Johnson Industries (Shanghai) Co.,Ltd

1X & 1XE
T3X & T-1XE3XE
Service Manual

MATRIX

Approval	Review	Editor
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1.2 serial location/model type apply list

SERIAL NUMBER LOCATIONS
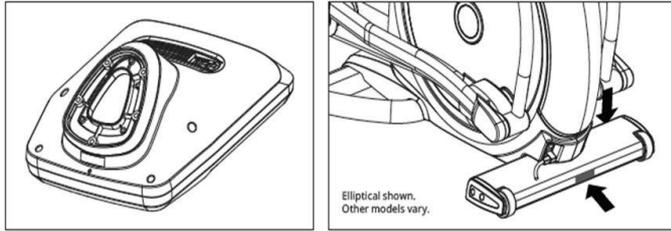
Elliptical shown.
Other models vary.

Before proceeding, find the serial numbers located on barcode stickers and enter them in the spaces provided below.

CONSOLE SERIAL NUMBER

FRAME SERIAL NUMBER

MODEL

☐ E1x	☐ E1xe	MATRIX SUSPENSION ELLIPTICAL TRAINER
☐ R1x	☐ R1xe	MATRIX RECUMBENT CYCLE
☐ U1x	☐ U1xe	MATRIX UPRIGHT CYCLE

Model	Console	Model ID
RECUMBENT (R)		R1X/R1XE
UPRIGHT (U)	1X/1XE	U1X/U1XE
ELLIPTICAL (E)		E1X/E1XE

CONSOLE GUIDE

SERIAL NUMBER LOCATIONS
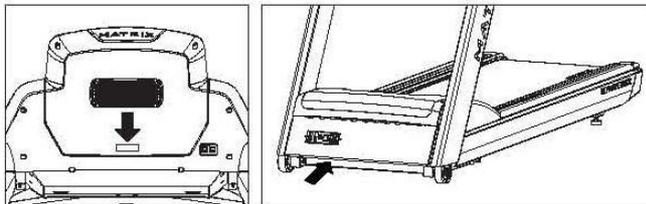
Before proceeding, find the serial numbers located on barcode stickers and enter them in the spaces provided below.

CONSOLE SERIAL NUMBER

FRAME SERIAL NUMBER

MODEL

☐ T1x   ☐ T3x   ☐ T1xe   ☐ T3xe   ☐ T3xh   MATRIX TREADMILL

* Use the information above when calling for service.

FRAME	Console	MODEL
T-1X-F	T-1X-C	T1X
T-1X-F	T-1XE3XE	T1XE
T-3X-F	T-3X-C	T3X
T-3X-F	T-1XE3XE	T3XE

2.1 1X CONSOLE DESCRIPTION

A) WORKOUT KEYS: Simple program view and selection buttons.

B) GO: One Touch Start.

C) ENTER : Confirm each program setting.

D) BACK: Go to previous program setting.

E) NUMBER KEYPAD: Enter program settings.

F) UP/DOWN LEVEL: Adjust resistance level.

G) UP/DOWN TIME: Adjust workout time.

H) STOP: Ends workout and shows workout summary data.

I) COOL DOWN: Puts the console into Cool Down mode.

J) TOGGLE DISPLAY: Cycles between 3 or 4 rows of workout information displayed in LED window.

The console will automatically cycle between the workout information if the Toggle Display button is pushed and held down for 3 seconds.

2.2 1XE CONSOLE DESCRIPTION

2.2 1XE CONSOLE DISPLAY DESCRPITON

The Matrix machine is inspected before it is packaged. It is shipped in two pieces: the base and the console. Carefully unpack the unit and dispose of the box material. Note: There is a thin protective sheet of clear plastic on the overlay of the console that should be removed before use.

The 1xe has a fully integrated touch screen display. All information required for workouts is explained on screen. Exploration of the interface is highly encouraged. The information explaining how to program for various workouts will give an explanation about the contents of each screen on the 1xe.

A) GO: One Touch Start.

B) STOP (displayed on-screen during workout)**:** Ends workout and shows workout summary data.

C) COOL DOWN (displayed on-screen during workout)**:** Puts unit into Cool Down mode. Cool Down time is dependent on the workout

2.2 T3X CONSOLE DESCRIPTION

ENTERTAINMENT BUTTONS

K) TV POWER: Turns connected TV on or off.

L) VOLUME UP/DOWN: Adjusts the volume output through headphones.

M) MUTE: Mutes sound.

N) CC: Turns closed captioning on or off.

O) CHANNEL UP/DOWN: Change channels on the integrated console TV.

P) LAST CHANNEL: Cycle between the current channel and the previous channel.

2.2 T3X CONSOLE DESCRIPTION
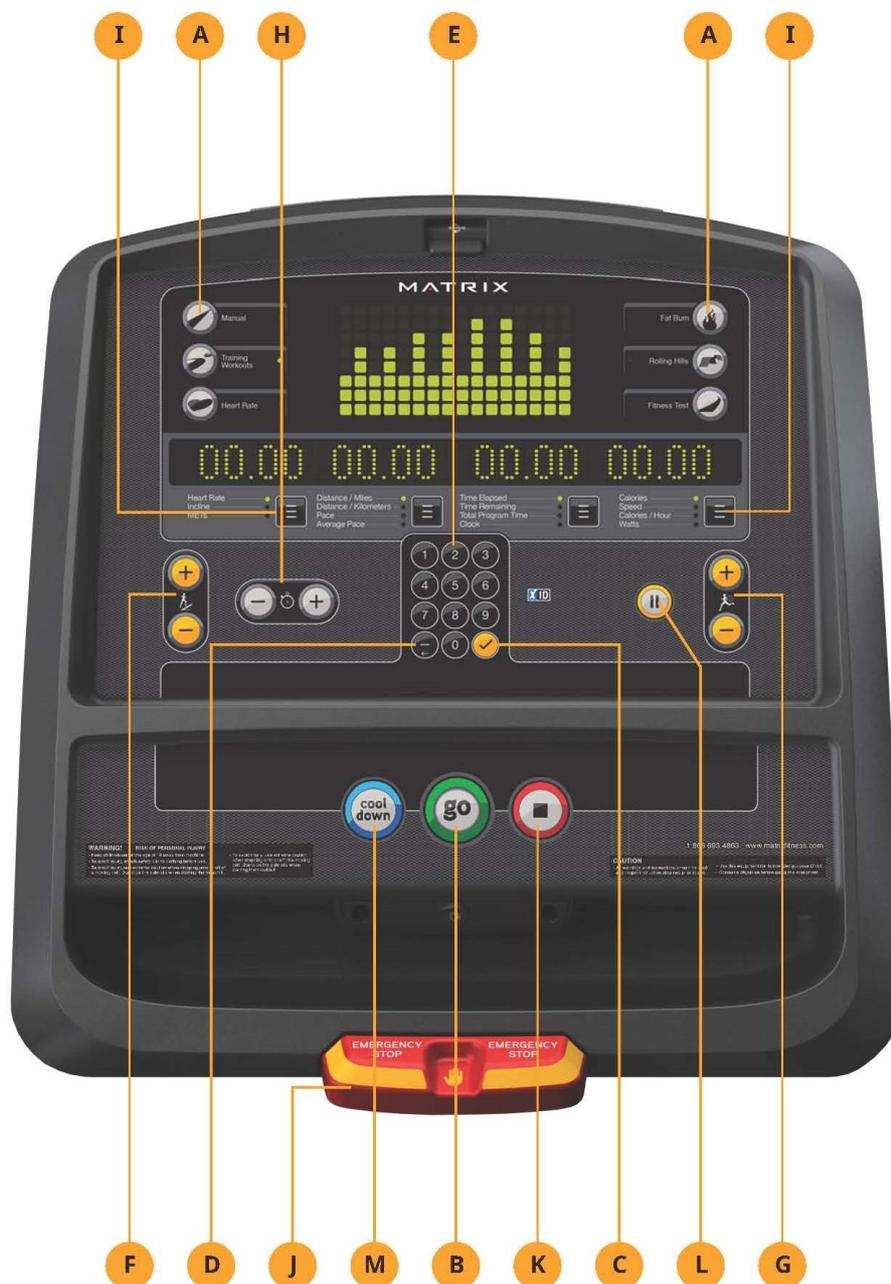
2.2 T3X CONSOLE DESCRIPTION

A) WORKOUT KEYS: Simple program view and selection buttons. Press Fitness Test button to cycle through available tests.

B) GO: One Touch Start.

C) ENTER: To confirm each program setting.

D) BACK: Go to previous program setting.

E)NUMBER KEYPAD: Allows for easy number inputs.

F) UP/DOWN INCLINE: Adjust incline and make program selections.

G)UP/DOWN SPEED: Adjust speed and make program selections.

H) UP/DOWN TIME: Adjust workout time.

I) TOGGLE DISPLAY: Cycles between 3 rows of workout information displayed in LED window. The console will automatically cycle between the workout information if the Toggle Display button is pushed and held down for 3 seconds.

J) EMERGENCY STOP / IMMOBILIZATION: To stop all functions and immobilize the unit. The emergency stop on this treadmill must be returned to its original position in order to allow normal operation of the unit.

K) STOP: Ends workout and shows workout summary data.

L) PAUSE: Pauses workout. Pause duration can be set in manager or engineering mode.
M)

COOL DOWN: Puts treadmill into Cool Down mode. Cool Down time is dependent on the length of the workout.

2.3 T-3XE3XH CONSOLE DESCRIPTION

T1XE/T3XE CONSOLE DESCRIPTION

The Matrix machine is inspected before it is packaged. It is shipped in two pieces: the base and the console. Carefully unpack the unit and dispose of the box material. Note: There is a thin protective sheet of clear plastic on the overlay of the console that should be removed before use.

The T1xe/T3xe has a fully integrated touch screen display. All information required for workouts is explained on-screen. Exploration of the interface is highly encouraged. The information explaining how to program for various workouts will give an explanation about the contents of each screen on the T1xe/T3xe.

2.3 T3XE CONSOLE DESCRIPTION

A) GO: One Touch Start.

B) UP/DOWN INCLINE: Adjust incline and make program selections.

C) UP/DOWN SPEED: Adjust speed and make program selections.

D) PAUSE (displayed on-screen during workout): Pauses workout. Pause duration can be set in manager or engineering mode.
During pause, user can choose to stop or continue workout.

E) COOL DOWN (displayed on-screen during workout): Puts treadmill into Cool Down mode. Cool Down time is dependent on the length of the workout.

F) EMERGENCY STOP / IMMOBILIZATION: To stop all functions and immobilize the unit. The emergency stop on this treadmill must be returned to its original position in order to allow normal operation of the unit.

G) VOLUME UP/DOWN: Adjusts the volume output through headphones.

H) CHANNEL UP/DOWN: Allows for channel selection on the integrated console TV.

I) HOME: Will take the user back to the home screen.

J) LAST CHANNEL: Allows the user to cycle between the current channel and the previous channel they were viewing.

K) DISPLAY MODE: Allows user to cycle through display modes.

L) CC/MUTE: Mutes sound and turns closed captioning on or off.

M) NUMBER KEYPAD: Allows for easy number inputs.

2.3 3XH CONSOLE DESCRIPTION

A) GO/STOP: One touch start (displayed on-screen before workout). Press to end workout and show workout summary data.

B) UP/DOWN INCLINE: Adjust incline during workout.

C) UP/DOWN SPEED: Adjust speed during workout.

D) PAUSE: Pauses workout. Pause duration can be set in manager or engineering mode.

E) EMERGENCY STOP / IMMOBILIZATION: To stop all functions and immobilize the unit. The emergency stop on this treadmill must be returned to its original position in order to allow normal operation of the unit.

F) NOTE: Entertainment features are not enabled in simple mode.

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2.4 1XE Operation Description

1.GETTING STARTED

   1)Touch the USER button to sign-in with your XID.

   2)Touch the GUEST button to workout anonymously.

   3)Touch the REGISTER button to create a new XID.

   4) For help or more information, touch

   5) To change language, touch

2.USER SIGN-IN

   1) Enter your XID and touch

   2) Enter your PASSCODE and touch

3.REGISTER A NEW USER

   1) Don't have an xID account? Registration is easy.

   2) Follow the on-screen prompts to create your free account.

   3) Review your information and select the I ACCEPT THE TERMS AND CONDITIONS box to review

      the Terms and Conditions.

   4) Touch to complete registration. Your account is now active and you are signed-in.
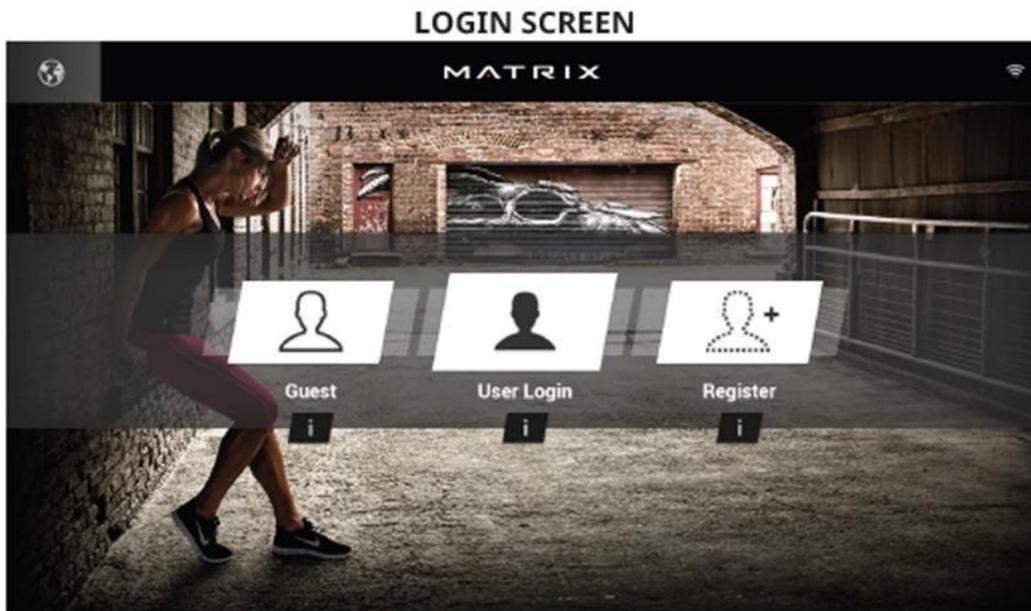
4. LOGIN SCREEN

GO SCREEN

Touch GO to begin working out immediately. Or...

Touch the WORKOUT CATEGORY button of your choice to customize your workout.
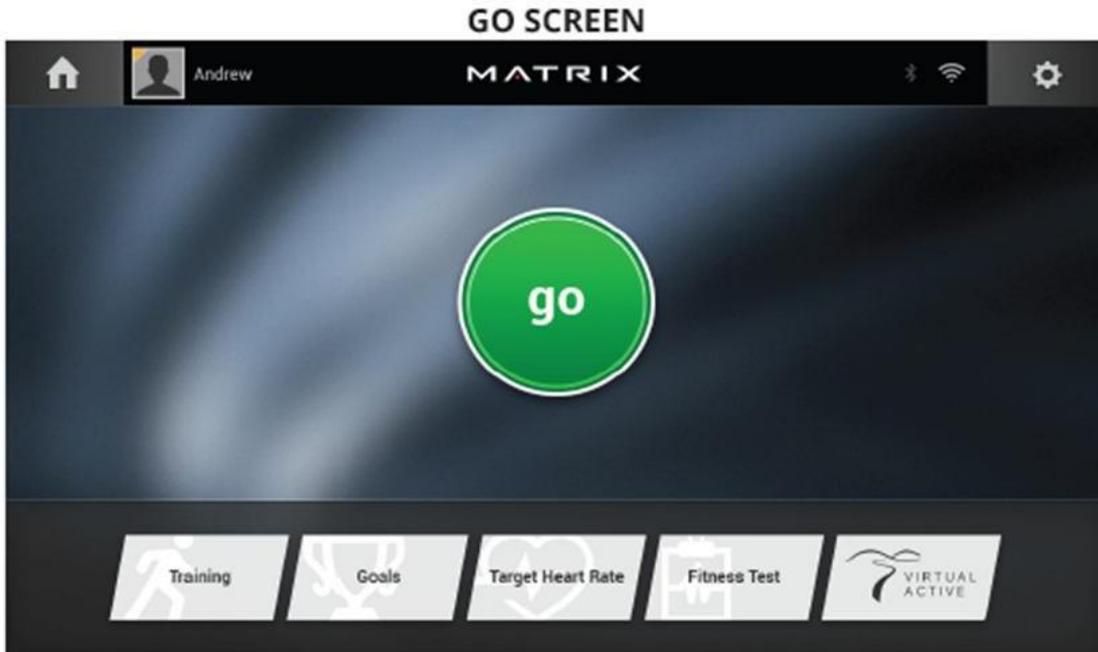
5 . PROGRAM SETUP

1) After selecting a WORKOUT CATEGORY button, select one of the PROGRAMS listed to the left. For more information on a selected program, touch .

2) Use the SLIDER CONTROLS to adjust your program settings.
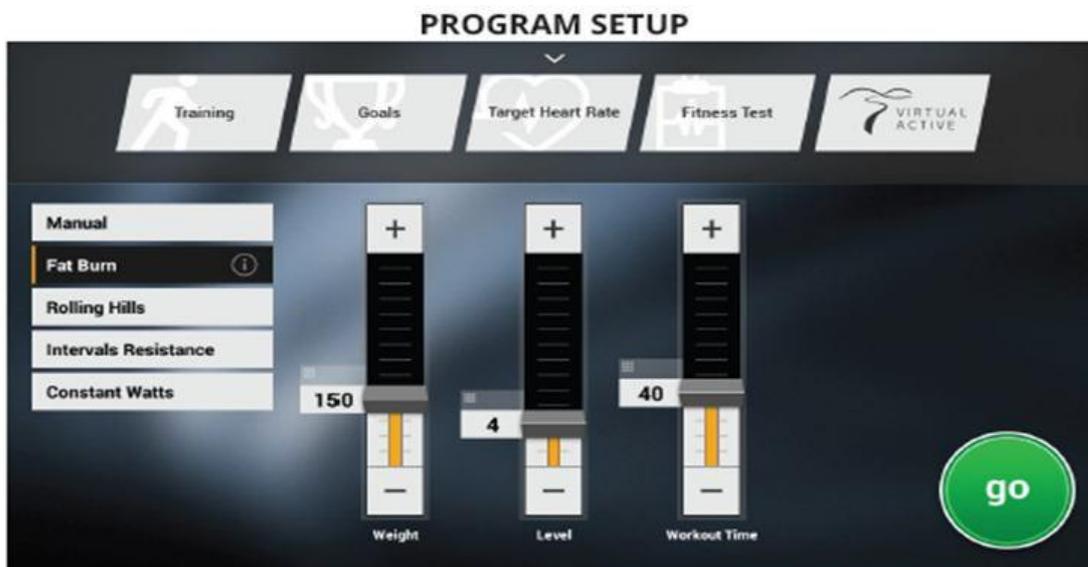
6. HOME SCREEN
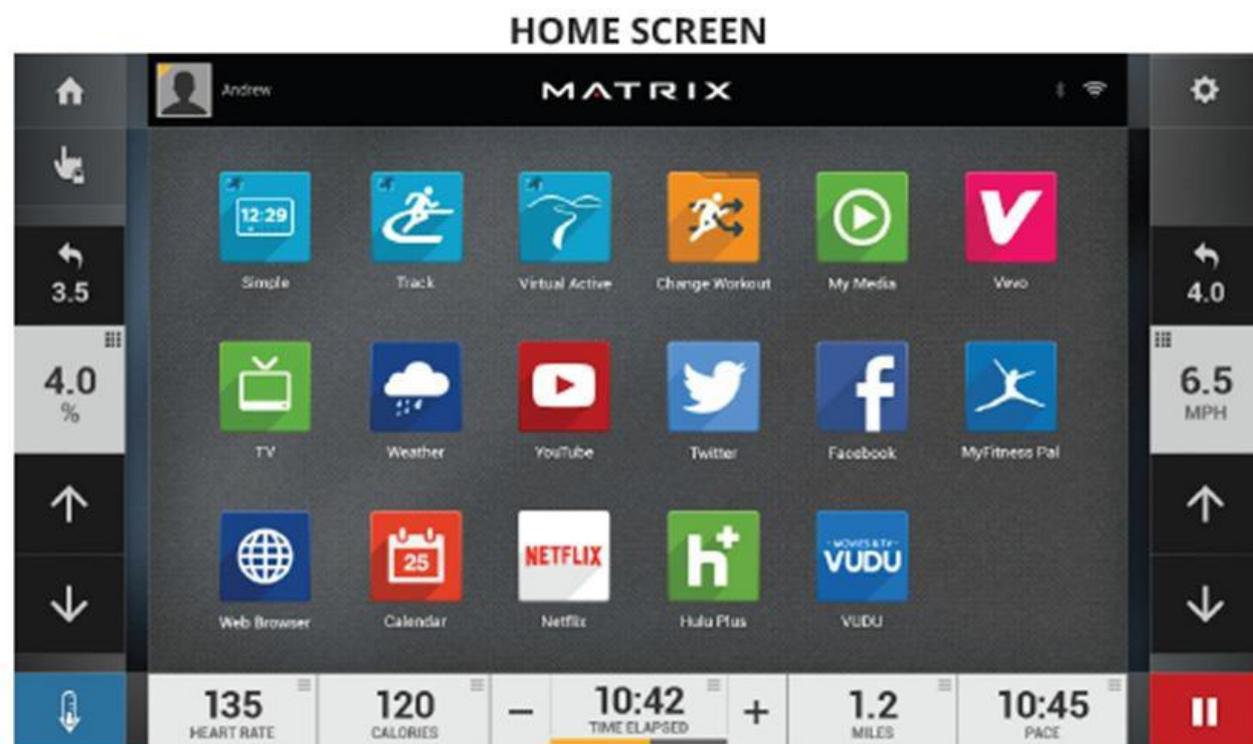
HOME SCREEN

- The **USERNAME** or **GUEST** is shown in the upper left corner.

- Touch ☰ to change **WORKOUT STATISTICS** displayed at the bottom of the screen.

- Touch 🏠 to go back to the home screen whenever you're using an app.

- Touch ⚙ to adjust **VOLUME**, pair a **BLUETOOTH** device or to change **AUDIO SOURCE** (TV, My Media, Virtual Active, etc.).

- Touch ↓↑ to increase or decrease the intensity level, speed or incline.

- Touch ☰ to use the keypad to set intensity level, speed or incline. Press ⊘ to confirm change.

- Touch ↩ to change intensity level, speed or incline back to previous setting.

- Touch ❚❚ to temporarily pause your workout and touch ▶ to resume. NOTE: After resuming, speed, incline and intensity levels will be reset.

- While paused, touch ■ to end workout.

- Touch —+ to increase or decrease the duration of your workout.

- Touch 🌡 to enter cool down mode. Cool down lasts for a few minutes while reducing the workout intensity, allowing your body to recover from your workout.

- Touch 👆 to lock the screen in order to prevent accidental screen touches from being implemented. Touch it again to unlock the screen and allow screen touches.

3.1 Special Mode Browse

	Mode name	Method	Programmer List
special mode	Manage mode	"√" + "1001" + "√"	Refer to below picture
	Engineer mode	"√" + "2 0 0 1" + "√"	
	Service mode	"√" + "3001" + "√"	
	Test mode	"√" + "5001" + "√"	

Notes: Press "+/-" to scroll programmer menu

Press "√" to refer more details about programmer, press "←" to return.

Manage Mode 1001
Workouts
User
Data & Time
Software
General
Language
Machine
TV
Internet
ErP

Service Mode 3001
Accumulate
Log
Confirguration
Factory Default
Asset management
xID Login

Engineer Mode 2001
Error Codes
DAPI

Test Mode 5001
Display
Keypad
CSAFE
WiFi
Headphone Jack
ErP

3.2 Manage Mode :

Category	Name	Default	Range
Workout	Maximum Time	60	4-99
	Default Time	20	4-max
	Default level	1	1-10
	Pause Time	5:00	00:30/1:00/2:00/3:00/4:00/5:00
User	age	30	10-100
	weight	150lb/68kg	50lb/23kg-400lb/182kg
	Default height	72/183(inch/cm, 1inch=2.54cm)	36/91-96/244
	gender	male	Male/female
Date &Time	Date	RTC Date	YY: 2000- 2099 MM:01-12 DD:01-31
	Time	RTC Time	00-23:00-59:00-59
	Time Zone	21	1-78
speed	Unit	Standard	Standard/Metric
software	version	--	UCB/LCB/Language/wifi/bootloader
	Update	--	UCB/LCB/Language
General	Accumulate Distance	0	0-999999
	Accumulate Time	0	0-999999
Language	Default Language	English	12 language
	Erase EEPROM	--	Notes: Erase language data in EEPROM
Machine	Type	--	Select the right one
	Serial Number --console --frame	Input the right serial number	Console/Frame
	Out of Order	off	On/off
	Beeper	on	On/off
	Headphone Jack -- Notification -- Times to waring	--enable --30000	--Enable/Disable --1000~1000000
	USB Port --protection	Enable	Enable/Disable
	Keypad -- Stuck Check -- Notification	-- Enable -- Enable	-- Enable/Disable -- Enable/Disable

CHAPTER 3: 1X/T3X CONSOLE SPECIAL MODE

3.2 Manage Mode :

Category	Name	Default	Range
TV	Power	off	ON/OFF OFF:Turn off TV Power after reset ON: Don't turn off TV Power after reset
	Input Source	off	OFF/TV/PCTV/Remote TV
	Default Volume	--	a. input default (DF: 15/Range 1~15) b. Max (DF: 32/ Range: 1~32) c. Output Default (DF: 13/Range: 1~Max) Remote TV support a/b/c item, others only support
Internet	Disable/Enable	--	Disable/Enable
	MAC ID	Shows the actual MAC address	--
	IP	Shows the actual IP address	--
	AP Mode	OFF	ON/OFF
	Export setting to USB	--	Export WiFi setting to USB
	Import setting from USB	--	Import WiFi setting to USB
	Reset	--	Reset internet
Erp	--	off	Off~30

3.3 Engineer Mode

Category	Name	Default	Range
Error codes	--	enable	Enable/Disable
DAPI	server	production	Dev/QA/Staging/Production
	SSL	on	On/off

3.4 Service Mode :

Category	Name	Default	Range
Accumulate	Distance		0~999999Mile/Km
	Time		0~999999Hours
Log	Error --display --reset	none	Error0~Error10/None
	Headphone Jack Sensor --Insert Counts --reset	--	--0~999999 --clear log in times
configuration	Export to USB	--	--
	Import from USB	--	--
Factory Default	Reset		Notes: factory default reset
Asset management	Disable/Enable	Disable	Disable/Enable
	Club ID	--	63
xID Login	Disable/Enable	Disable	Disable/Enable

3.5 Test Mode :

Category	Test Procedure
Display	Press "√" to test display, press"←" to back, press"+/-" to scroll menu
keypad	Press "√" to test the keypad, press"←" to back, press"+/-" to scroll menu
CSAFE	1. press "√"+"5 0 0 1"+"√" in turn to enter test mode. 2. press "+/-" to select CSAFE. 3. press "√" to start testing, display will show "CSAFE OK or FAIL"
WIFI	1. press "√"+"5 0 0 1"+"√" in turn to enter test mode. 2. press "+/-" to select wifi. 3. Press "√" to test the WIFI hardware.
Headphone Jack	Test Headphone Jack hardware
ERP	Auto/5/10/30/60(seconds) ErP testing only work in testing mode, it will not save and not work when the console out of testing mode. Auto-the machine will enter ErP mode after press"√".

4.1 Initial setup :

Press"√"+"2 0 0 1" +"√" in turn to enter engineer mode, then select "Restore Factory Defaults" for setup

Step 1	Select Language	
Step 2	Machine Selection: base on MCB and frame	
Step 3	Features selection	
Step 4	Network Setup	
Step 5	Machine Information First column: Facility ID	
Step 6	Date & Time Setup Complete time setup and then select √, back to user screen, initial setup finished.	

4.2 BT setup

Step 1	Press BT icon;	
Step 2	Turn on BT on mobile phone first and then select media player on machine screen.it will take 10~30 seconds to search , if succeed, screen will show the name of phone BT;	
Step 3	Click the BT you want to connect on machine, input mate number on phone;	
Step 4	If BT icon on machine turns yellow, BT setup successfully.	
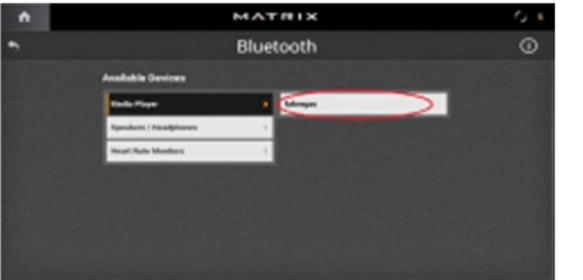
4.3 VA Setup

Be sure memory sticker insert in console

Step 1	Select "virtual active";	
Step 2	Click "→";	
Step 3	Click "go";	
Step 4	If succeed, you will see virtual VA;	

4.4 Software updating

1	save the newest software in root directory of U disk insert USB into USB	
2	In user screen, press"2 0 0 1" and select"√" to Enter engineer mode	
3	Select "update" and "update from USB" in turn; You will see available software, please select the one you need Software updating start.	
4	When it finished, screen will shows " turn off power". Do as prompts, take U disk away.	
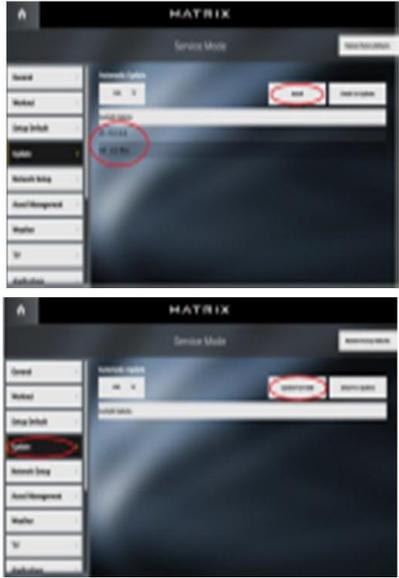
4.5 Special Mode Browse

	Name	Method	Programmer List
Mode	Manage mode	"√" + "1001" + "√"	Refer to below list
	Engineer mode	"√" + "2 0 0 1" + "√"	
	Service mode	"√" + "3 0 0 1" + "√"	

Manage Mode	Engineer Mode	Service Mode
General	General	General
Workout	Workout	Workout
Update	Update	Update
Network setup	Network setup	Network setup
Asset Management	Asset Management	Asset Management
Weather	Weather	Weather
TV	TV	TV
Application	Application	Application
Calibration	Calibration	Calibration
Hardware	Hardware	Hardware
Service	Service	Management
	Errors	Service
		Errors

4.6 General

Manager Mode (the same with service mode)

Category	Name	Default	Range	Units	Comments
General	Screen timeout	30	15,30,60,90,120,never	seconds	Dropdown list affects those screen that go to/from the welcome screen (go screen, workout summary screen etc.)
	Accumulated Time	0.00	--	Hours	Read Only
	Accumulated Distance	0.00	--	Miles/ KM	Read Only
	Time Zone	Central	--	--	Values are scrollable from a
	Date	RTC Date	YY: 2000-2099 MM:01-12 DD:01-31	--	Enter using keypad (Birthday keypad).

Manager Mode (the same with service mode)

Category	Name	Default	Range	Units	Comments
General	Time	RTC Time	00-23:00-59:00-59	12/ 24 Hours	Read Only
	Time Format	12 Hour	12 Hour, 24 Hour	--	
	Language Setup	English (U.S.)	See Languages Table		Scrollable list.
	Software Version		Software Updater, Native Libraries, Main Apps, 3rd Party Apps, Media Files, Sprint 8, Keyboard Apps	Major Minor Build Revision	Read Only. Current software, pulled from the update package manifest.
	Firmware Versions		OS Version (from Manufacturer), IO Version, LCB Version		Read Only. Current software, pulled from the hardware.

Engineer Mode

Category	Name	Model	Default	Range	Units	Comments
General	Screen Timeout	TAEUR	120	15, 30, 60, 90, 120, Never	Seconds	Dropdown list. Affects those screens that go to/from the Welcome Screen (Go Screen, Workout Summary Screen, etc.). The exceptions to this are Machine Settings, Service Mode and Engineering Mode which do not timeout.
	Accumulated Time	TAEUR	0.00	0.00 - 596523.00	Hours	Can be edited. Includes a button labeled 'Reset' that resets the time to 0.
	Accumulated Distance	TAEUR	0.00	0.00 - 1959556.00 Miles 0 .00 - 3153600.00 Km	Miles/ KM	Can be edited. Includes a button labeled 'Reset' that resets the distance to 0.

Engineer Mode

Category	Name	Model	Default	Range	Units	Comments
General	Serial Number - Console	TAEUR	(for Console) + Prefix (Type) + Derivative Model (A-Z, AA, etc.) + YYMMXXXXX	derivative Model (A-Z, AA, etc.) + YYMMXXXXX	Consoles	Can be edited. The software will only be able to provide the 'C' and prefix based on the detected console, the user must enter the rest. This is then validated by DAPI.
	Serial Number - Frame	TAEUR	--	A30, A50, U30, U50, R30, R50, E30, E50, TF30, TF50, T50, T70	Frames	Can be edited.The software will only be able to provide the 'F' and prefix based on the frame selected, the user must enter the rest. This is then validated by DAPI.
	Demo Mode	TAEUR	No Check	Check/No Check	--	Sets the console into a demo mode that allows the console to emulate the MCB/ LCB and ignore errors so that the console software can run. Sets RPM to 30.
	Show Setup Wizard	TAEUR	No Check	Check/No Check	--	Triggers the First Time Setup Wizard to run on the next boot up.
	Time Zone	TAEUR	Central Time	--	--	Values are scrollable from a drop down list
	Date	TAEUR	RTC Date	YY: 2000-2099 MM:01-12 DD:01-31	--	Enter using keypad (Birthday keypad).
	Time	TAEUR	RTC Time	00-23:00-59:00-59	12/ 24 Hours	Uses keypad from First Time Setup.
	Time Format	TAEUR	12 Hour	12 Hour, 24 Hour	--	

Engineer Mode

Category	Name	Model	Default	Range	Units	Comments
General	Language Setup	TAEUR	English (U.S.)	See Languages Table		Scrollable list.
	Software Version	TAEUR		Software Installer, Generations Apps, Native Libraries, OS, Sprint 8 Media, Landmarks, Demo Video, Third Party Native Libraries, Third Party Apps, Keyboard Apps, Touch Panel, LCM, LCB, IO.	Major Minor Build Revision	Read Only. Current software, pulled from the update package manifest.
	Firmware Versions	TAEUR		OS Version (from Manufacturer), IO Version, LCM Version, LCB-		Read Only. Current software, pulled from the hardware.

4.7 Workout

Category	Name	Model	Default	Range	Units	Comments
workout	Keyboard Disable Threshold	T	2.0MPH/3.2KPH	Machine Minimum 4.0MPH/6.4KPH	MPH/KPH	Determines the speed at which the keyboard is disabled on a treadmill. Machine minimum will differ by frame from 0.1MPH (.016KPH) to 0.5MPH (0.8KPH).
	Maximum Workout Time	TAEUR	120	10-120	minutes	--
	Maximum Workout Calories	TAEUR	1000	50-10000	calories	For goal workouts.
	Maximum Workout Distance	TAEUR	31.0mile/50.0 Km	(AEUR) 1.0-62.0Mile /1.0-100.0Km (T) 1.0-31.0Mile /1.0-50.0Km	Miles/Km	For goal workouts.
	Pause Time	TAEUR	5	1-10	minutes	Note: climbmill should start at level 1when resuming from pause mode. This is similar to the treadmill starting at the machine minimum.

4.7 Workout

Category	Name	Model	Default	Range	Units	Comments
workout	Maximum Speed	T	12.5MPH/20.0KPH	3.1-Machine Max MPH/5.0-Machine Max KPH	MPH/KPH	For commercial Machine Max=15.0MPH/24.1 KPH. For retail machine Max=12.5MPH/20.1 KPH
	Start Speed	T	Machine Minimum	Machine Minimum-1.4MPH/2.3KPHMPH	MPH/KPH	Machine minimum will depend on information from the system engineer. Can be 0.1-0.5MPH/0.1-0.8KPH. This sets the default speed during workout set-up and the speed the treadmill will start at if the user presses the 'Go' quick key.
	Maximum Incline	TA	(T)15 (A)100	(T)1.0-15.0 (A)1-100	(T)% Grade (A)%	
	Cool Down Time	TAEUR	5	1-20	Minutes	Maximum times a user can increase the cool down time = Maximum Cool Down Adjustment Time - Cool Down Time
	Maximum Cool Down Adjustment Time	TAEUR	5	1-20	Minutes	Maximum times a user can increase the cool down time = Maximum Cool Down Adjustment Time - Cool Down Time

4.8 Setup Default

Category	Name	Default	Range	Units	Comments
Setup Default	Age	30	14-99	Years	
	Weight	150lbs/ 68kg	(THUR)100-400lbs/40-182kg (AE)100-400lbs/40-182kg (CS) 100-400lbs/40-182kg	lbs/kg	--
	Gender	male	Male/female	--	--
	Default workout time	30	5-max	Minutes	For Max See Workout Category
	Default workout calories	300	50-max	Calories	For Max See Workout Category For goal based workout.
	Default workout distance	3.0mile/ 5.0km	0.6-max(mile and km)	Miles/ Km	For Max See Workout Category For goal based workout.

4.9 Update

Category	Name	Default	Range	Units	Comments
Update	Update	Update From USB	Update From USB/ Install	--	Check a connected USB drive for updates. If updates are found they will be listed under Available Updates and the button will display Install.
	Check For Updates	Check For Updates	Check For Updates/Install	--	Check DAPI server for updates. If updates are found they will be listed under Available Updates and the button will display Install.
	Available Updates	--	Software Installer, Generations Apps, Native Libraries, OS, Sprint 8 Media, Landmarks, Demo Video, Third Party Native Libraries, Third Party Apps, Keyboard Apps, Touch Panel, LCM, LCB, IO.	Major. Minor .Build. Revision	List packages that have updates available and their version

4.10 Network Setup

Category	Name	Default	Range	Units	Comments
Network Setup	WiFi Mac Address	Hardware Specified	0.0.0.0.0.0 - 255.255.255.255.255.255	Byte.Byte.Byte.Byte.Byte.ByteIn Hex	Mac address is polled from the installed hardware.Read Only, should not show up if not connected to Wifi.
	Wifi Setup	--	--	--	Goes to the Wifi setup page, same behavior as TV tab.

4.11 Asset Management

Category	Name	Range	Units	Comments
	Facility ID	0-10000 (Default: 0)		Will only be available(visible) if asset management and/or workout tracking are checked. Editable and validated by DAPI. If incorrect a popup should appear and and the text box should outlined in red, and the text should be red and there should be an error symbol next to the box.
	Serial number-console	Either what was entered at first time setup or C(for console)+prefix(type)(depends on the detected control board and selected model)	C(for console)+prefix(type)+ / derivative Model(A-Z,AA etc.)+YYMMXXXX	The software will only be able to provide the'c' and prefix base on the detected console,the user must enter the rest. Editable and validated by DAPI. If incorrect a popup should appear and and the text box should outlined in red,and the text should be red and there should be an error symbol next to the box.
Asset Management	Serial number-frame	Either what was entered at first time setup or F(for frame)+prefix(type)(depends on the detected control board and selected model)		The software will only be able to provide the'F' and prefix base on the detected frame,the user must enter the rest. Editable and validated by DAPI. If incorrect a popup should appear and and the text box should outlined in red,and the text should be red and there should be an error symbol next to the box.
	Upload custom theme	--	Theme:welcome,workout,logo,color	Upload a theme by grabbing the first picture from each of the folders labeled welcome,workout,logoand color(don't need every folder though,missing folders means that part of theme not change)or an archived file named generation-_theme.zip containing the folders. these are in the root of USB.allow user to set welcome,workout ,logo and /or go +summary screen(color) of the console. Dimensions must be correct or the message should be'no valid files found'

4.12 Weather

Category	Name	Default	Range	Units	Comments
Weather Note: Units (Fahrenheit/ Imperial vs. Celsius/Metric) are determined by language - region. If a user authenticates using xID, the units will respect the preferred units as set in the user's profile settings. If guest user, the setting in service mode should be respected.	Enable Alerts	Check	Check/ No Check	--	If it has a weather alert from the website, the alert mark will be in red on the workout screen.
	Default City	Current Location which is determined by either the location stored in the console or the IP Address of the console if a location has not been set.	--	GPS Coordinates Note: May or may not display a location other than GPS coordinates. This is an issue with Bing as opposed to the web app.	Search by touching and dragging on the map. Double touch a spot on the map to set as your location.

4.13 TV

Category	Name	Default	Range	Units	Comments
TV(Coaxial ATSC / DVB-T)	Device	--	Currently it will only be Aver Media H837	--	Read Only. Options only available when Tuner is plugged in and has a coax connection. What shows is dependent on what tuner is connected.
	Source Selection	ANALOG_AIR, ATSC (depends on country selected).	ANALOG_AIR, ANALOG_CABLE; ATSC, ATSC_QAM, ANALOG_AIR, ANALOG_CABLE, ATSC_QAM_ANALOG, ATSC_HRC, ATSC_HRC_ANALOG, ATSC_IRC_ANALOG		Selection available is dependent on what country is selected and what the tuner detects as available
TV(Coaxial ATSC/ DVB-T)	Country	U.S.A.		Countries	Determines sources available to select from.
	Default Channel	After channel scan this should the first channel in the list. If there is no channel scan yet then default to 3.	1.00-1000.00	Channels	
	Channel Button Setup	Name given by tuner after channel scan.	Name, Clear All	--	Allows the name of each channel to be specified by the user. E.g., instead of '10 - Channel 10' it can be '10 - HBO'. Name can only be up to 12 characters. 'Clear All' resets all names to default.

4.13 TV

TV (Coaxial ISDB-T/ DVB-T2/C/S)	TV Channel Setup (Control	--		View input on mini screen.	The tuners handle all processing and store their own configuration, console just sends commands. These tuners all have the same control scheme.
	Default Channel	If possible should be first channel available from channel scan. Otherwise should default to 3.	1.00-1000.00	Channels	--
TV(IPTV (Without Set Top Box))	IPTV Channel Setup	None/Channel 1 (next channel number in list) + 'Name'	Add ('+') Per Channel: Source, Name, Channel Number For Existing Selected Channels: Delete, Edit		Source = URL (IP Address) Name = Text String Channel Number = Position in Channel List Edit = Change Source + Name of Channel Delete = Delete Channel Info Add = Add Channel Info
					When adding a channel the Name and Source fields need to have input before being able to confirm to add/update the channel. User can cancel out of adding/updating the channel at any time.
TV(IPTV (Without Set Top Box))	Default Channel		3 1.00-10000.00	Channels	If the entered channel does not exist the first channel that is available will be the default. If no channels are available then the playback area will remain blank.
	Interface Metric		5 0-999		Used to ensure that internet traffic goes through Wifi when IPTV is being used and Wifi is meant to be used for internet. Specifies the route the system should take to reach the internet. By default Wifi's metric is 1 so to have internet through Ethernet set this to 0.

4.14 Applications

Category	Name	Default	Range	Units	Comments
Applications	Application Setup	Show all available apps	Move, Hide/Make Inactive, Locked	--	Displays a grid of the app buttons. Tapping and holding down on an app will make it movable to other spots (other apps will shift automatically). This app can be moved to the 'Inactive' column in which case it will not appear on the run screen. If an app button is dark with a padlock it is locked and cannot be moved.

4.15 Calibration

Category	Name	Default	Range	Units	Comments
Calibration	Run Machine	Run Machine	Run Machine, Stop Machine (button alternates between the two)	EUR: Time, RPM, Calories, Distance, Heart Rate, Resistance, Resistance Slider. A: Time, RPM, Calories, Distance, Heart Rate, Resistance, Incline, Resistance Slider, Incline Slider. T: Time, Incline, Speed, Calories, Distance, Heart Rate, Incline Slider, Speed Slider	Runs a 'workout' on a machine and on a treadmill disables Tread Sense. Meant for testing and calibrating the hardware. What can be adjusted and what stats are displayed changes to match the frame being tested. Should allow for the testing of the frames hardware buttons, heart rate grips and 5MHz heart rate detector.

4.16 Hardware

Category	Name	Default	Range	Units	Comments
Hardware	ErP	No Check	Check/No Check	--	Enables/Disables ErP which puts the console in a low power mode after a certain amount of time determined by ErP Timeout. The LMC keys need to be pressed to wake up the console.
	ErP	30	1-60	Minutes	Amount of time after which the console
	Backlight Brightness	100	0-100	--	Set the brightness of the screen. Note that plugged in the brightness will default to 100%, but on self-power will follow the self-power algorithm (40% below 50 RPM, 80% at or above 50 RPM)
	Master Volume	5	0-30	--	All apps have their volume maxed, this sets the system-wide volume. The volume matches the DQE standard. Does not affect the system beep volume.

4.17 Service

Category	Name	Default	Range	Units	Comments
Service	Service History	--	--	Battery, Belt: Drive, Belt: Generator/Flywheel, Belt: Running and Flip Deck, Belt: Running and New Deck, Chain: Drive, Chain: Stair, Console Cable, Reset Headphone Accumulators, Reset Accumulated Time, Reset Accumulated Distance, Reset Total Floors, Reset Factory Defaults	Generates a service entry from the service items listed in a log that is kept on the machine and sent to DAPI (for things like Asset Management). Tap Create to create the entry for the selected Service Type.

4.18 Errors

You will also see errors in engineering mode and service mode.

Category	Name	Default	Range	Units	Comments
Errors	Error Log	--	Clear All	Error code, first occurrence, last occurrence	Error history that can be cleared with the clear all button. Lists the error code that experienced by the console, the first and the last occurrence and that error code and how many times it has happened since the first occurrence.

4.19 Management

Category	Name	Default	Range	Units	Comments
Management	Import Settings from USB	--	--	--	Import a system config settings xml file from an inserted USB drive and update the console's settings. See the Export Settings Page for a list of settings that are imported/exported.
	Export Settings to USB	--	--	--	Export a system config settings xml file to an inserted USB drive with the console's settings. See the Export Settings Page for a list of settings that are imported/exported.
	Export Settings	--	--	--	Console broadcasts its settings over the network it is connected to. All other consoles on the same network are automatically listening for a broadcast and will import the settings and update themselves. See the Export Settings Page for a list of settings that are imported/exported.

4.20 Console screen calibration (T1XE3XE-06)-TM708

1. Enter "8 → 6 → 8 → 2 → 4",then press 'enter' again. Enter the screen calibration

2. Follow the instructions on the screen. Press the cross symbol 3 seconds until showing up the 'OK'

1
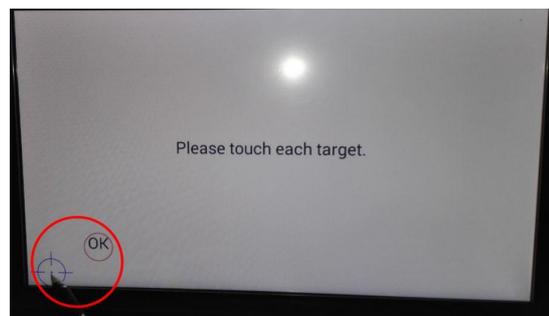
2
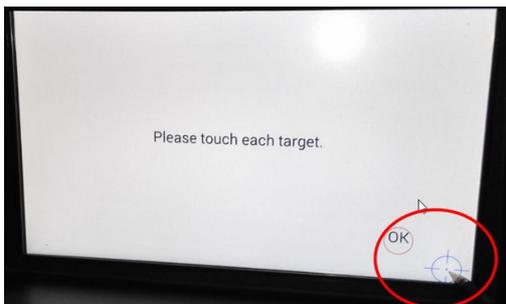
3
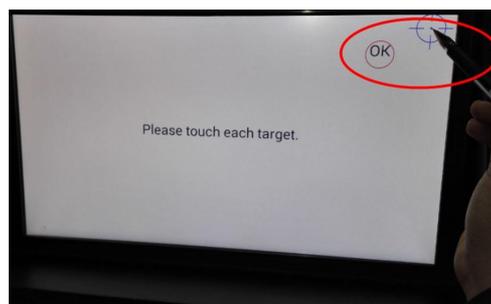
4

5

6

3. Finish the screen calibration. Back to main interface.

5.1 Electrical Diagram

1. 1X Electrical Diagram

MATRIX 1X-C
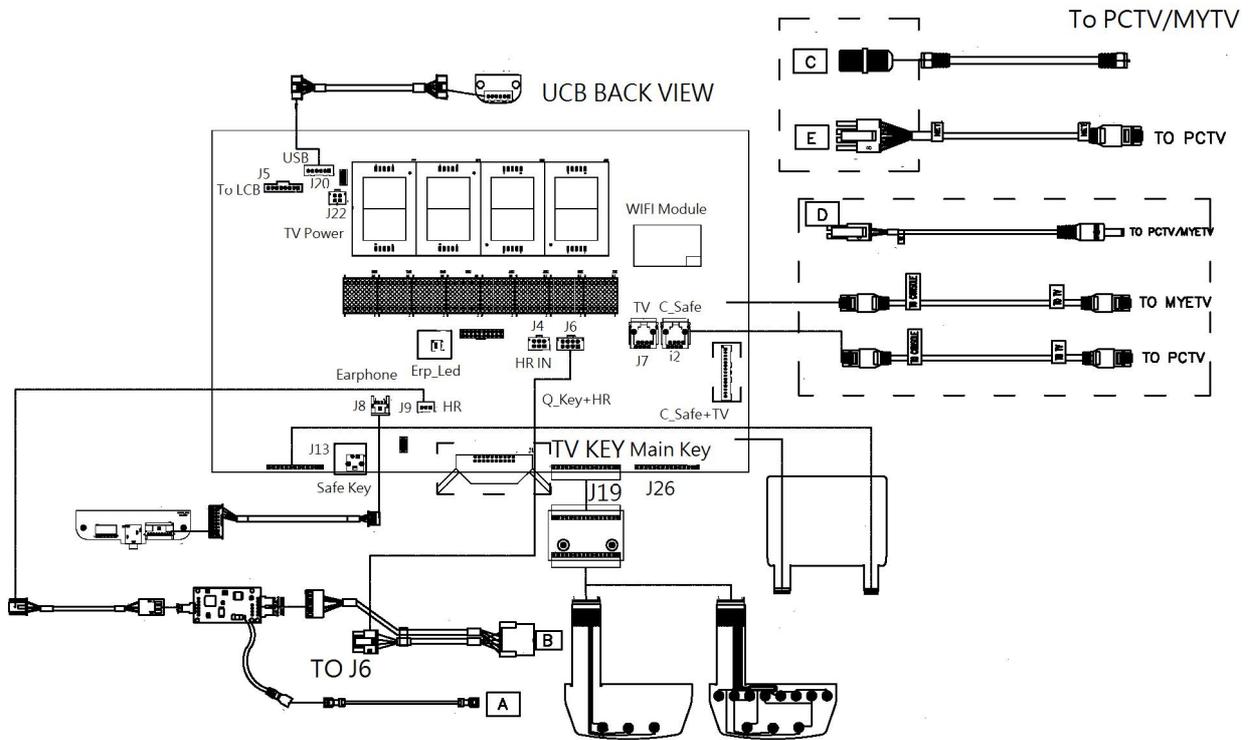
2. 3X Electrical Diagram
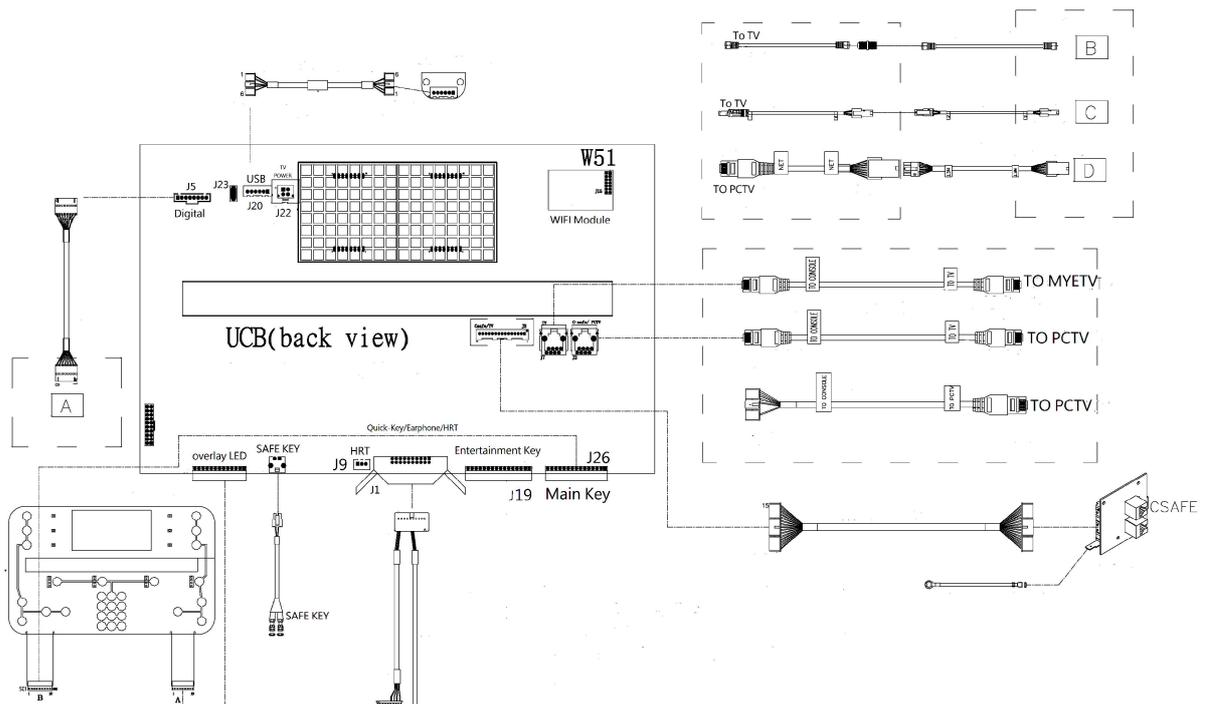
5.1 Electrical Diagram

3. T-1XE3XE Electrical Diagram
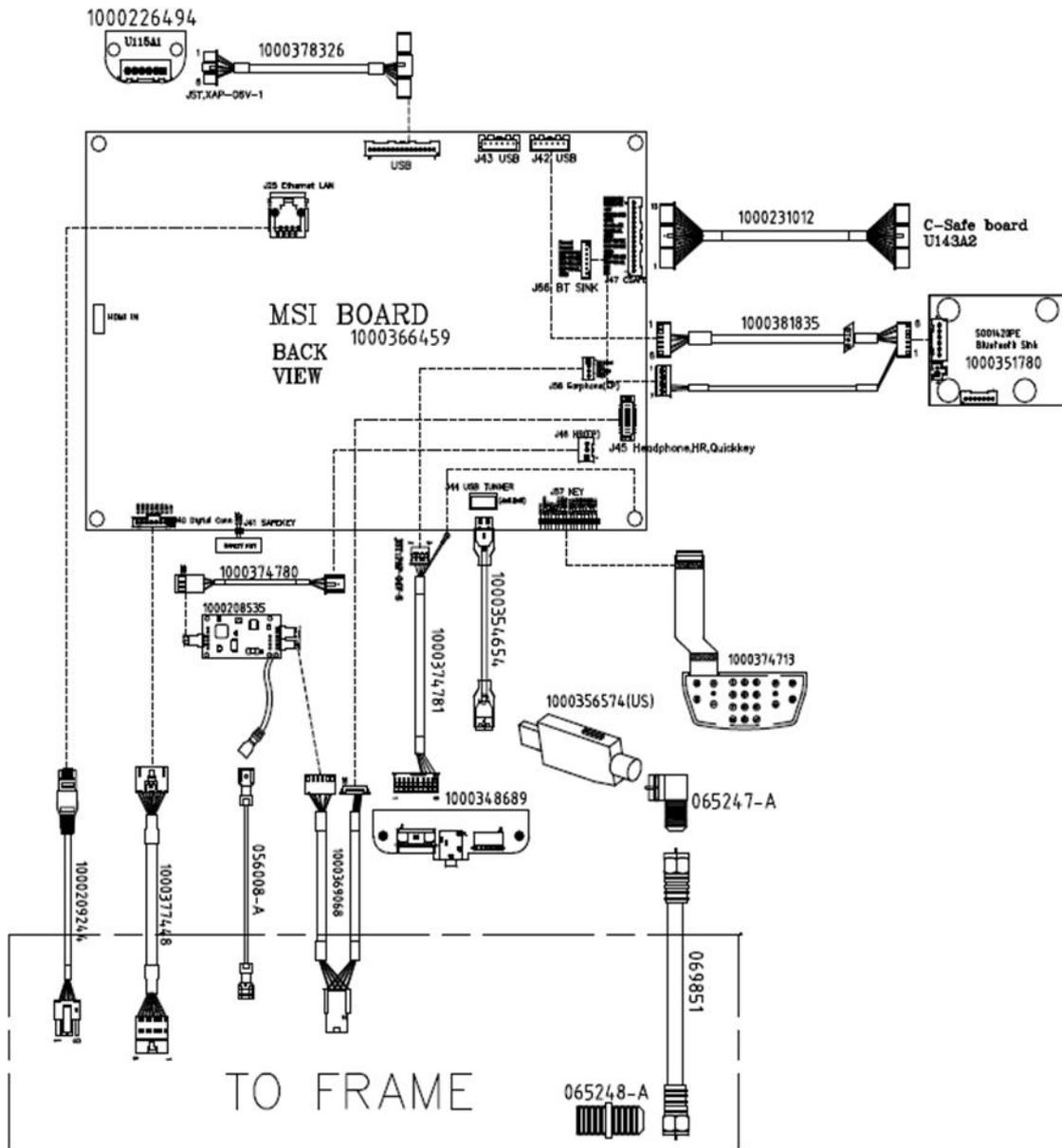
5.1 Electrical Diagram

4. T1XE3XE-07 (TM708) Connection Diagram

Bundle

1.USB connect wire

2.Net connect wire

bundle

3.Grounding Wire

4.Digital Com. Connect

5.SAFE KEY Connect

bundle

10. C-SAFE+TV connect wire

11. BT & USB connect wire

12.Earphone connect wire

13. HR connect wire

14. Tuner control Wire

15.Grounding wire

Bundle

6 Keypad Wire

8. Ground wire

Bundle

9. Ground wire To HR board

Bundle

7. TV SIGNAL WIRE
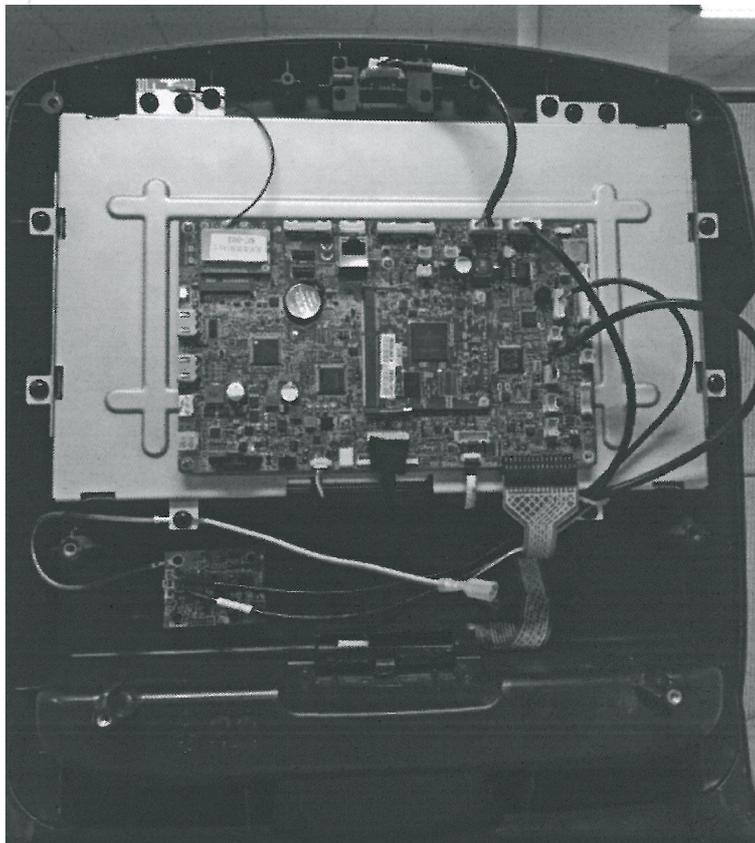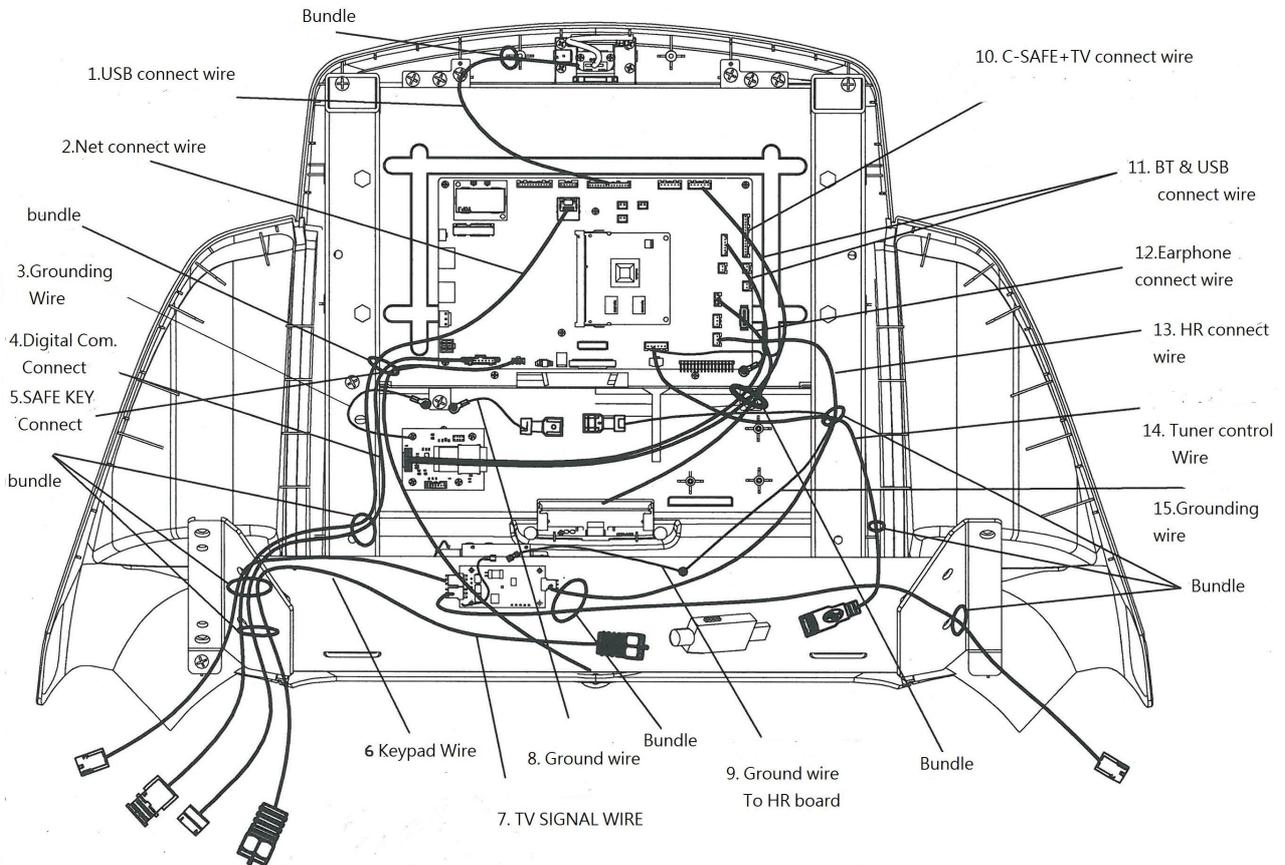
5.2 Ports Description

1X   UCB PORTS DESCRIPTION

1X UCB Front side
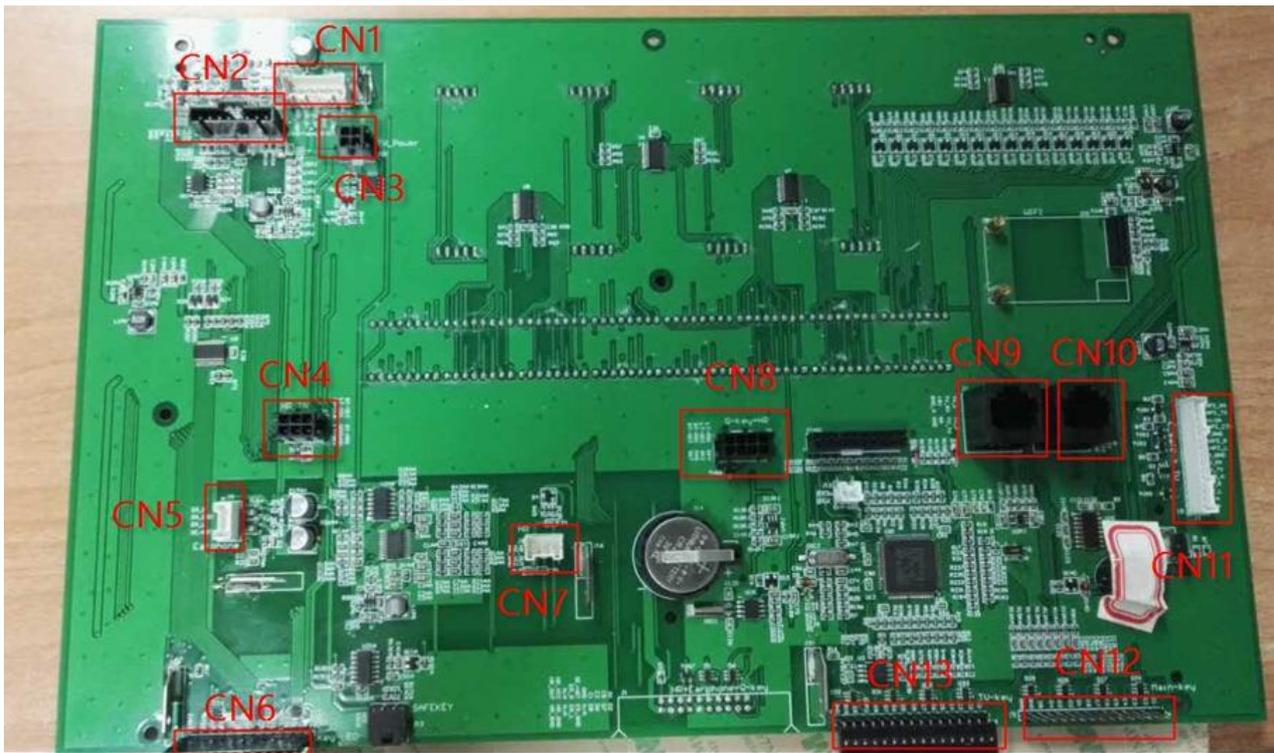
CN1	USB	CN8	quick key connector for Clibmill
CN2	Interface digital	CN9	MYETV
CN3	TV power	CN10	CSAFE
CN4	Heart rate	CN11	TV/Csafe/SPK
CN5	Earphone	CN12	Main key
CN6	Key LED	CN13	TV key
CN7	MATRIX heart		

5.2 Ports Description

T-3X   UCB PORTS DESCRIPTION
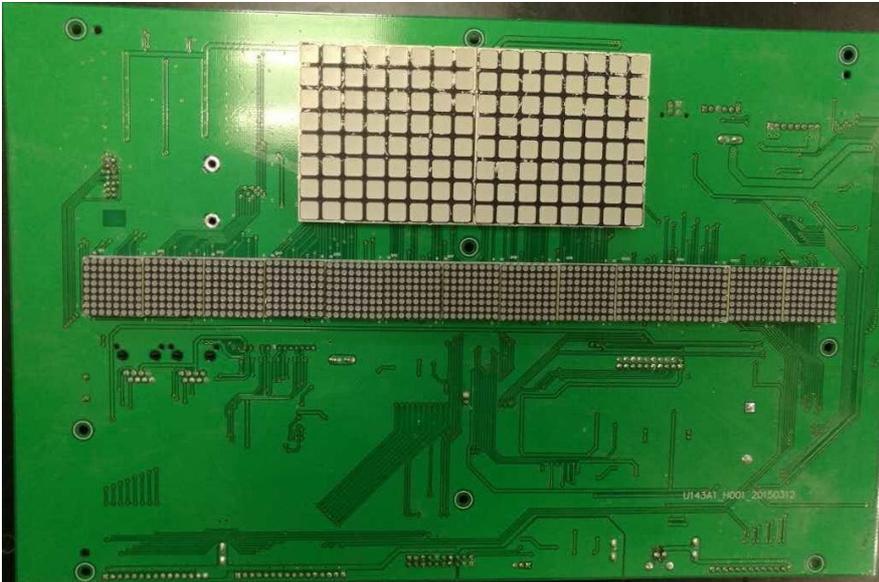
3X UCB Front side
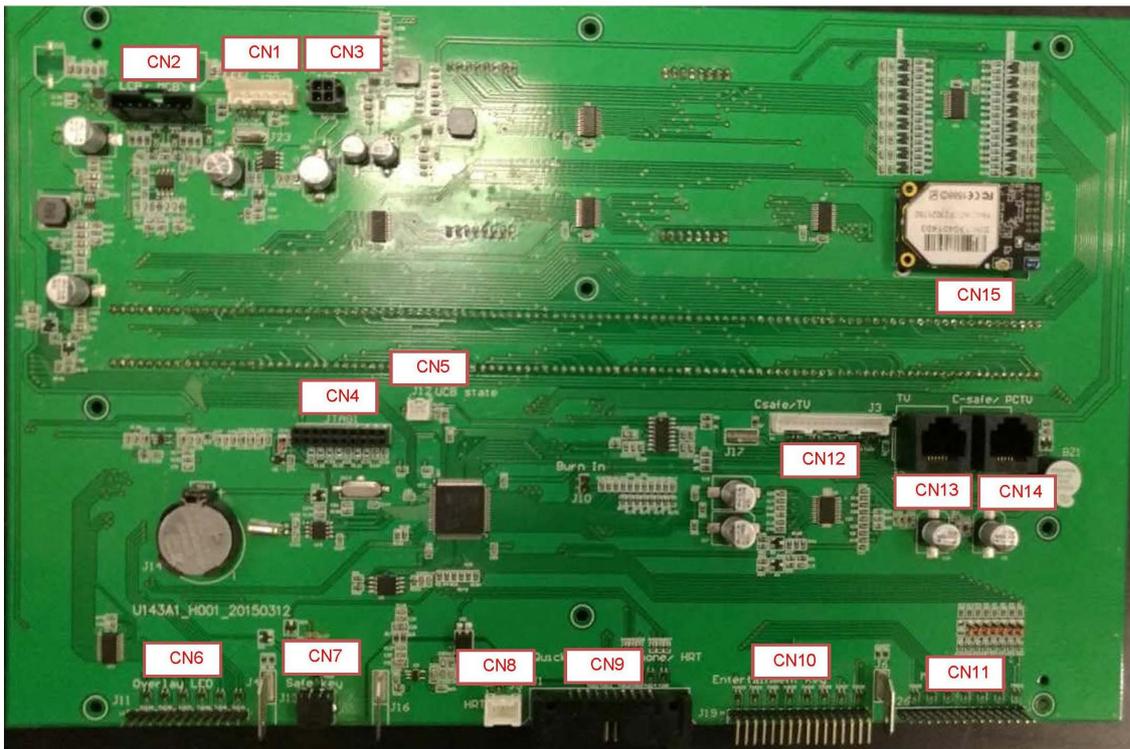
CN1	USB	CN8	Heart Rate
CN2	Interface digital	CN9	Quick Key/Earphone/HRT
CN3	TV power	CN10	TV Keypad
CN4	JTAG1	CN11	Main Key
CN5	UCB STATUS	CN12	C-SAFE/TV
CN6	Overlay LED	CN13	TV
CN7	SAFEKEY	CN14	C-SAFE/PCTV

5.2 Ports Description

T-1XE3XE-06-C UCB PORTS DE-
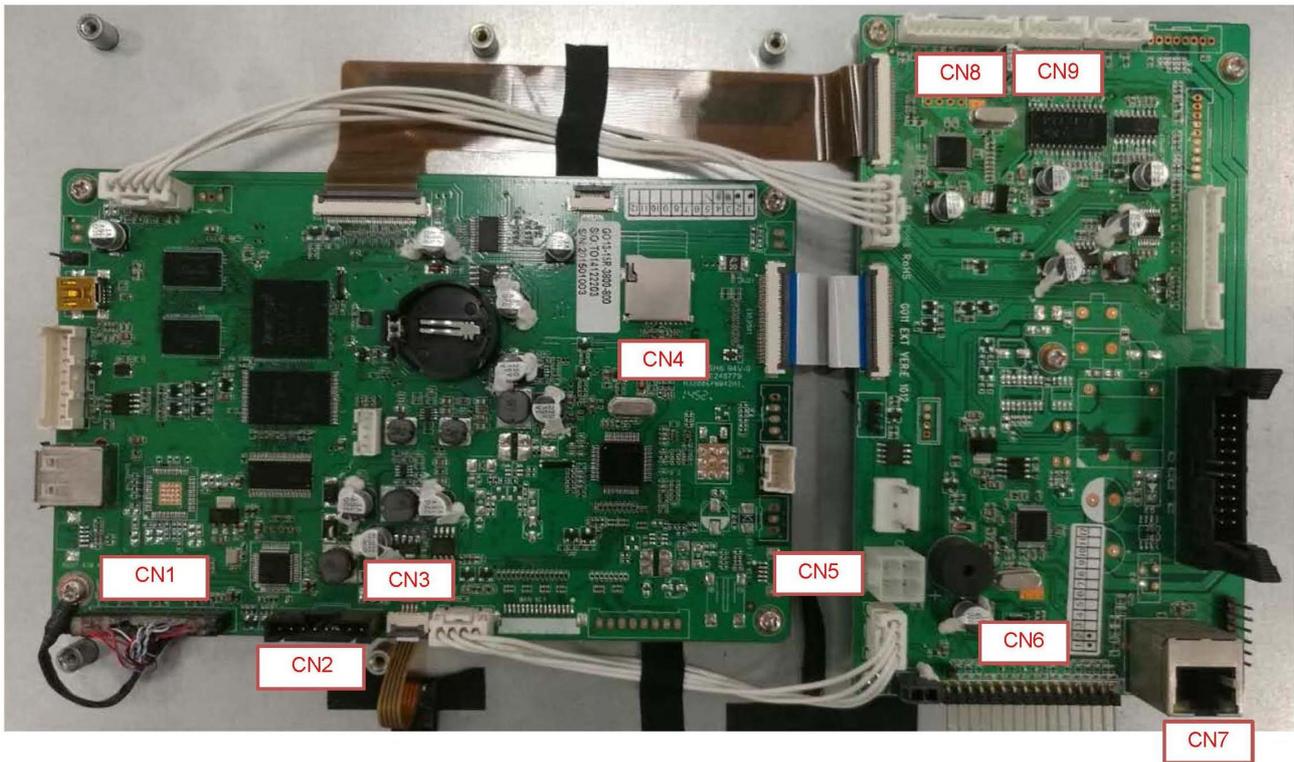
CN1	To screen display	CN6	Main Key
CN2	To MCB	CN7	NET Port
CN3	To Touch Panel	CN8	Tuner IN
CN4	SD Slot	CN9	Tuner OUT
CN5	TV Power		

5.2 Ports Description

T-1XE3XE-07-C UCB PORTS DESCRIPTION
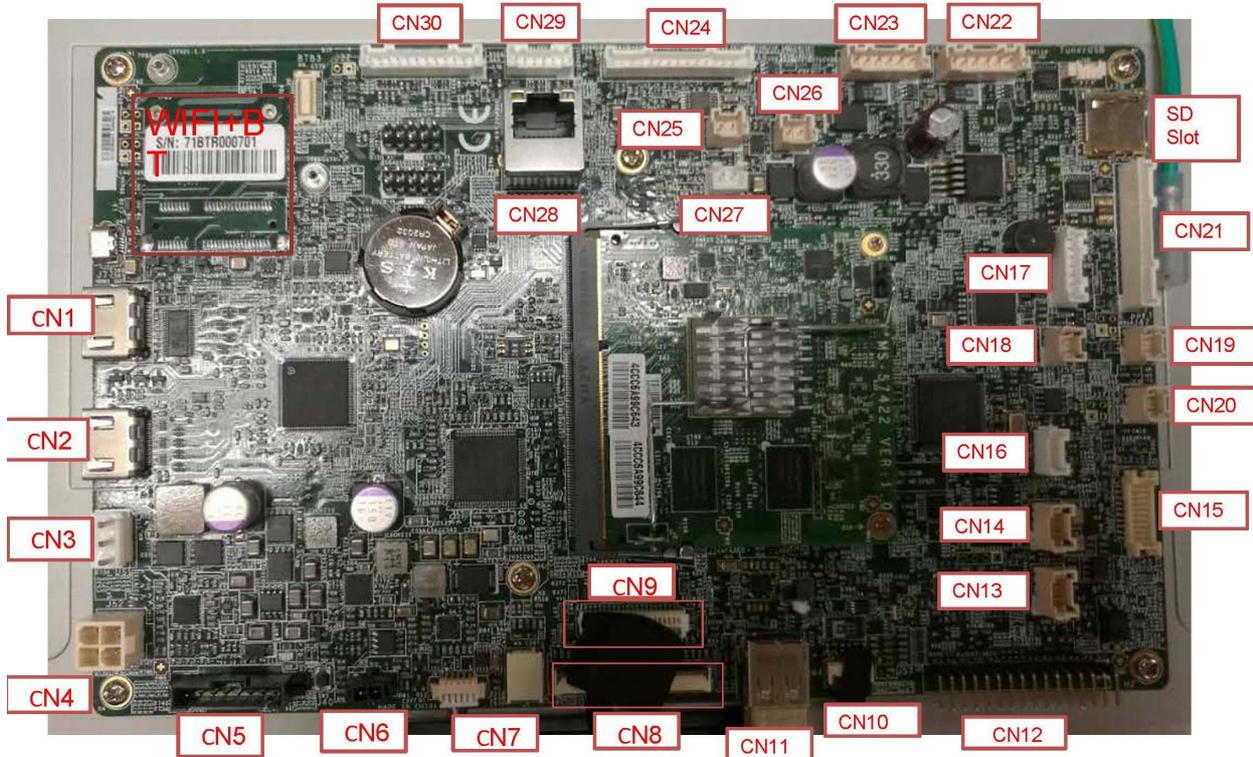
CN1	HDMI Input	CN12	TV key	CN23	USB
CN2	HDMI Output	CN13	Heart Rate	CN24	Ipod/Iphone
CN3	12v Output	CN14	IR Port	CN25	SPR-L
CN4	12v Input	CN15	Headphone HR Port Quick keys	CN26	SPR-R
CN5	Console wire	CN16	Headphone	CN27	Fan
CN6	Safety key	CN17	BT Port	CN28	Internet port
CN7	Back light	CN18		CN29	TV Tuner Ypbpr
CN8	10.1inch panel	CN19	E stop	CN30	TV Tuner CVBS
CN9	15.6inch panel	CN20			
CN10	USB Dongle TV Tuner	CN21	BT Port		
CN11	Touch Screen	CN22	USB		

5.3 Error Code List

1. Speed Errors

Error code	Description	class level
0040	Roller RPM sensor -no speed response of roller.	B
0041	After setting speed on console, speed cannot reach the target in 60 seconds. (Speed too low)	B
0042	After setting speed on console, speed cannot reach the target in 60 seconds. (Speed too high)	B
0043	RPM read from RS232 mismatch RPM measured from the speed/ RPM line – only used for AC motors (DCI)	B
0044	actual speed is higher than commanded speed by limit and is accelerating (DCI)	B
0045	Automation speed up and speed down mode fail	B
00A0	Fail to rectify speeds	C
00A1	No response of motor speed sensor (keep time for LCB default)	C

2. MCB Errors

Error code	Description	class level
0201	LCB battery low voltage (Battery voltage <11.2V)	A
0240	Low AC power input voltage	B
0241	Low DC bus voltage of motor driver	B
0242	LCB over temperature	B
0243	Soft start circuit of DC bus fail	B
0244	ECB sensor fail	B
0245	ECB calibration fail	B
0246	ECB over current	B
0247	LCB fail	B
0248	Battery disconnection or fail	B
0249	LCB Fan fail	B
024A	Change to 02C2.	B
024B	On step sensor error	B
024C	Temperature sensor abnormal.	B
024D	Touch the control zone over 60 seconds	B
024E	Touch frame IR sensor over 60 seconds	B
029F	An error that a generic class "B" error with the DCI MCB	B
02A0	Encoder disconnection or fail	C
02A1	Over AC power input voltage	C

5.4 Error Code List

2. MCB Errors

Error code	Description	class level
02A2	Over DC bus voltage	C
02A3	Over voltage limited in DC bus	C
02A4	U phase current sensor and circuit fail	C
02A5	V phase current sensor and circuit fail	C
02A6	W phase current sensor and circuit fail	C
02A7	over I rms of phase current of motor	C
02A8	Inverter circuit of motor driver fail (MOSFET, IGBT)	C
02AA	Main motor over limited current	C
02AB	LCB type setting fault	C
02AC	Main motor out of control (speed too high)	C
02AD	LCB over temperature	C
02B2	Safe key action response	C
02B3	Machine Type Error	C
02B4	Resistance Type Error	C
02B5	Inverter sensor the normal rated current over 150% , can hold 60 sec.	C
02B6	Speed up have over current. (Software discover)	C
02B7	Speed down have over current. (Software discover)	C
02B8	Running status over current. (Software discover)	C
02B9	The inner memory IC data write error	C
02BA	The inner memory IC data read error	C
02BB	Inverter inner line of communication error	C
02BC	Ground connection or fuse error	C
02BD	Inverter hardware interrupt error	C
02BE	DC brake Error	C
02BF	DC brake Over Current	C
02C0	DC brake into manual mode	C
02C1	Velocity error is too large.	C
02C2	LCB E-Stop sensor error	C
02C3	LCB IR sensor error	C

3. UCB Error

Error code	Description	class level
0301	Memory block fail (Flash, EEPROM)	A
0302	UCB low battery voltage	A
0303	UCB low supply voltage	A
0304	Earphone Board Need Replace	A
0305	USB Hardware OT or OC	A
0306	Keypad press keep 60 seconds	A
0307	Not enough free space on the console to apply the update	A
0308	Software package install failed	A
0309	Software package MD5 check failed	A
030A	Failed to download software package	A
0340	Key pad in extraordinary operation (Press keypad 5 sec. while power on)	B
0341	Fan over current	B
0343	UCB Over supply voltage	B
0344	Timeout receive packet (Not recommended for re-use, make use of 04B0 code)	B
0345	Correct packet but LCB without the function	B
0346	UCB detect the error of LCB incline position error	B
0347	VA Load program fail.	B
0348	Motor not to run. After adjustment speed 40 seconds, but did not receive continuous RPM.	B
03A5	Failed to load program (programs exist in the file system, this error could mean the file system is corrupt)	C
03A6	Failed to run program (the program read from the file system is invalid or has an invalid format, therefore it can not be executed)	C
03A7	Change to 0347_	C
03A8	Control settings on the machine does not match the shape and under control. (ex. Bike console connect TM MCB)	C
03A9	Change to 0348_	

4. Communication Errors

Error code	Description	class level
0440	通訊接收逾時(起始byte 至結束byte 之間愈時) Timeout receive packet	B
0441	通訊命令格式正常, 但無法執行該命令 Correct packet but LCB without the function	B
0442	the received command code from the console is correct and is supported, but it has less or more data arguments (DCI)	B
0443	MCB read or write wrong.	B
04A0	LCB 無通訊回應 LCB No communication response. LCB 逾 3 秒未收到UCB 任何正確數位通訊命令封包 　　LCB 3 second No communication response EUPs 喚醒機制下：(EUPs Wake up mode) 　　EUPs 喚醒(400ms 觸發訊號+0x7A 指令)至收到第 2 道(非 0x7A)指令前停止Timeout 的計數動作, 直到第 2 道指令收到確認後才開始進行Timeout 3 秒的計數動作。 EUPs Wake up and next command before, LCB need stop timeout count, Wait next command and get it, LCB will restart timeout count.	C
04B0	UCB 無通訊回應 UCB No communication response 逾 5 秒未收到LCB 任何正確數位通訊命令封包(含 command) From LCB have 5 second No communication response.	C

5.4 CONSOLE DOES NOT LIGHT UP –E-1X-F/R-1X-F/U-1X-F

1)   **SYMPTOM:**

The power switch is in the on position, but the console will not turn on.

The console is damaged or the console cable is not connected properly.

Poor connection to the terminals on the lower control board.

The lower control board is damaged.

The generator is damaged.

2)   **SOLUTION:**

Make sure the outlet the machine is plugged into is functional, Double check that the breaker has not tripped.

The correct power cord is being used. Only use the power cord included or provided by Customer Tech Support.

The power cord is not pinched or damaged and is properly plugged into the outlet and the machine. check to see if the connection of adapter is well.

Remove the console and check to see if the console wire has good connection with the console.

Remove the console mast and check to see if the console upper cable and console lower is

connected well.

Remove the side cover and check to see if the wires are connected well.

5.5 SPEED DO NOT DISPLAY (E-1X-F/R-1X-F/U-1X-F)

1)   **SYMPTOM:**

  The speed value does not display on console.

2)   **SOLUTION:**

Unplug power cord, remove the console and check that all connections to the console are secure

and not damaged or pinched.

Remove the side cover and check to see if the sensor wire is connected well.

Check to see if one corner of the sensor is aligned with the magnet and the distance less than

5mm.

5.6 KEYPAD/HEART RATE

1)   SYMPTOM:

The keypad does not function/ The keypad function not match screen display.

The screen can not display heart rate pulse.

2)   SOLUTION:

1. The console cable is not connected improperly;

   Remove the console mast and check to see if the console upper cable and lower is connected well.

2. Poor connection to the terminals on the lower control board and upper control board.

   Remove the side cover and unplug and plug in wires to see if the terminals are connected well.

3. Check continuity of keypad connector with AOV meter to verify keypad is working properly.

   Check continuity of heart rate metal to verify that heart grips are working properly.

5.7 SAFETY KEY ISSUE

1)   SYMPTOM:

If the safety key is triggered but the console does not recognize.

2)   SOLUTION:

1. Poor connection to the terminals on console control board.

   Check the safety key connection wire using AOV meter, If connection wire is not functioning properly.

   The AOV meter will read ∞ ohms. Replace safety key connection wire as needed.

2. Wrong safety key connection wire was used.

   Verify correct safety key connection wire has been installed.

3. Console board is damage

   Replace new console board and try again.

5.6. Touch Screen Freeze. For the TM709 (T-1XE3XE3XH-06-C)

1.Enter service mode :

  Press "enter+3001+enter " , Select "Test " and " Touch calibration " then press "Start" (Fig-1)
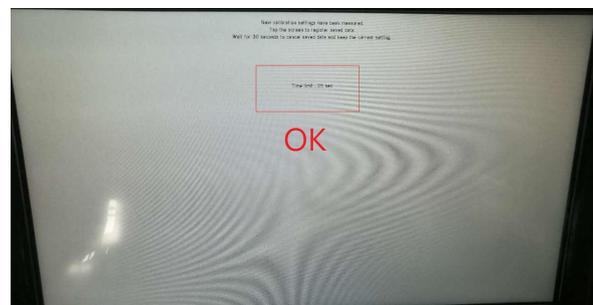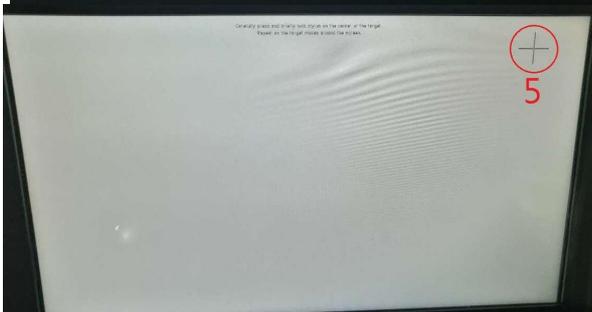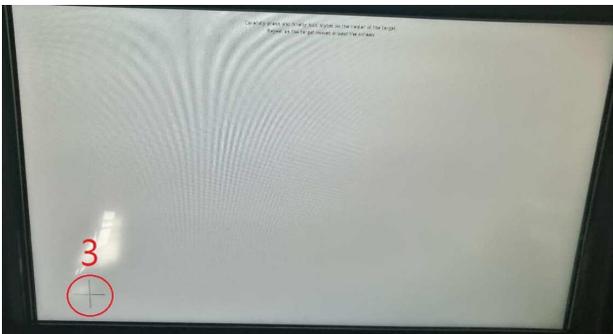
3. If console does not begin to countdown , It means calibration failed. Try again.

4.Turn off power 30 seconds then turn on the console to see if calibration process function is normal.

Note: 1.Please use finger or pen to calibrate and be careful not to touch panel beside the finger or pen.

2) If the touch panel calibration fails, follow these steps:

1. Loosen the 2 bolts from console back cover & remove the cover (Fig-1)

2. Loosen the 4 bolts from console center area & remove case and console base (Fig-2)

Fig-1

Fig-2
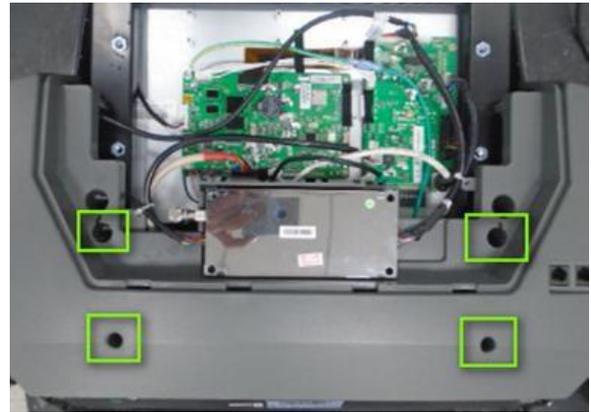
3. Check if the touch panel ribbon cable is damaged (rust) Fig-3 & Fig-4

Fig-3
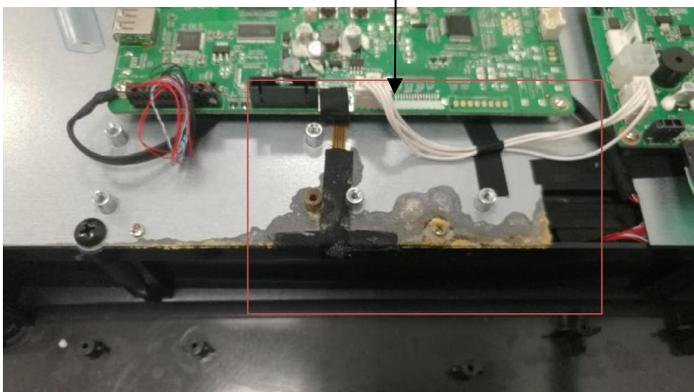
Fig-4

Note: Please take the photo in case you need to upload to OLS system.

4. Unplug the ribbon cable from connector (Fig-4)

Fig-4
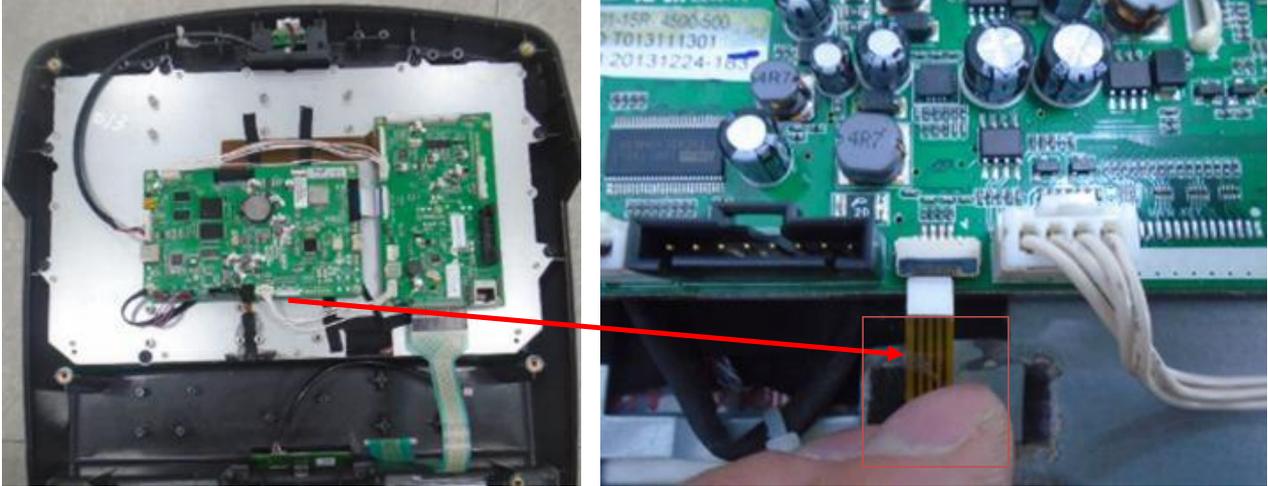
5.measure ribbon cable resistance between 1 2 3 4 point (Fig-5)

Fig-5

1234

① Place probe on Pins 1 and 3 value should be

around 300 Ω or 700 Ω

② Place probe on Pins 2 and 4 value should be

around 300 Ω or 700 Ω

6. Unplug ribbon cable then plug back in . check if function is normal.

7 .If function still is not normal . exchange the touch panel module and start from step 1.

8. If function is normal after changing touch panel . It can determine touch panel module defect.

5.6.1. Touch Screen Freeze. For the TM708 (T-1XE3XE3XH-07-C)

1.Enter service mode :

   Select "Test " and " Touch calibration " then press "Start" (see section 4.20)

2) If the touch panel calibration fails, follow these steps:

1. Loosen the 2 bolts from console back cover & remove the cover (Fig1)

2. Loosen the 4 bolts from console center area & remove case and console base (Fig2)

3.Took off front cover on console , peel off tape and remove ribbon wire(Fig3)

Fig1

Fig2

Fig3

12345
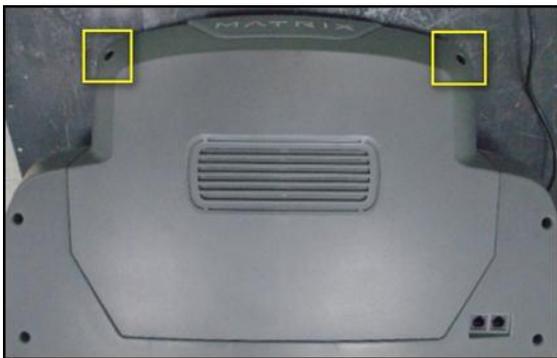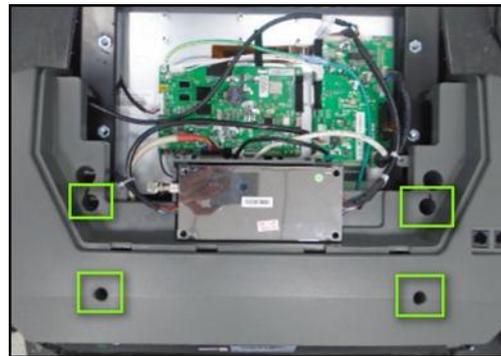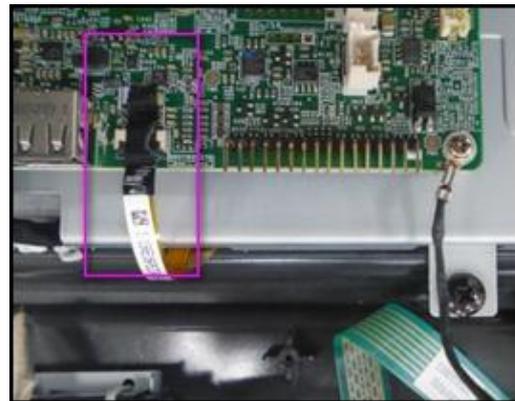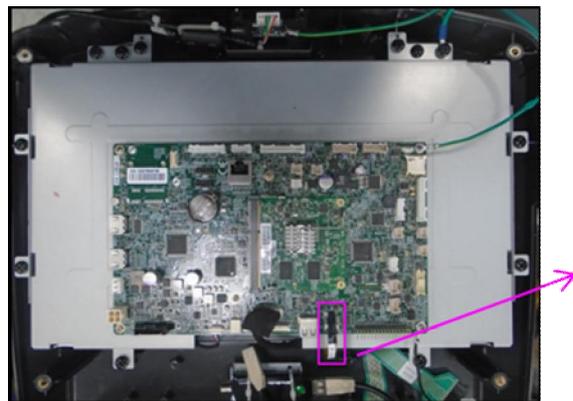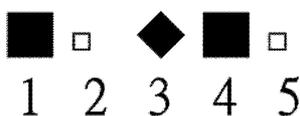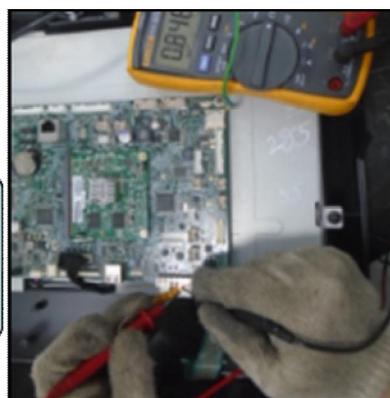
1.between " ◆ " and 1,2,4,5 should be ∞
2.between any two pin should 150-250Ω
If not display above value. The touch panel damaged.

■ □ ◆ ■ □

1 2 3 4 5

5.7 TROUBLESHOOTING –screen display distortion-TM709 (T-1XE3XE3XH-06-C)

Symptom :
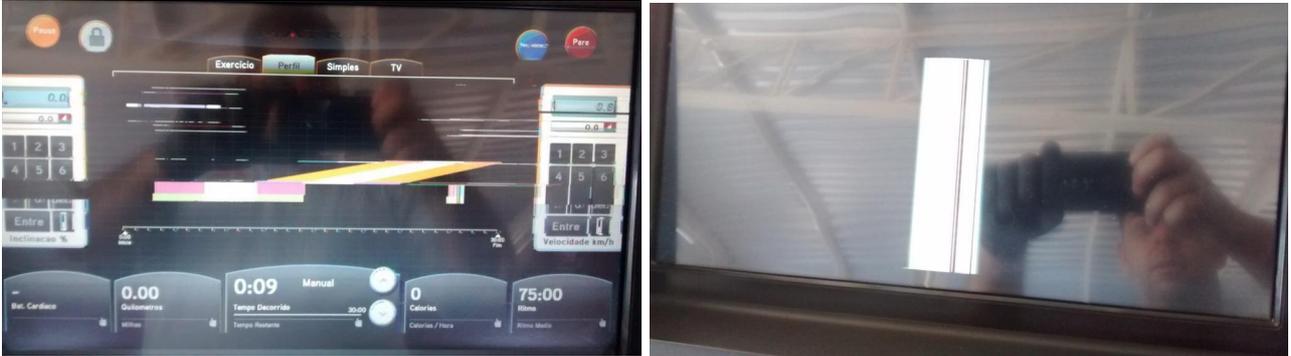
1. Enter service mode :

   Press "enter+3001+enter " , Select "Test " and " Touch calibration " then press "Start"

2. Execute step 1-4 calibrate . (Page45)

3. Open the console cover same as Page 46 step 1 & step2

4. Unplug the connection wire same as (Fig-1)

5. Plug in the connection wire to see if can improve the screen distortion.

6.   If screen display still is not normal. switch to a new circuit board to see if can improve the screen

distortion.
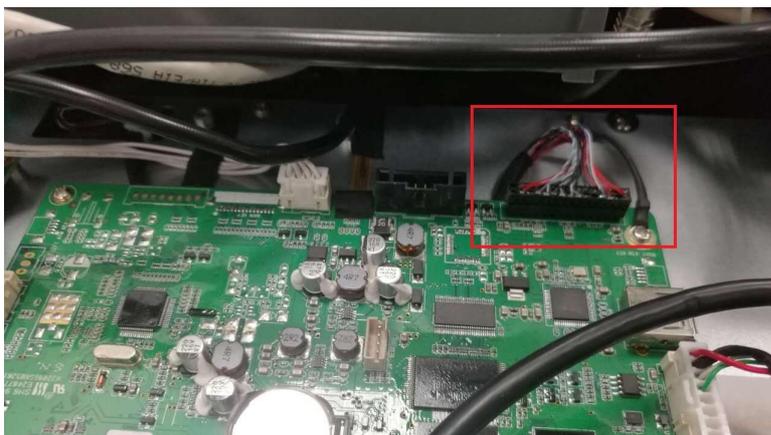
Fig-

5.8. TROUBLESHOOTING –Via Fit (T-1XE3XE)

GENERAL

 For every support case, always record the following:

1. Customer xID

2. Customer Passcode

3. Customer Email Address

4. Via Fit equipment Model Name

5. Via Fit equipment Date of Purchase

6. Has the Via Fit 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 Via Fit equipment.

2. If possible, restart their home WiFi router.

3. Wait for the Via Fit equipment and the WiFi router to fully boot up.

ISSUE

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.

5.8. TROUBLESHOOTING –Via Fit

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.

5.8. TROUBLESHOOTING –Via Fit

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.

5.8. TROUBLESHOOTING –Via Fit

1.4 Shows "Unable to Connect to Via Fit 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. The attempted connection is to a corporate network. Most networks of this type use an unsupported network security configuration.

3. 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 "Personal Hotspot" capability. If so, place the phone into "Personal Hotspot" mode and attempt to connect the equipment. If successful, you have have confirmed there is a network configuration issue.

5.8. TROUBLESHOOTING –Via Fit

1.5 Machine previously connected to Via Fit, 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 touchscreen display console, 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 LED console:

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.

5.8. TROUBLESHOOTING –Via Fit

2. Track Issues

2.1 - Workouts from Via Fit equipment do not post to Via Fit Workout Tracking

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

2. 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.

Solution:
1. 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 will flash while it attempts to connect, and will become solid when ready.
When the connection is reestablished, the most recent user will be automatically logged in and the workout will post to that user's account.

2. Open a browser, navigate to viafit.qa.netpulse.com, and then attempt to log in using the customer's xID and Passcode.
If the login is 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.

5.8. TROUBLESHOOTING –Via Fit

3. Share Issues

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

Problem:	**Cause:**	**Solution:**
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".	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.	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.

5.8. TROUBLESHOOTING –Via Fit

3.2 - Workouts from Via Fit 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 usingViaFit 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.

5.9. TROUBLESHOOTING –WIFI Issue

5.9. General diagnose :

1. Use mobile phone or portable device search router SSID and connect to desire SSID (Fig1)

2. Use speed test App. measure upload/download speed . It normal up 64K or higher depend

   on local ISP (internet service provider) but 0K mean fail to connection. (Fig2)

3. Browse www.google.com or others website.(Fig3)

If connection fail on item one. It need change router and try again.

If connection fail item 2&3. It ISP problem. Please contact local ISP (internet service provider).

| Fig-1 | Fig-2 | Fig-3 |

5.9.1. Issue : Console WIFI test fail (1X/3X) / console can no see the WIFI signal strength on screen (1XE/3XE)

Solution:

1. 1X/3X Enter manager mode enter " Internet " function (section 3.2 Page 15)

    1XE/T-1XE3XE enter "network setup " (section 4.10 page 27)

2. Check IP / MAC address. If not show IP /MAC address. WIFI module damage.

    Change WIFI module and try again.

6.1 . Wi-Fi Module Install -(1X-04-C) & (T3X-05-C)

6.1.1. Wi-Fi module Install

1) Prepare Wi-Fi Module ： Wi-Fi module; HF-A11-0;(Fig1)

2) To loose 2 pcs of screws already in Wi-Fi Module socket (Fig2)

3) Take the Wi-Fi Module and Push Wi-Fi module into socket carefully (Fig 3)

4) To tightness Wi-Fi Module with 2 pcs of screws (Fig3)

5) To assembly the UCB into consoles

Fig1

Fig3
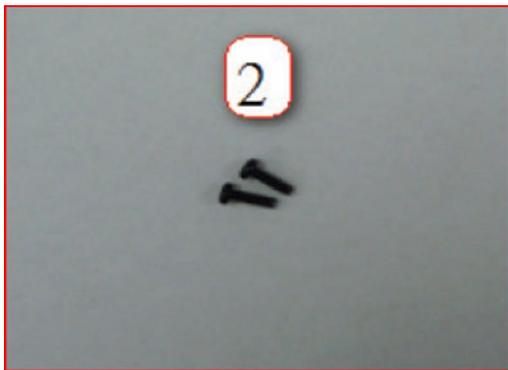
Fig2

6.1.2. Wi-Fi configuration file prepare and uploading (1X/T-3X)

1)   Prepare Wi-Fi configuration file

    Filename : "wifi_set.cfg (Fig1)

2)   Store to USB stick. (Fig2)

3)   Insert USB stick in console USB port

4)   Press "√" + "1001" + "√" enter manage mode

    Choice Internet /Import setting from USB

    (section 3.2 Page15)

5) upload the file into console.

```
[WIFI AP]
SSID=xxxx    …………… [Desire to connect WIFI]
Security=WPA2-PSK   ...[Keep no change]
Encryption=AES   ………[ Keep no change]
Key=xxxxxxxxx …………. [Password]
KeyIndex=1 …………….    [Keep no change]
TimeZone=21………….    [Keep no change]
```

Fig1

Fig2

6.1 . Wi-Fi Module Install -(1X-04-C) & (T3X-05-C)

6.1.3. Wi-Fi setup.

1) Power on

2) Press "enter " key 3 sec and display" CSAFE OK" (Fig1)

3) Press"(-) " key back to previous menu. (Fig 2)

4) Press speed up " + " key and choice Wi-Fi" function .(Fig 3)

5) Press "enter " ，auto search Wi-Fi (Fig 4)

6) When see "WiFi ok" , Wi-Fi setup complete.-(Fig 5)

7) Press "-" back to previous user menu.   –Figure6

Fig1

Fig2

Fig3

Fig4

Fig5

Fig6

6.2 BT installation (For 1XE & T-1XE3XE console)

1) Take the control board.(Fig1)

2) Put the control board on its installation location (red circled area) (Fig 2)

3) Lock three Φ2.9x7 screws Round head screw. (Fig 3)

4) Use anotherΦ2.9x7,Round head screw to lock the grounding wire. (Fig 4)

5) Insert USB connection cable (Fig-5)
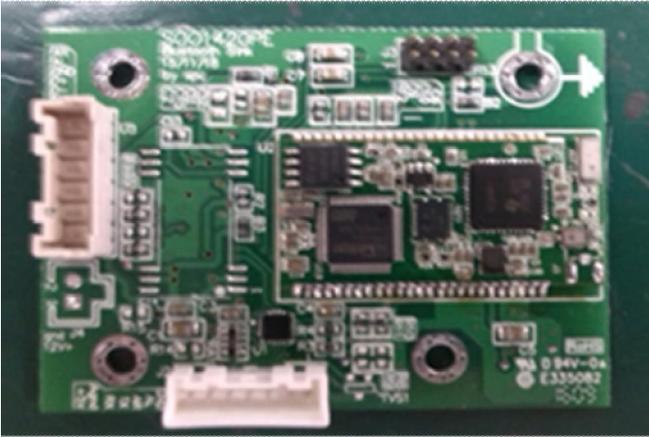
Fig1
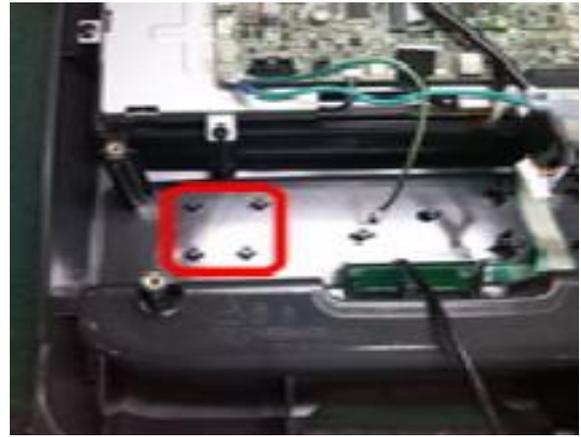
Fig2
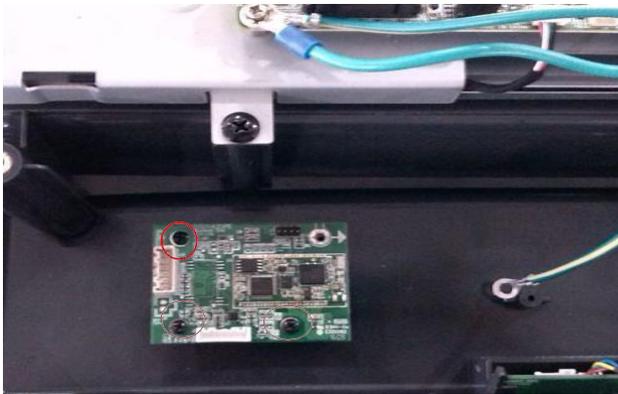
Fig3
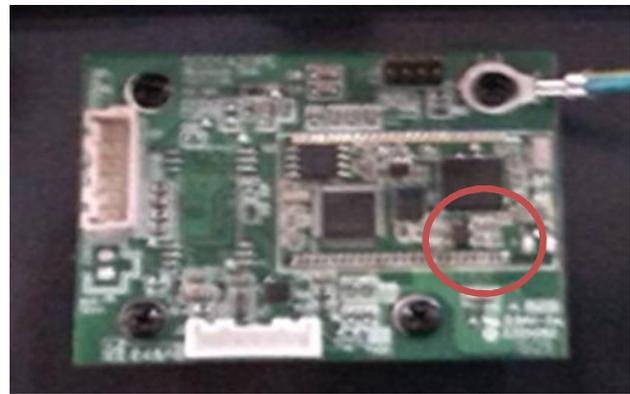
Fig 4
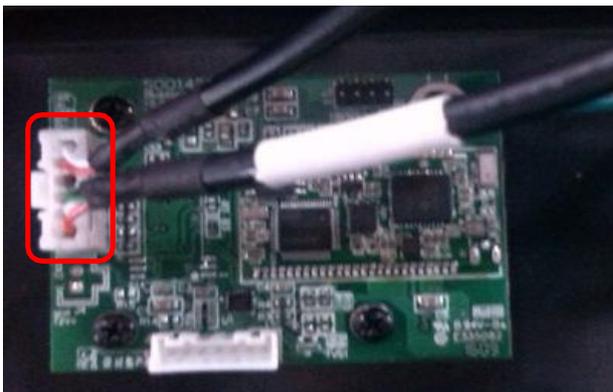
Fig 5

6.2 BT installation (For 1XE & T-1XE3XE console)

6.2.1 BT setup

1. Press BT icon; (Fig1)

2. Turn on BT on mobile phone first and then select media player on machine screen.it will take 10~30 seconds to search , if succeed, screen will show the name of phone BT (Fig2)

3. Click the BT you want to connect on machine, input mate number on phone;(Fig3)

4. If BT icon on machine turns yellow, BT setup successfully.(Fig4)

Fig1
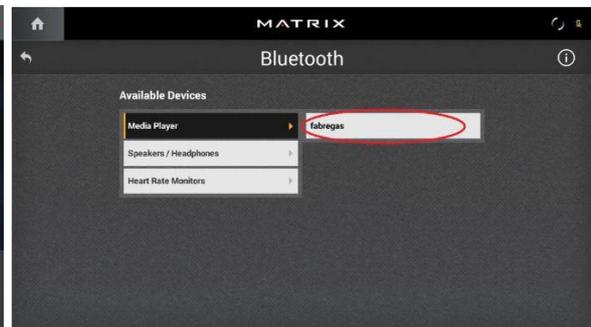
Fig2
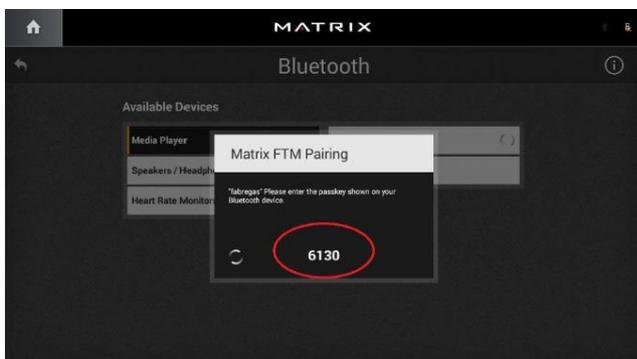
Fig3

Fig4

6.3 WIFI installation (For T-1XE3XE console)

1. Get WIFI module

2. Assemble the WIFI module. Aligned the hole on WIFI Module with the hole on main board.(Fig2)

Fig1

Fig2

2. Lock 2 screws (Fig-3)

Fig3

3 Get WIFI antennas -right and left side. (Fig4)
4 .Lock WIFI antennas . refer to the right side photo, use 4 Φ5x12,"+",umbrella head screw to fix the antenna .(Fig5)
5. Connect the antenna terminal with the WIFI module.
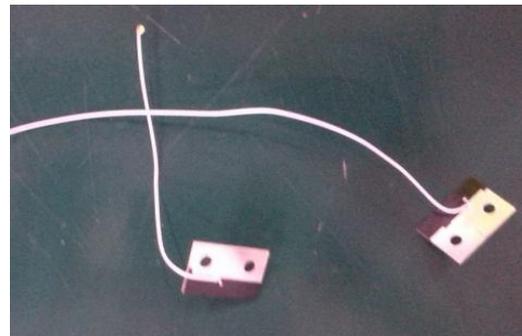
Fig4
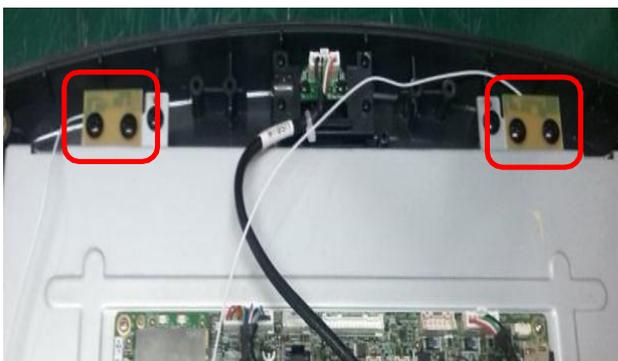
Fig 5

6.3.1 WIFI setup (For T-1XE3XE console)

1) Press "3,0,0,1" to enter engineer mode (Fig1)

2) Select "network setup" to choose WiFi setup (Fig2)

3) choose the SSID you want to connect; (Fig3)

4) input WiFi password and tick "√"; (Fig4)

5) when the WiFi icon turns to yellow, WiFi setup successful (Fig5)

Fig-1

Fig-2

Fig-3

Fig-4

Fig-5

6.4. VA Installation (For T-1XE3XE console)

1) Get TF card (Fig1)

2) Insert the TF card into the main board. refer to the right side photo ,insert TF card to this area. (Fig2)

Fig1

Fig2

6.4.1 VA setup (For 1XE & 3XE console)

1. Select "virtual active" (Fig1)

2. Click "→";(Fig2)

3. Click "go" (Fig3)

4. If succeed, you will see virtual VA (Fig4)
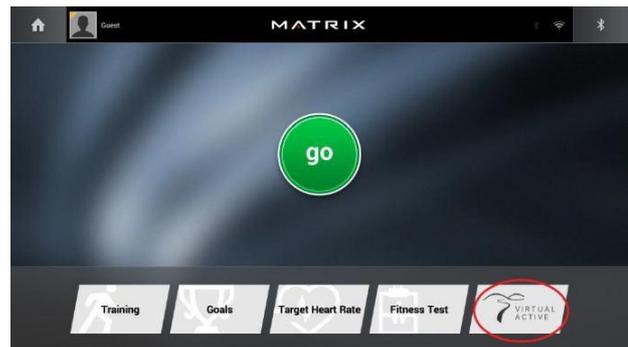
Fig1

Fig2
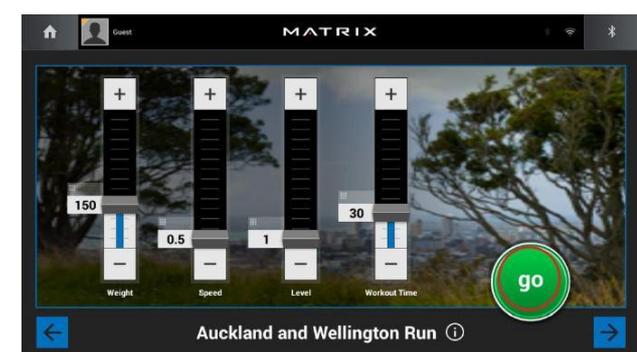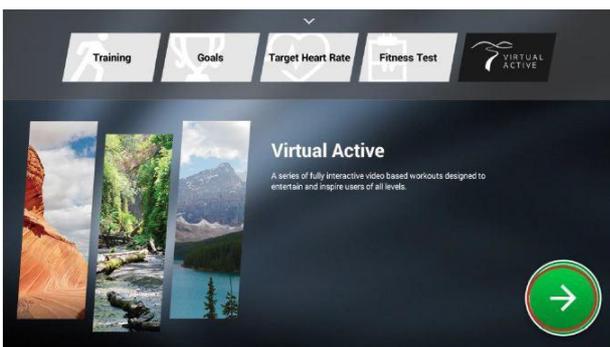
Fig3
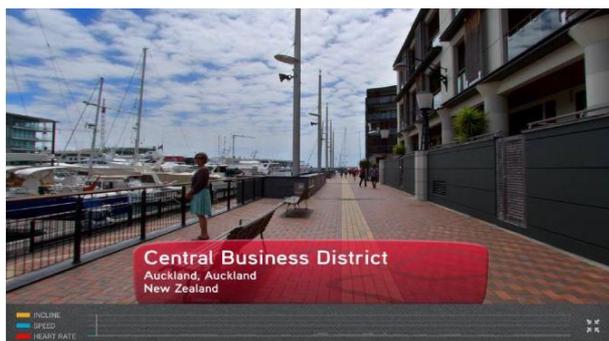
Fig4

6.5. MYE TV bracket Installation for 1x & 1xe

1) Remove the 6 screws holding on the back cover of the console and remove it (Figure A).
2) Remove the 2 screws holding the front of the console to the back and split the 2 halves (Figure B).
3) Unplug the entertainment keypad ribbon cable from small board and remove the front service cover (Figures C&D)

FIGURE A

FIGURE B
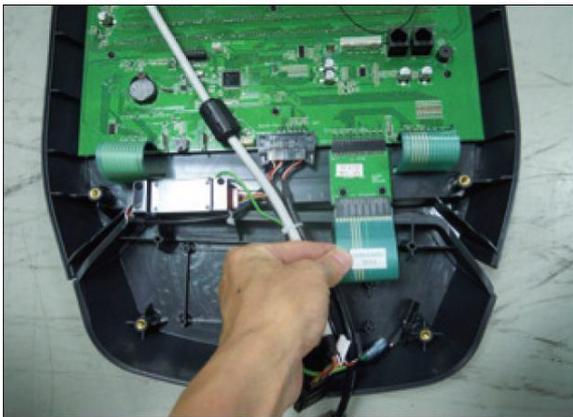
FIGURE C

FIGURE D

4) Use new front service cover with earphone board, and plug the head phone jack wire into earphone board. Also plug entertainment keypad ribbon cable into the small board (Figures E)
5) Plug the TV power wire into the UCB (Figure F)
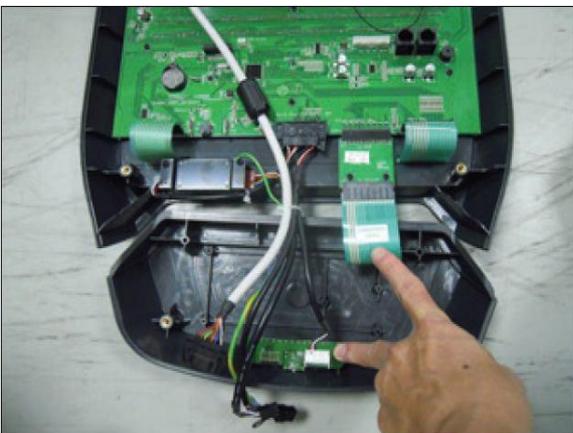
FIGURE E

FIGURE F

6.5. MYE TV bracket Installation for 1x & 1xe

6)   Plug the TV controller wire into the UCB (Figure G).
7)   Use the 6 screws removed in Step2 & 3 to re-attach the 2 halves of the console (Figure H).

FIGURE G

FIGURE H

8)   Route the coax cable through the hole in back of the console (Figure I). Also make sure that the console cable wires are protruding so that they are accessible (Figure J).

FIGURE I

FIGURE J

9)   Use the female coax adaptor to connect the TV signal extended wire at the console and TV Bracket (Figure K & L).

FIGURE K

FIGURE L

6.6. MYE TV bracket Installation for T1X &T3x

1)   Remove the 2 screws holding the console back cover on and remove the back cover (Figure A&B).

FIGURE A

FIGURE B

2)   Use a razor to remove the existing HR overlay on the console (Figure C).
3)   Slider the ribbon cable of the entertainment keypad/overlay through the slot in the console (Figure D).

FIGURE C

FIGURE D

4)   Peel the protective film from the back of the entertainment keypad/overlay and apply to the cutout in the console (Figures E).
5)   Plug the entertainment keypad into the open pins on the UCB (Figure F).

FIGURE E
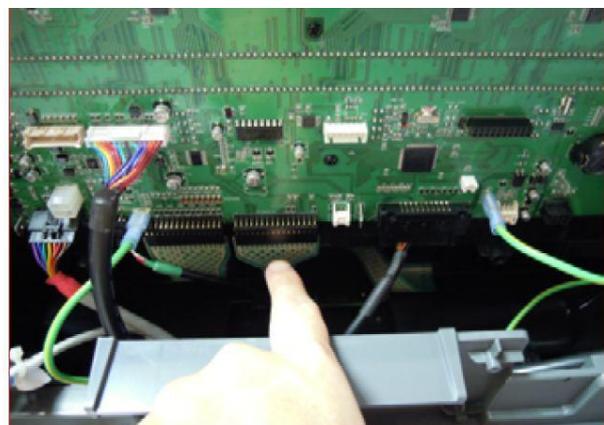
FIGURE F

6.6. MYE TV bracket Installation for T1X &T3x

6) Mount the TV bracket to the frame using 4 socket head screws sent with the bracket kit (Figure G).
7) Remove the blank head phone plate from the front of the console.
8) Install the new headphone jack, plastic and wiring into the console (Figure H).

FIGURE G

FIGURE H

9) Plug the headphone wire into the MYE TV port on the translator board (Figure I).
10) Mount the front plate to the TV using 2 screws sent with the bracket kit (Figure J).
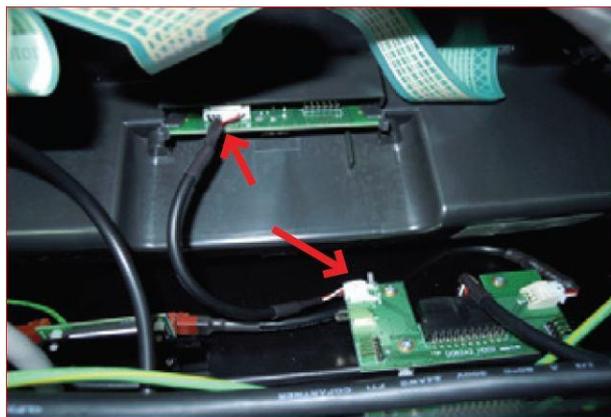
FIGURE I

FIGURE J

11) Connect the power wire extension wire to the power wire coming from the base of the unit (Figure K).
12) Install the coax adaptor sent with the bracket kit to the coax cable coming from the base of the units (Figure L), and connect the coax.

FIGURE K

FIGURE L

Back to GYMPART.COM

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6.6. MYE TV bracket Installation for T1X &T3x

13)   Then connect the coax extension cable to the cable coming from the base of the unit (Figure M).
14)   Mount the TV to the bracket using 4 screws sent with the TV (Figure N).
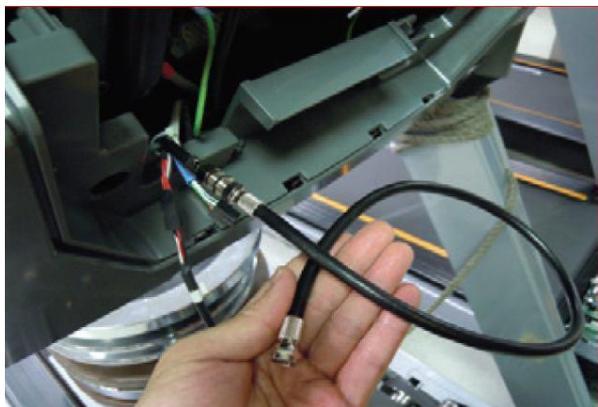
FIGURE M

FIGURE N

15)   Make sure that the tabs on the front plate are tucked behind the console faceplate to create a seamless look (Figure O).
16)   Plug the coax cable into the port on the TV (Figure P).
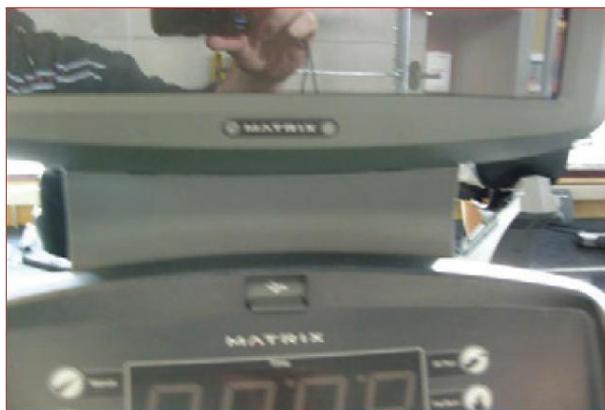
FIGURE O
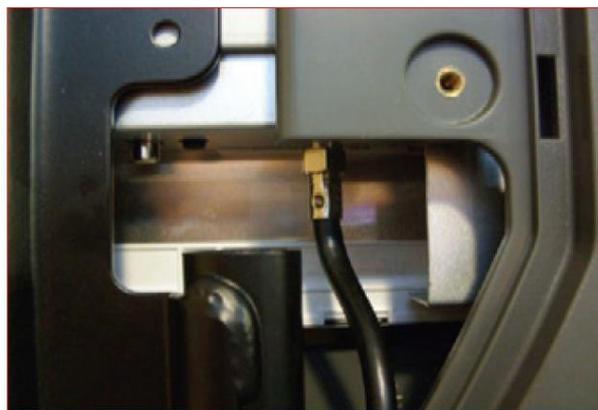
FIGURE P

17)   Plug the power wire into the port on the TV (Figure Q).
18)   Remove the 2 screws holding the console onto the console frame (Figure R).

FIGURE Q
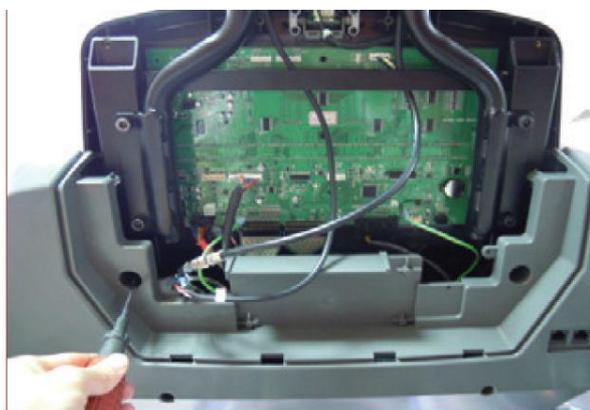
FIGURE R

6.6. MYE TV bracket Installation for T1X &T3x

19) Plug the TV controller wire the MYE TV port on the CSAFE board (Figure S). Plug the other side of TV controller wire into the port on the TV (Figure T).

FIGURE S
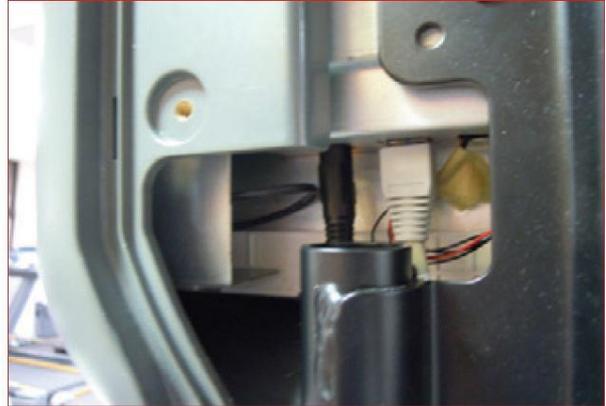
FIGURE T

20) Install the console back cover removed in Sept 2 (Figure U).
 Note: Make sure that the coax, power and controller wires are tucked in the slot in the cover (created by removing the small Matrix logo cover) (Figure V).

FIGURE U

FIGURE V

21) Install the TV back cover onto the TV (Figure W).
22) Plug a working coax cable with a signal strength of 10 Hz to the port at the base of the treadmill

FIGURE W

FIGURE X

6.6. MYE TV bracket Installation for T1X &T3x

23) Plug the TV power wire into the port at the base of the treadmill (Figure Y).
24) Turn on the power to the treadmill, enter into "Engineering Mode", and set the "Audio Source setting" for TV.
25) A channel scan should be done using the instructions included in the TV owner's manual.

FIGURE Y