demo Video				
Weather	None				
Applications	Play Key Sound	Machine I	Name 32013 K00080		
Calibration +	Bluetooth FTMS I Play Workout Cos	Enabled	0.0111100000		
Hardware					
Error +	Accumulated Distance	Since Belt Was Last Lubed			
Analytics •				5.8 miles	Reset
	Motor Type				
		Motor Type 0			
	TEAMVEWER CONTR	IOLS	والمتعالية فتهروا الع		

Keypad Test

If you have handgrip buttons not responding when pressed, an easy test you can perform is a Keypad Test from the console. Following Option 2, select Calibration from the menu, then select Keypad Test. Press the unresponsive button and it should display on the screen.

- If the key DOES NOT display, the button or button wire harness is bad. Contact <u>Customer Technical Support</u> and let them know that you performed the test, and you need to replace the component.
- If the key DOES display but nothing changes on the unit, check the section called <u>No Belt Movement or</u> <u>Resistance</u>. Follow that instruction. If Demo Mode is off, contact <u>Customer Technical Support</u> and let them know the steps you took. They will help you with next steps based on your warranty terms.

A	Machine Settings
Date And Time Color	Press any key to see the key press detail.
Date And Time Setup	Key Code Key UP/DOWN
General +	
Workout +	
Setup Default	
Update +	
Network Setup	
Weather	
Applications	
Calibration •	
Key Test 🔸	
Hardware	



Cleaning the Console

Use a micro-fiber cloth and <u>LCD screen cleaner</u> to clean your touchscreen. How frequently you should clean is based on use but keeping the screen clean will decrease touch-related issues. If you do not have a screen cleaner, use a damp (with water) micro-fiber cloth to clean the screen.

Useful Resources

Use the link below to find **product registration information**, warranty information, additional FAQs, troubleshooting information, setup/connectivity videos, and available software updates for consoles.

Matrix Fitness - https://www.matrixfitness.com/us/eng/home/support

Customer Technical Support – Please refer to your Owner's Manual for warranty terms

Warranty Product

Brand	Phone	Email	
Matrix	800-335-4348	info@johnsonfit.com	

Out of Warranty Product

Brand	Phone	Email
Matrix	888-993-3199	visionparts@johnsonfit.com