

# Matrix Touchscreen Console Guide

## *XUR, XIR-02 and XER-02*



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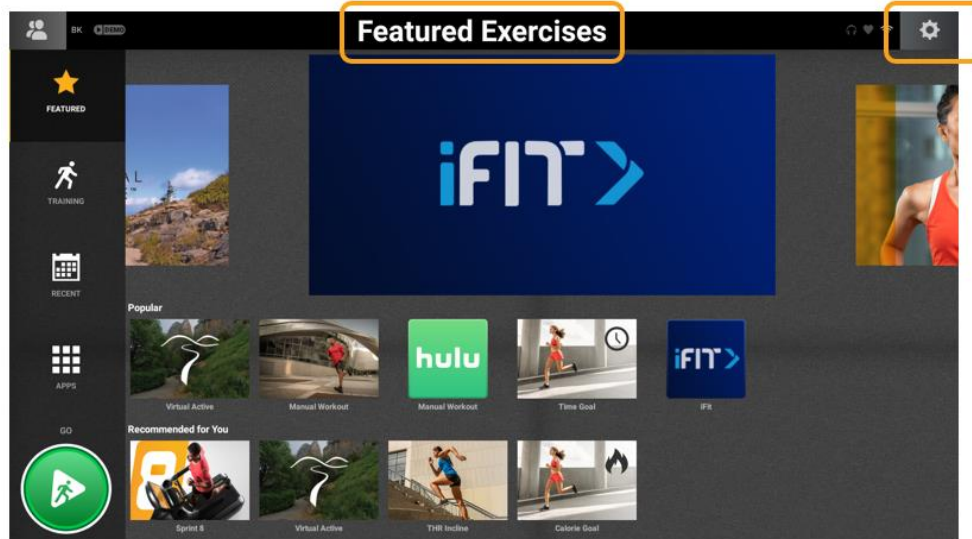
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## Console Codes

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

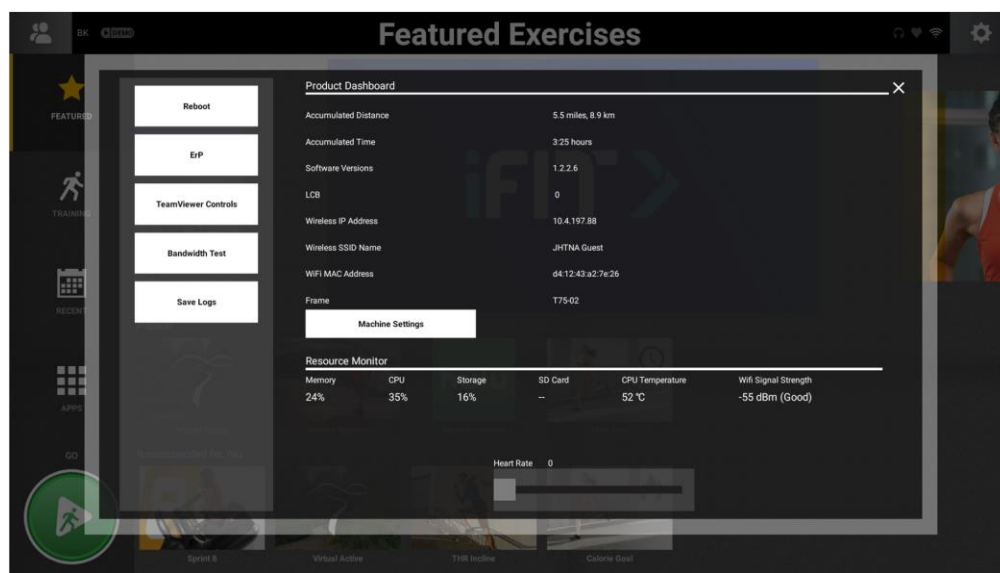
**Option 2:** Press the Gear icon in the upper right-hand corner of the screen and select Machine Settings.



### Option 1

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

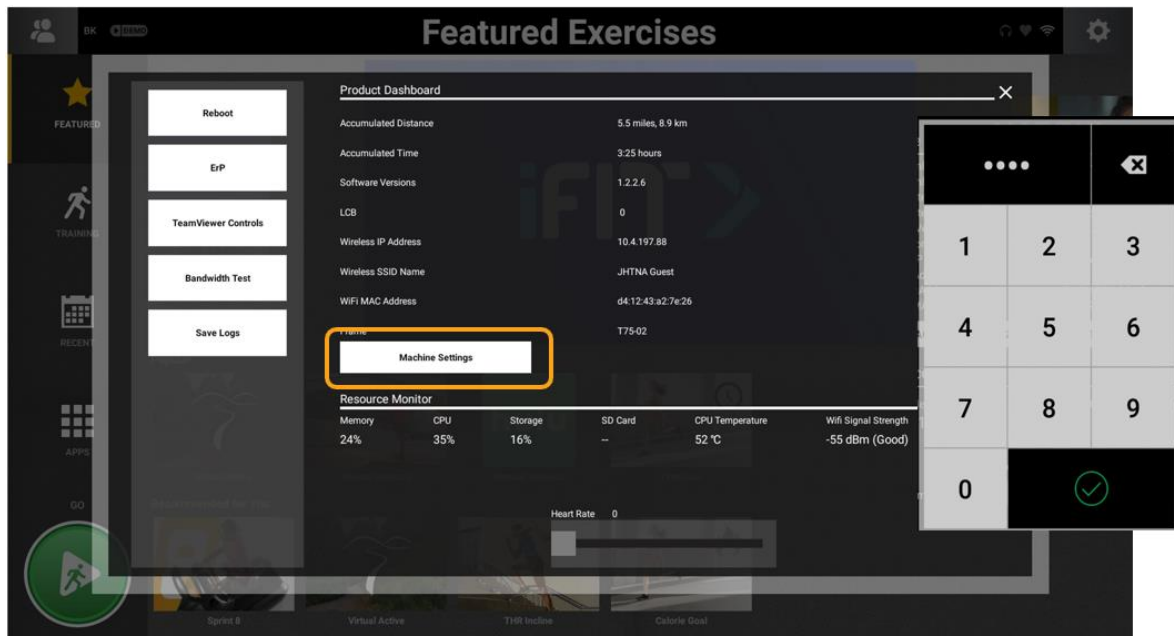
If you notice buffering when using Internet apps, press Bandwidth Test to launch a window that will show your current Internet speed; 3Mbps is required for standard streaming and 5Mbps is needed for high-definition streaming.



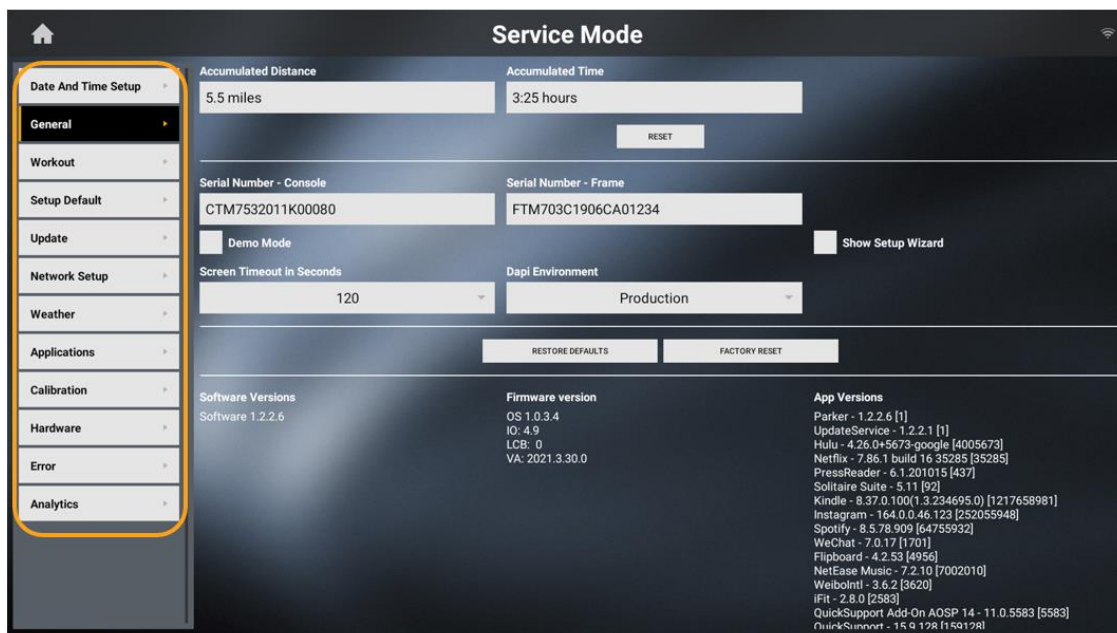
**Machine Settings** – Press Machine Settings to launch a keypad. There are two different codes to enter on the keypad depending on what you want to do.

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.



**Service Mode (3001)** - After entering the code 3001 Enter 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.

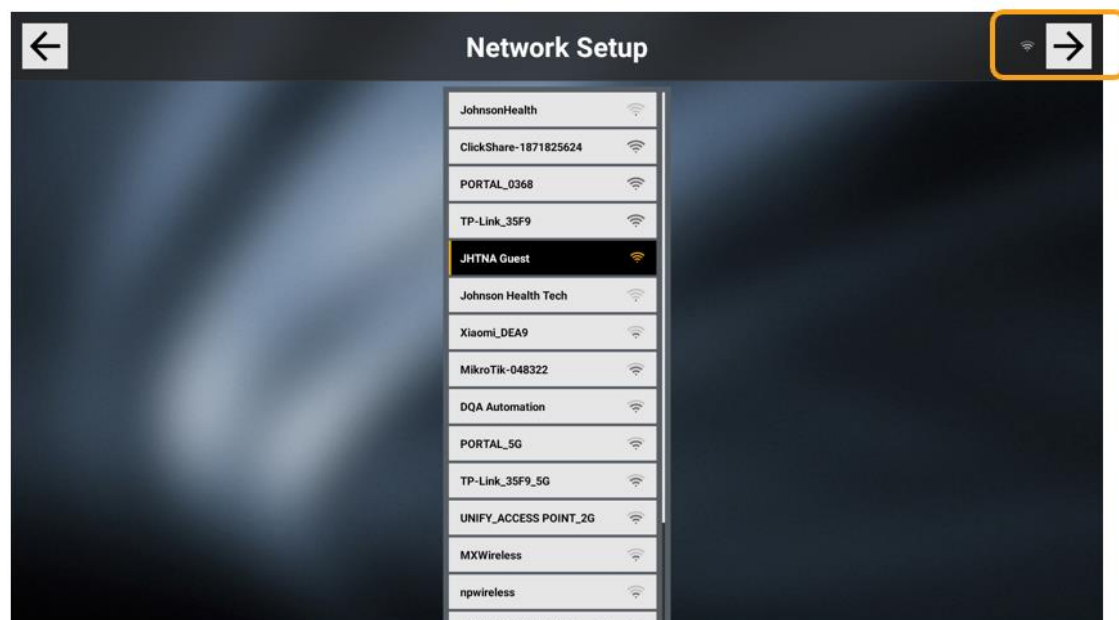


**Setup Wizard (3002)** – After entering the code 3002 Enter on the keypad, you will be taken to a Setup Wizard.

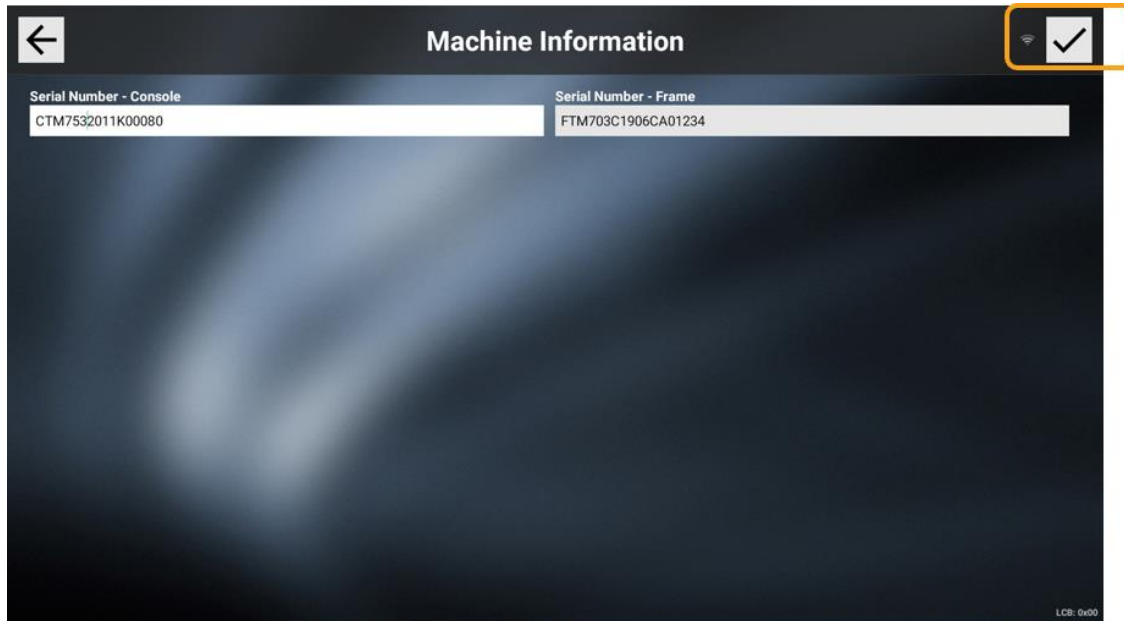
- Language, Time Zone and Date Format – Select the console’s default language, time zone, and date format. Click on the arrow in the upper right corner to move forward.



- 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.

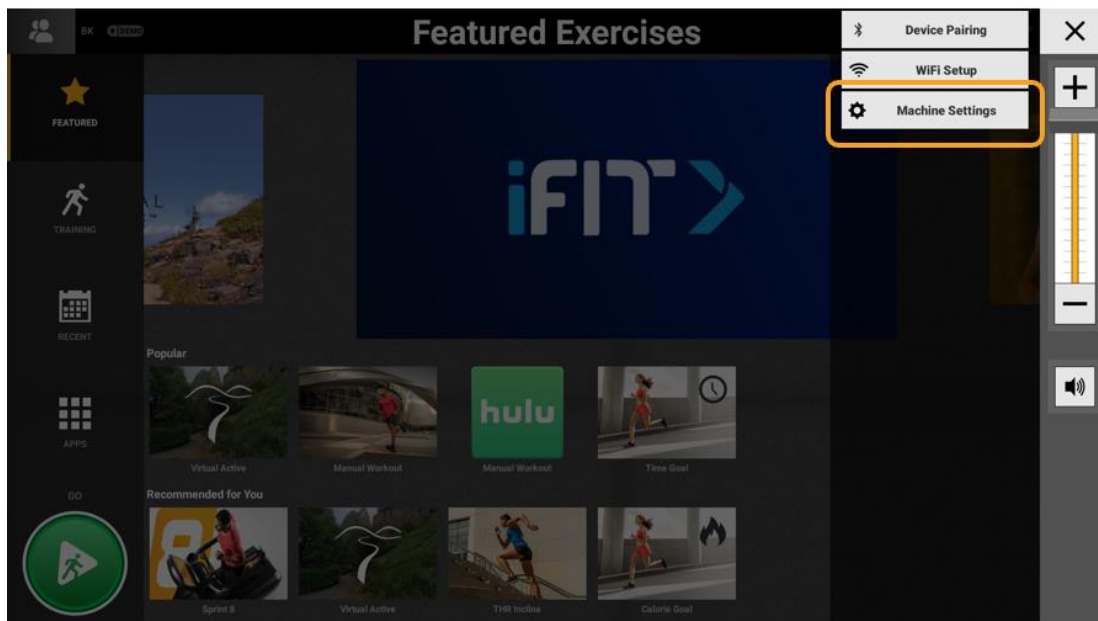


- Serial Number - Touch the white box to launch a keyboard so you can enter your console and frame serial numbers. Press the checkmark to complete the Setup Wizard and go to the home screen.

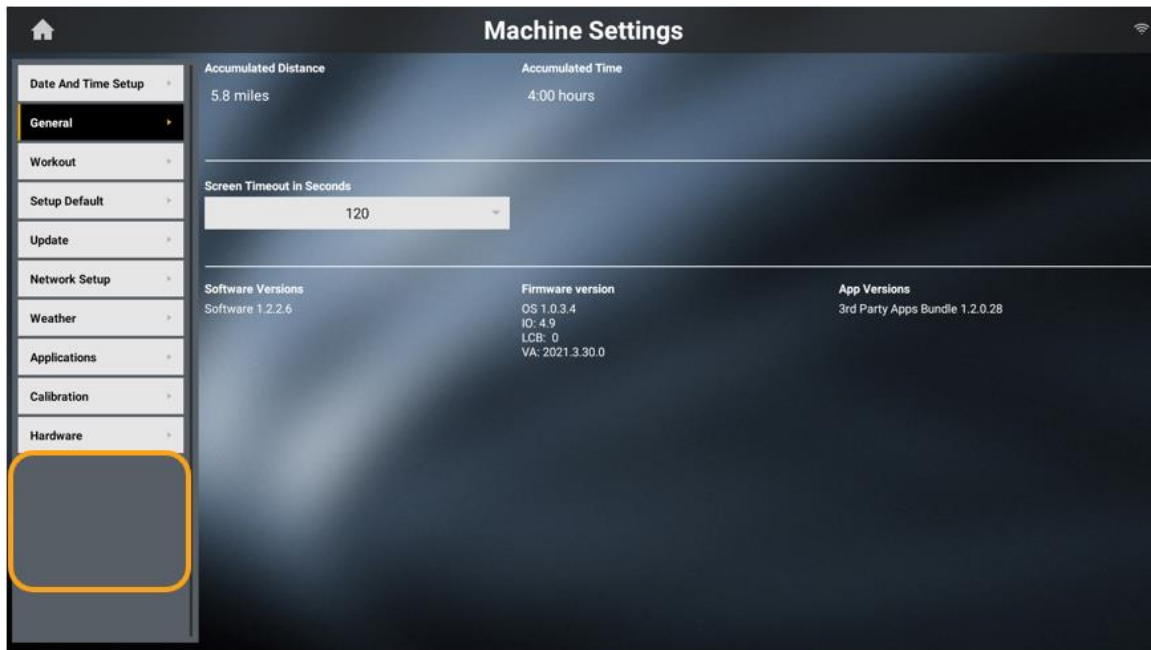


## Option 2

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

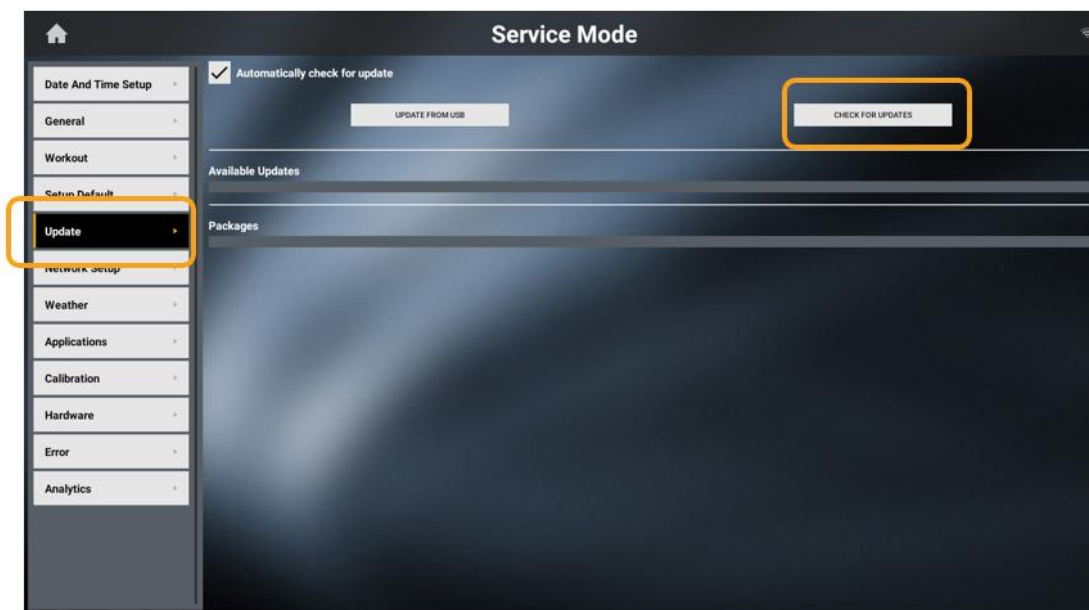


Notice that the Machine Settings screen is missing two menus: Errors and Analytics. Those can be viewed only when entering the Service Mode through option 1. There are other settings within each menu not found in Machine Settings that are found in the Service Mode.

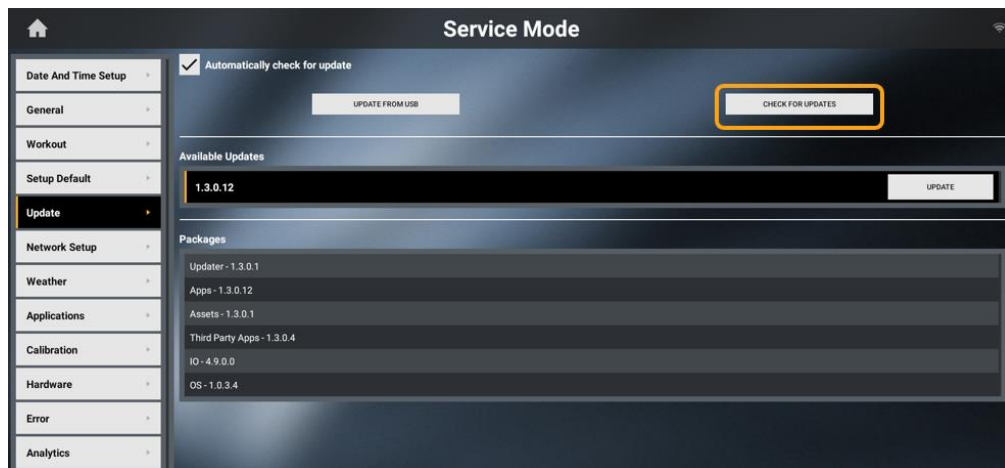


## Connected Consoles - Updating Software

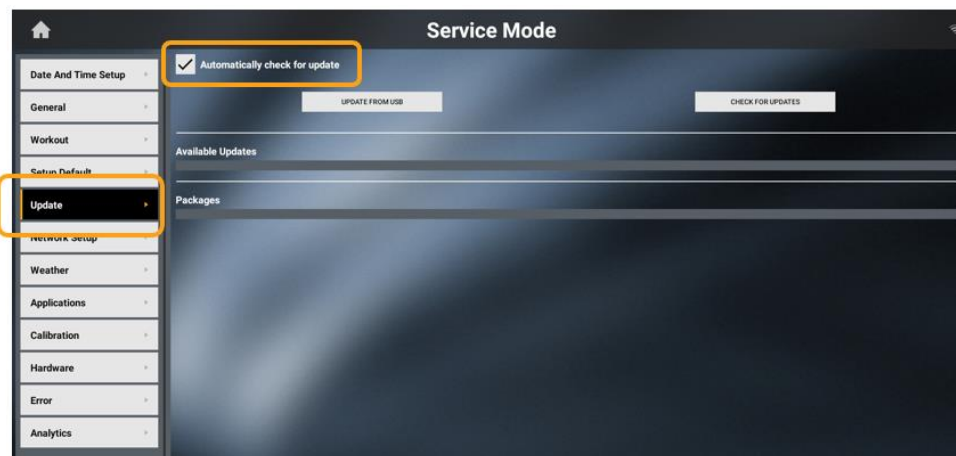
1. You can update software from Option 1 or Option 2. Press the Update menu on the left side of the screen, then press Check for Updates.



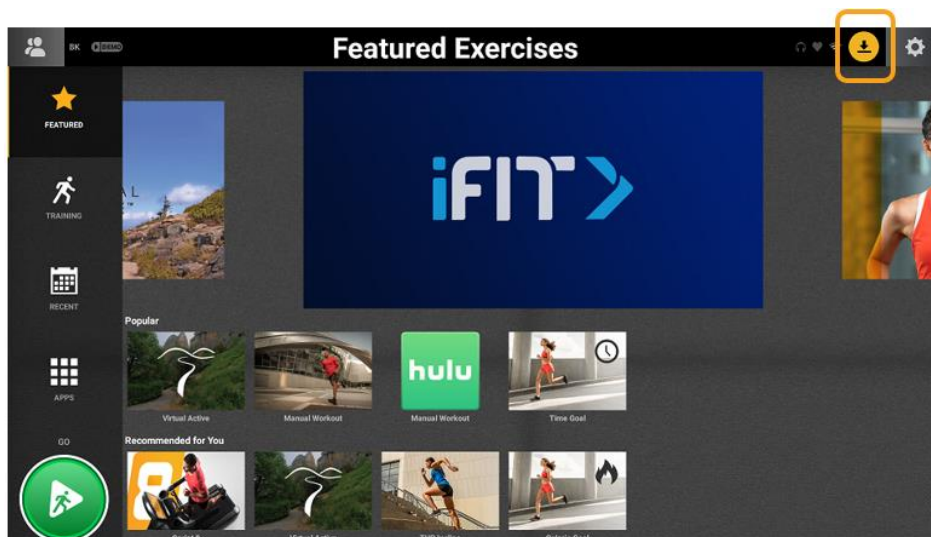
- If updates are found, they will be displayed, and an Update button will appear. Press Update to download and install the available software update.



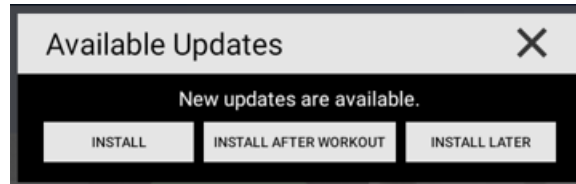
**Note:** Force the console to always check for software updates by checking the box next to “Automatically check for update”.



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



Press the icon and this pop-up will appear:



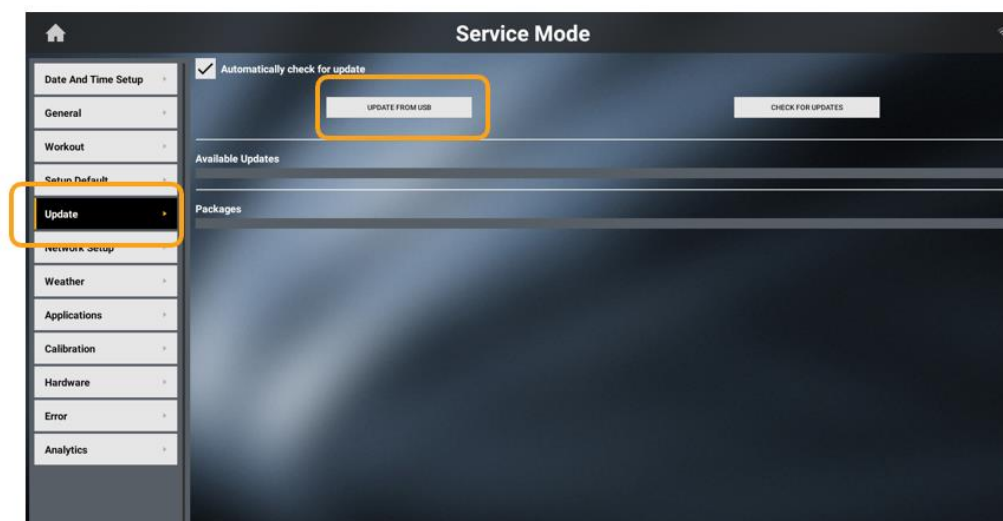
## Not-Connected Consoles - Updating Software

1. Visit <https://www.matrixfitness.com/us/eng/home/support/software-updates> 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                        | <a href="#">v10.1</a>     | <a href="#">More Information &gt;</a> |
| T130 xi                       | <a href="#">v1.7.5.17</a> | <a href="#">More Information &gt;</a> |
| XR Console                    | <a href="#">v12.002</a>   | <a href="#">More Information &gt;</a> |
| XIR & XER Consoles            | <a href="#">v1.5.3.9</a>  | <a href="#">More Information &gt;</a> |
| XUR, XIR-02 & XER-02 Consoles | <a href="#">v1.2.2.6</a>  | <a href="#">More Information &gt;</a> |

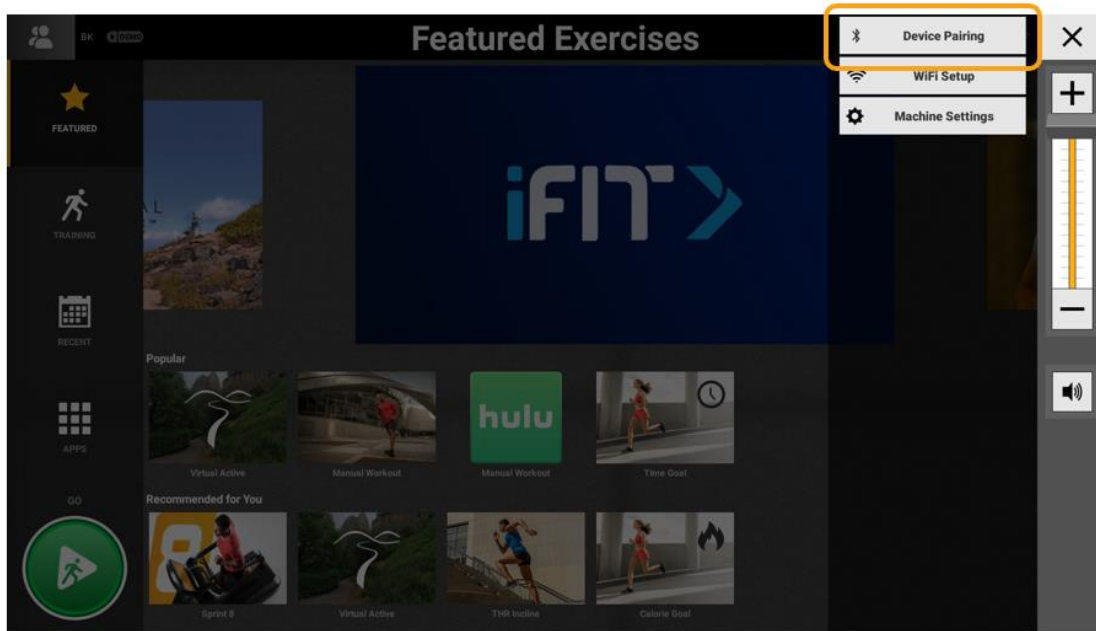
**Note:** At the top of the Software Update screen on the Matrix website, you will find a link to a video showing you how to download the software to your USB and install it on the console. [Video](#)

2. Follow the step in [Option 1](#) or [Option 2](#) 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.



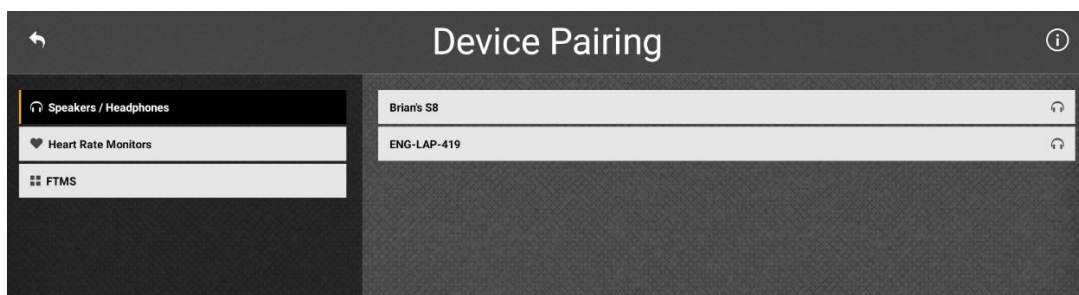
## Connecting Compatible Bluetooth Devices

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

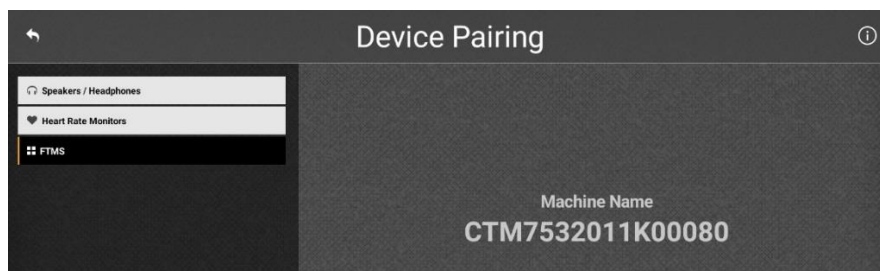


2. Choose either Speakers/Headphones or Heart Rate Monitors depending on what you want to connect. (Select Heart Rate Monitors to connect the heart rate strap that came with the console.)

**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.



**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

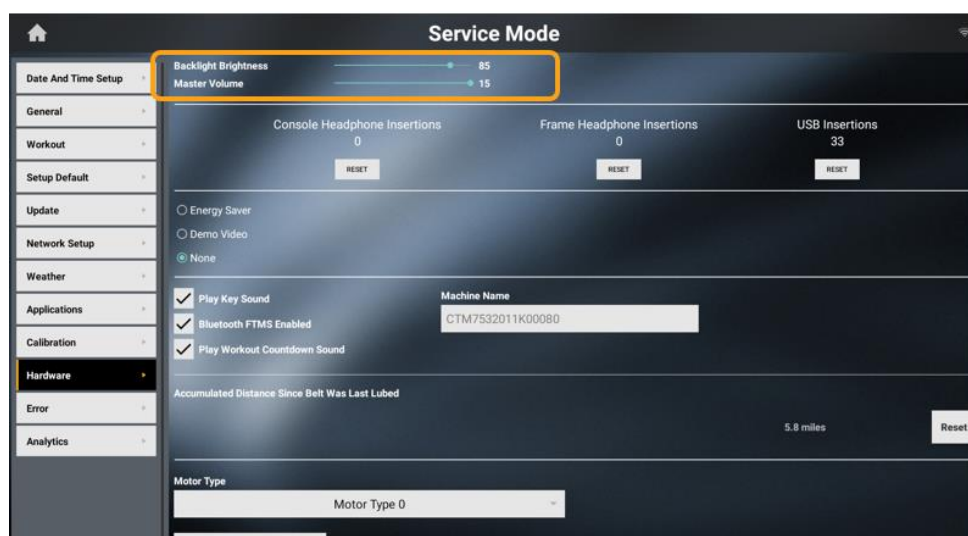
You can hide or rearrange apps as they display on your console screen. To do this, follow Option 2 to enter Machine Settings. Select the Applications menu from the left side of the screen. Touch and hold an app that you want to move, then drag it to Inactive to remove the app, or drag to a new spot on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



## Volume Control and Screen Brightness

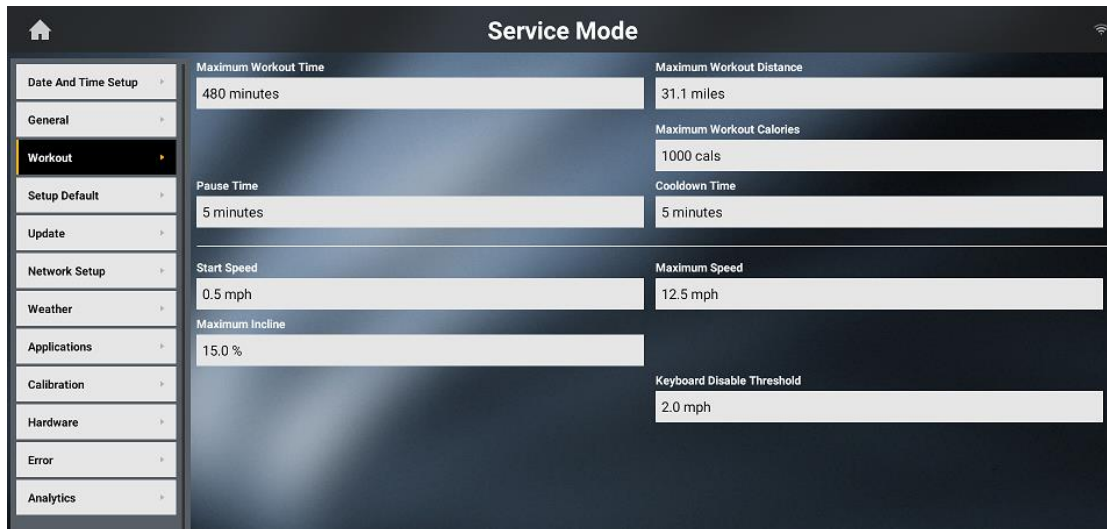
**Volume Control** - If you begin using an app, TV (optional), or a BT device and the volume is either really high or low, follow [Option 1](#) to enter the Service Mode (3001) and adjust the volume. Press the Hardware menu from the list on the left side of the screen. Find Master Volume and slide bar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

**Screen Brightness** – If your screen is too bright or too dim, follow [Option 1](#) 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.



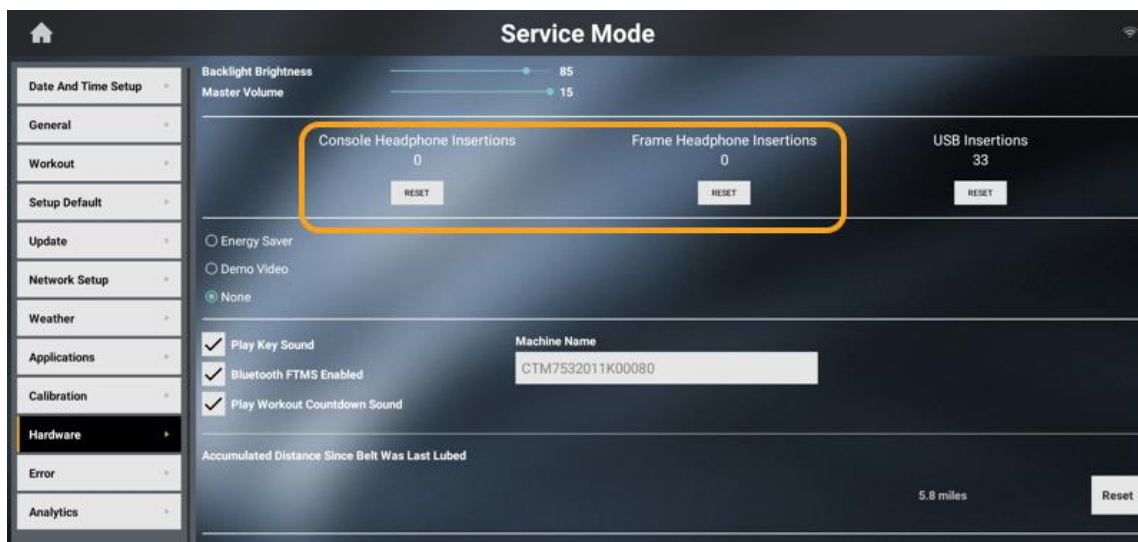
## Changing Workout Defaults

Changing your default workout times, including minimum and maximum speed on treadmills, can be done by following [Option 1](#), then selecting the Workout menu.



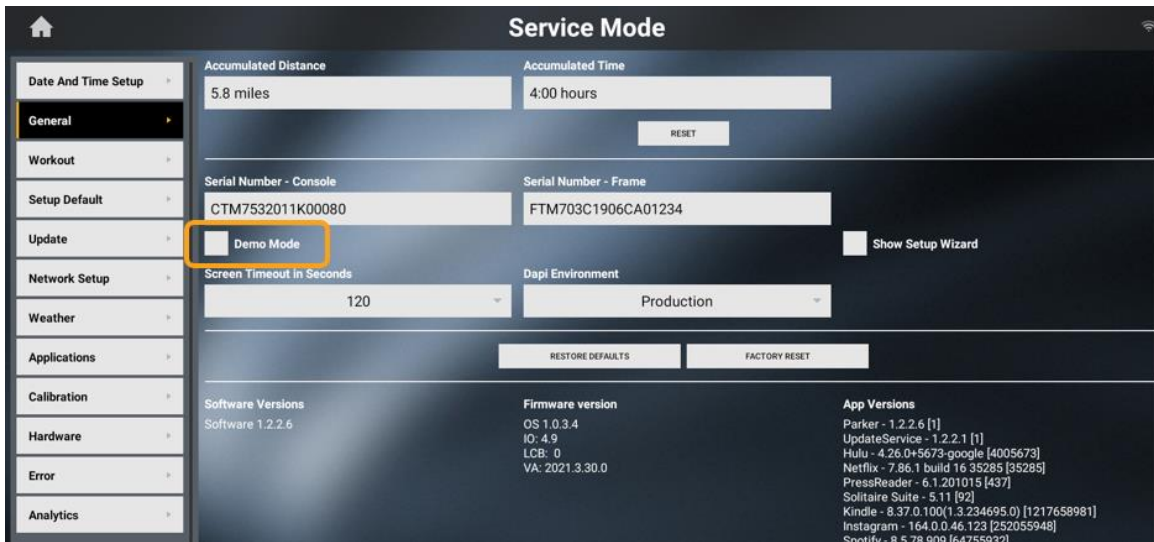
## Error Message 0304

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.



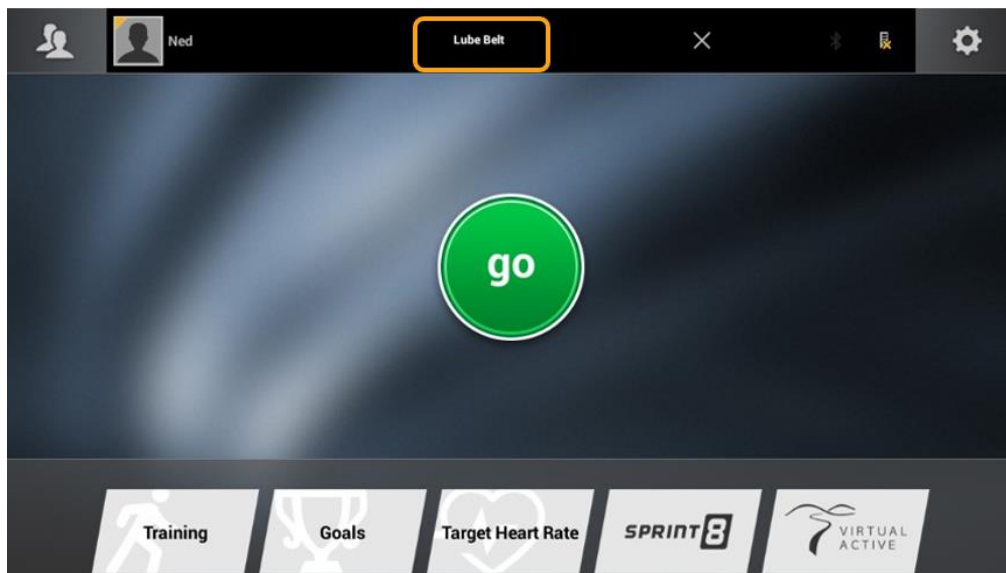
## No Belt Movement or Resistance

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 [Option 1](#), then select the General menu. The Demo Mode box should NOT be checked. Press the Home icon to return to the home screen, then cycle power from the frame power switch.

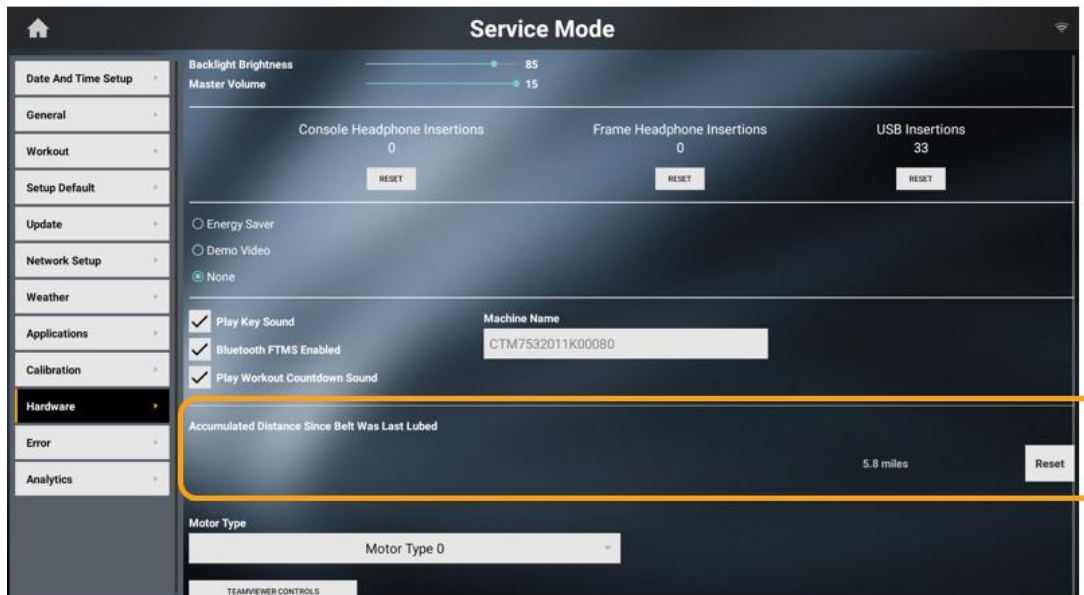


## Lube Belt Message

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 Belt 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.



## 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 [Customer Technical Support](#) 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 [No Belt Movement or Resistance](#). Follow that instruction. If Demo Mode is off, contact [Customer Technical Support](#) and let them know the steps you took. They will help you with next steps based on your warranty terms.



## Cleaning the Console

Use a micro-fiber cloth and [LCD screen cleaner](#) 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 | <a href="mailto:info@johnsonfit.com">info@johnsonfit.com</a> |

### Out of Warranty Product

| Brand  | Phone        | Email                                                                      |
|--------|--------------|----------------------------------------------------------------------------|
| Matrix | 888-993-3199 | <a href="mailto:visionparts@johnsonfit.com">visionparts@johnsonfit.com</a> |