

MATRIX

XR CONSOLES

CTM697



TROUBLESHOOTING GUIDE

ISSUED 2018-07-02

JOHNSON HEALTH TECH – TCMT

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INTRODUCTION

This Troubleshooting Guide will be updated periodically with new, emerging, and resolved issues. New and updated information will funnel through the [Update Center](#). See the [Change Log](#) for revision information.

Using the Troubleshooting Guide

1. Locate the serial number on both the frame and console of the unit.
2. Reference the appropriate guide depending on serial number prefix, or product code.

Within this guide, you will be directed to external documents that can be found on the Johnson Customer Service Portal, or “CS Web” – http://service.johnsonfitness.com/cs_new/login.asp

The documents you may need to reference include the following:

- MXR19 Cardio Consoles Owner’s Guide (under Owner’s Manuals)
- Testing with a Multi-Meter (NB-1909009)
- Passport Owner’s Manual
- Time Zone Chart (NB-2102006)

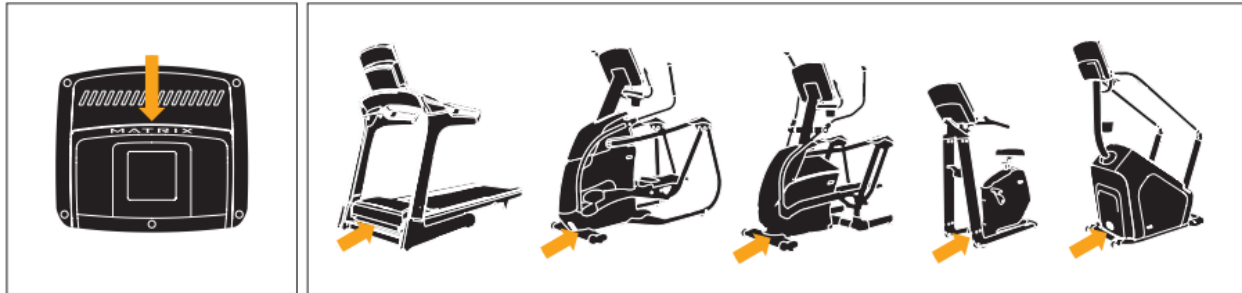
Note: For JHTNA, the documents above are also available in Online Remedy.

Additionally, the Matrix Fitness YouTube channel contains support videos for the Matrix consoles. See the playlist “Matrix for the Home: Assembly, Service, & Maintenance”.

Please direct any questions not addressed in this guide to your Customer Tech Support team.

Console Identification

Serial Number Location



Every frame and console will have their own unique serial number. These numbers can be found at the designated locations shown above. XR consoles will start with the prefix CTM697

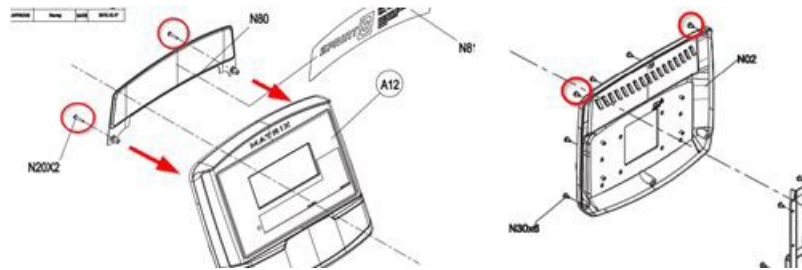
How to Differentiate Between XR and XR-03 Consoles

- The fastest way to tell the difference between and XR and XR-03 console is by checking the serial number. Consoles that have a CTM697 serial number are XR.
- When powering on the console it will display the model name (XR or XR-03) and software version.

Update Center

Known Issues

- A store might not be able to attach the POP display piece to a floor model because the console cover screws are too short (see image below). Send the store two of longer screw 0000095416 for each POP display piece.



- If the XR console is connected to an R30 frame and a workout does not begin when the user presses the green Start button, a wire may not have been properly connected during assembly. Try unplugging the contact wires underneath the seat and then reconnecting them. See troubleshooting case [All or Some Keys on the Console Do Not Work](#) for further information.

Software History

- Version 13.002 includes support for the new Lite-On A3 motor control board and fixes a bug that caused incorrect calories to show during a workout.
- Version 12.002 adds compatibility with Passport 1.0.
- Version 9.011 adds compatibility with the C50 ClimbMill.

Console Instructions

Console Description



Note: There is a thin protective sheet of clear plastic on the overlay of the console that should be removed before use.

- A) **LCD DISPLAY WINDOW:** Displays workout feedback, program profile and more.
- B) **GO/PAUSE:** Press to start, pause or resume your workout.
- C) **STOP:** Press to stop your workout. Press and hold for three seconds to reset the console.
- D) **ENTER:** Confirm each program setting.
- E) **ARROWS:** Used to adjust program settings
- F) **NUMBER KEYPAD:** Used to enter program data during program setup and to adjust speed / resistance level during workout. Press the Enter/V button to confirm setting.
- G) **BACK:** Go to previous program setting.
- H) **TOGGLE DISPLAY:** Press to change display feedback during workout. Press and hold to scan.
- I) **BLUETOOTH:** Press to connect to Bluetooth HR straps and popular training and coaching apps.
- J) **ENERGY SAVER LIGHT:** Indicates if machine is in energy saver mode. Press any key to wake up the machine.
- K) **READING RACK:** Holds reading materials or electronic device.

Display Description



Time: Is always shown in the larger central portion of the display. Shown as minutes : seconds. View the time remaining or the time elapsed in your workout.

Incline: Shown as percent. Indicates the incline of your walking or running surface (Treadmills and Ascents only).

Distance: Shown as Miles or Kilometers* based on your default setting. Indicates distance traveled or distance remaining during your workout.

Speed: Shown as MPH or KPH* based on your default setting. Indicates how fast the footpads/pedals are moving.

Calories: Total calories burned or calories remaining to burn during your workout.

Heart Rate: Shown as BPM (beats per minute). Used to monitor your heart rate (when wearing a wireless heart rate strap or when contact is made with both pulse grips).

Resistance (RES): Shows the current resistance level (Bikes, Ellipticals, Ascents only).

RPM: Revolutions Per Minute (Bikes, Ellipticals, Ascents only).

Watts: Displays current user power output (Bikes, Ellipticals, Ascents only).

Pace: Indicates how many minutes it takes to complete a mile based on your current speed (Treadmills only).

Program Profile: The dot matrix will show the program profile as you progress through your workout. Profile represents incline, resistance or speed (depending on model type and workout type).

Passport: Indicates Passport box connection is present.

Wi-Fi: Indicates wireless connection is present and the strength (low, medium, high). Flashes when Wi-Fi is trying to connect.

* Default is set during console install. If logged in with xID, the default is set by user profile.

First-Time Setup

When you power on the console for the first time you will be prompted to perform initial setup. Plug in the power cord and turn the equipment ON (Note: Some equipment does not have a power switch). TREADMILLS ONLY: Insert the safety key into the safety key hole.

1. Select your language and check the Enter/V button to confirm.



2. Select your frame model number and press the Enter/V button to confirm.



3. Select metric / standard and press the Enter/V button to confirm.



Before You Begin

Set Up xID Account for ViaFit/ViewFit Connectivity

Connect to ViaFit (North America)/ViewFit (global) and discover a powerful new way to get more results from your workouts, your tracking and your social networking. Up to four users can be saved on a machine. This process is the first step in connecting your equipment. It must be done from a computer, tablet, or mobile device that is connected to the internet.

1. Visit the website www.viafitness.com (North America) or www.viewfit.com (global) to create an account and connect your console to home wireless network.
2. Click on Connect Your Equipment.
3. Sign In if you already have an xID account or Create an Account by entering your information.
4. Continue to follow the online instructions to complete the process of connecting your console to your home wireless network.
5. Manage the console user accounts from your Account Profile at www.viafitness.com (North America) or www.viewfit.com (global).

Passport Media Player

Passport player, featuring Virtual Active™ technology, is a high-definition experience that uses real destination footage and matching ambient sounds from stunning destinations around the world. The ultimate in workout entertainment, Passport lets you escape the confines of a regular workout routine while enjoying a dynamic experience.

A Passport player is available for purchase separately from your Matrix Retailer. Additional courses are available from your Matrix Retailer. For more information, go to: www.passportplayer.com

Syncing Console with Passport

1. Use the arrow buttons (↑↓) on the Passport remote to scroll to the set



- up icon and press Select.
 2. Follow the on-screen prompts to press the Passport symbol on the console.
 3. The Passport icon will flash while connecting and remain steady once it has synced successfully.
- Note: See the Passport Owner's Manual or the videos "[Pairing an LED Console via Hotspot](#)" and "[Pairing an LED Console via Wi-Fi](#)" for more information.

Getting Started

1. Check to make sure not objects are nearby that will hinder movement of the equipment.
2. Plug in the power cord and turn the equipment ON (Note: Some equipment does not have a power switch).

Treadmills Only

3. Stand on the side rails of the treadmills.
4. Attach the safety key clip to part of your clothing make sure that it is secure and will not become detached during operation.
5. Insert the safety key into the safety key hole.

All Models

6. Select the user (User 1-4) that you linked your xID to in your user profile.
7. If prompted, enter your Passcode using the keypad and then press the Enter/V button.
8. You are now logged into our xID.

Option 1: Quick Start Up

Simply press the green GO/Pause button to begin working out. Time, distance, and calories will all count up from zero. Or...

Option 2: Select a Program

1. Use the arrow buttons (↑↓) to select a program and then press the Enter/V button.
2. Set workout program information using the arrow buttons (↑↓) and press the Enter/V button after each selection. Press the back button (↶) by the number keypad to go back a step in the setup.
3. Press the Go/Pause button to begin workout.

Finishing Your Workout

When your workout is complete, the display will flash “WORKOUT COMPLETE” and beep. Your workout information will stay displayed on the console for 30 seconds and then reset.

To Reset the Console

Hold the Stop button for three seconds.

Audio In/Out

You can play audio through the console speakers by connecting a device to the audio jack that is located beneath the display. Plug your headphones into the audio jack and use them instead of the console speakers.

Energy Saver (Standby Mode)

To turn Energy Saver mode on:

1. Enter Engineering mode:
 - a. Treadmills: Press and hold Incline Up and Speed Down for five to 10 seconds.
 - b. All other frames: Press and hold Resistance Up and Resistance Down for five to 10 seconds.
2. Press an up/(↑) arrow button (on the console screen or the platform) until “SWITCH FUNCTION” appears.
3. Press the Enter/V button.
4. Press the Enter/V button until the console displays “ENERGY SAVER OFF”.
5. Press an up or down arrow button (↑↓). The screen will display “ENERGY SAVER ON”.
6. Press and hold the Stop button to exit Switch Function mode.
7. Press and hold the Stop button to exit Engineering mode.

Note: When the machine is in Energy Saver mode, you can press any button to wake up the console.

Cleaning the Console Screen

To clean the console screen, we recommend spraying a soft, lint-free, dry cloth with the screen cleaner and gently wiping the console.

- Avoid using products that contain ammonia and alcohol.
- Do not use abrasive pads or paper towel, and do not spray the console directly, as liquid could leak into the console and cause damage.
- Monitor wipes may also be used.

FAQS

Does the heart rate strap that comes with the product need to be synced to Bluetooth?

No, the Polar heart rate strap that comes with the console is a 5kHz transmitter. (The XR console does **not** have Bluetooth connectivity.)

Where can I learn more about Sprint 8?

Learn more at [Sprint8.com](https://www.sprint8.com).

Where can I learn more about the programs on my machine?

Please refer to the MXR19 Cardio Consoles Owner’s Manual for a complete description of the programs available on your machine.

What is the workout time range?

The workout time range that you can set on the XR console is five-99 minutes.

SERVICE AND SPECIAL FUNCTIONS

Reboot/Restore Factory Defaults

From the home screen, press 2009 Enter/V on the console keypad. The console will show “REBOOTING” and will reset settings, including Language, Model, and Unit. The console will return to the standby page once the reboot is complete.

Passport Sync

From the home screen, press and hold the Passport icon for three seconds. The console will show “RF SYNC”. Once the sync is complete, the console will show “PASSPORT READY”.

Wi-Fi Setup

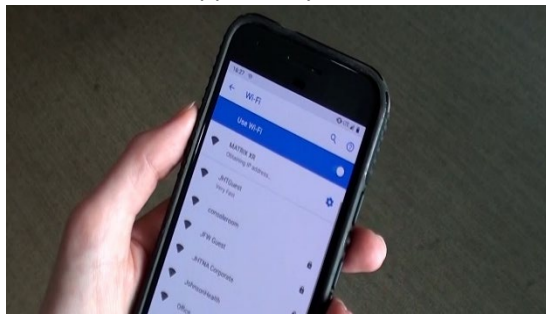
1. Disconnect your wireless device (laptop or smart phone) from its wireless network.
2. Press and hold the Wi-Fi button on your console.



3. Enter your time zone code on the console. (See the “Time Zone Chart”, NB-2102006.)



4. On your personal mobile device, connect to the network “Matrix XR”. (It may take a minute for the network to appear in your device’s network list.)



5. Open a web browser on your device and enter <http://10.10.100.254/dist/en/setup.html> (This is the ViaFit/ViewFit website. This alternative way of accessing the website will only work if you are successfully connected to “Matrix XR”.)



6. The Wi-Fi symbol on the console will change from blinking to solid. **Important:** The Wi-Fi symbol may disappear completely, for up to two minutes, before turning solid.



7. Press the up and down buttons on the console; the screen should show “UPDATING USER INFO”. If the message displays, the Wi-Fi connection was successful. If the message does not display, the connection was not successful; repeat the steps above to reattempt the connection.



Software Updates

1. Go to the appropriate website for your region and download the XR-03 software to a USB flash drive:
 - a. United States: <https://matrixhomefitness.com/pages/support-consoles>
 - b. All other regions: <https://www.matrixfitness.com/eng/home/support/software-updates>
2. Make sure that the unit is plugged in and turned on.
3. Access the upper control board:
 - a. Treadmill or ClimbMill: Use a Phillips screwdriver to remove the console back cover.
 - b. All other frames: Use a 5 mm Allen wrench to disconnect the console from the console mast.

4. Insert the USB flash drive into the upper control board.



5. The console will show the message “SOFTWARE UPDATE PRESS ENTER”. Press Enter/V. The software will automatically update and reboot the console.



6. After reboot, the console will show the current version of the console. The update is complete.



Note: If the update fails, perform the process again with a different USB flash drive.

Engineering Menus and Functions

Press 2001 Enter/V on the number pad to enter the engineering mode.

Use the Up and Down buttons to scroll through the menu.

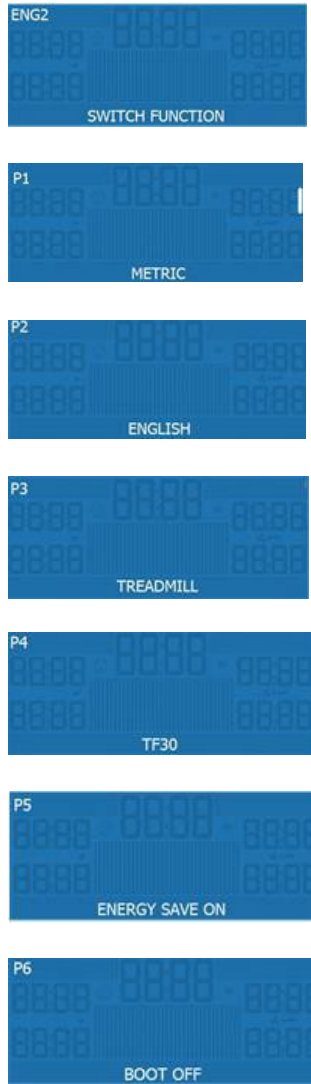
- ENG0** DISPLAY TEST
- ENG1** HARDWARE TEST
- ENG2** SWITCH FUNCTION
- ENG3** INFORMATION
- ENG4** SET DAPI

To select, press Enter/V to go into the next level of menu options.

Press Stop for three seconds to return to the previous menu.



Engineering Mode Functions Description

MODE	FUNCTION	DESCRIPTION	
ENG 0	Display Test	Start Key – LCD/LED on including ERP Stop Key – LCD/LED off including ERP Any Other Key - Will show on the display window. Hold the STOP key for 3 seconds to return to the ENG 0 Menu.	
ENG 1	Hardware Test	Resistance or drive motor test. Incline motor test Heart rate grip test	
ENG 2	Switch Function	P1- Unit setting. (KM or Mile). Press Enter/V to save P2. Language selection (Use ↑↓ button to select language) Press Enter/V to save P3. Machine selection (Use↑ ↓ button to select a machine type from Treadmill, ClimbMill, Elliptical, Bike or Ascent Trainer.) Press Enter/V to save P4. Model selection. (Use ↑↓ button to select a model) Press Enter/V to save P5. Energy mode selection. (Use ↑↓ button to switch between ON/OFF) Press Enter/V to save P6. First Boot selection (Switch “First Boot” Flag using ↑↓ button) Note: Model default  R30 ERP is by default set to on.	

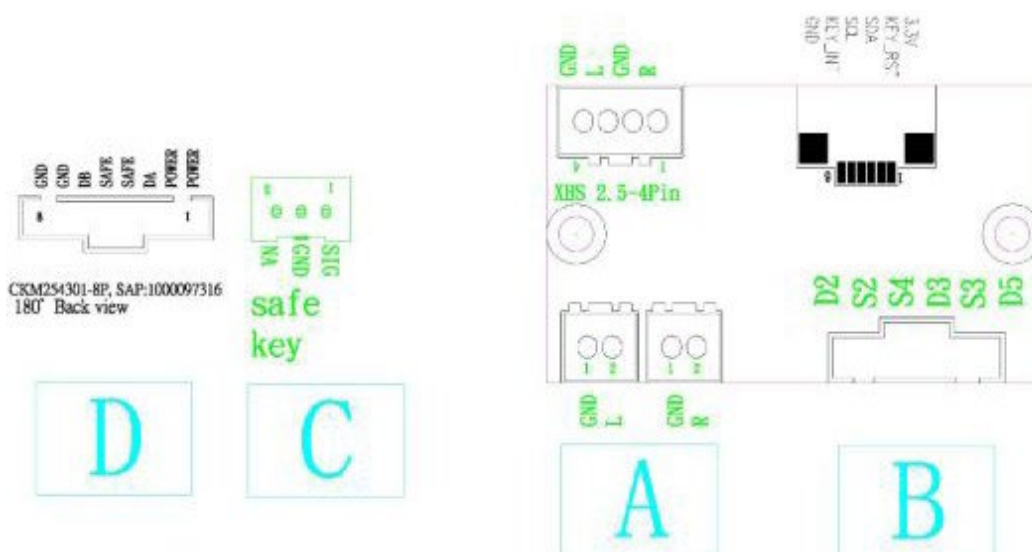
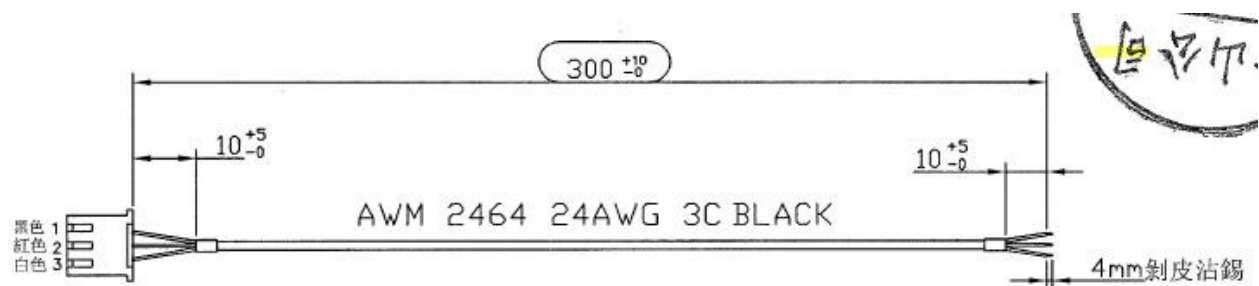
ENG 3	Information	- Accumulated information (Distance & Time) - LCB software version - UCB software version	 
ENG 4	SET DAPI	There are “Production”, “QA”, “Staging” and “DEV” servers. Make sure to select the Production DAPI	 

ELECTRICAL DIAGRAM

Display Connection Wire

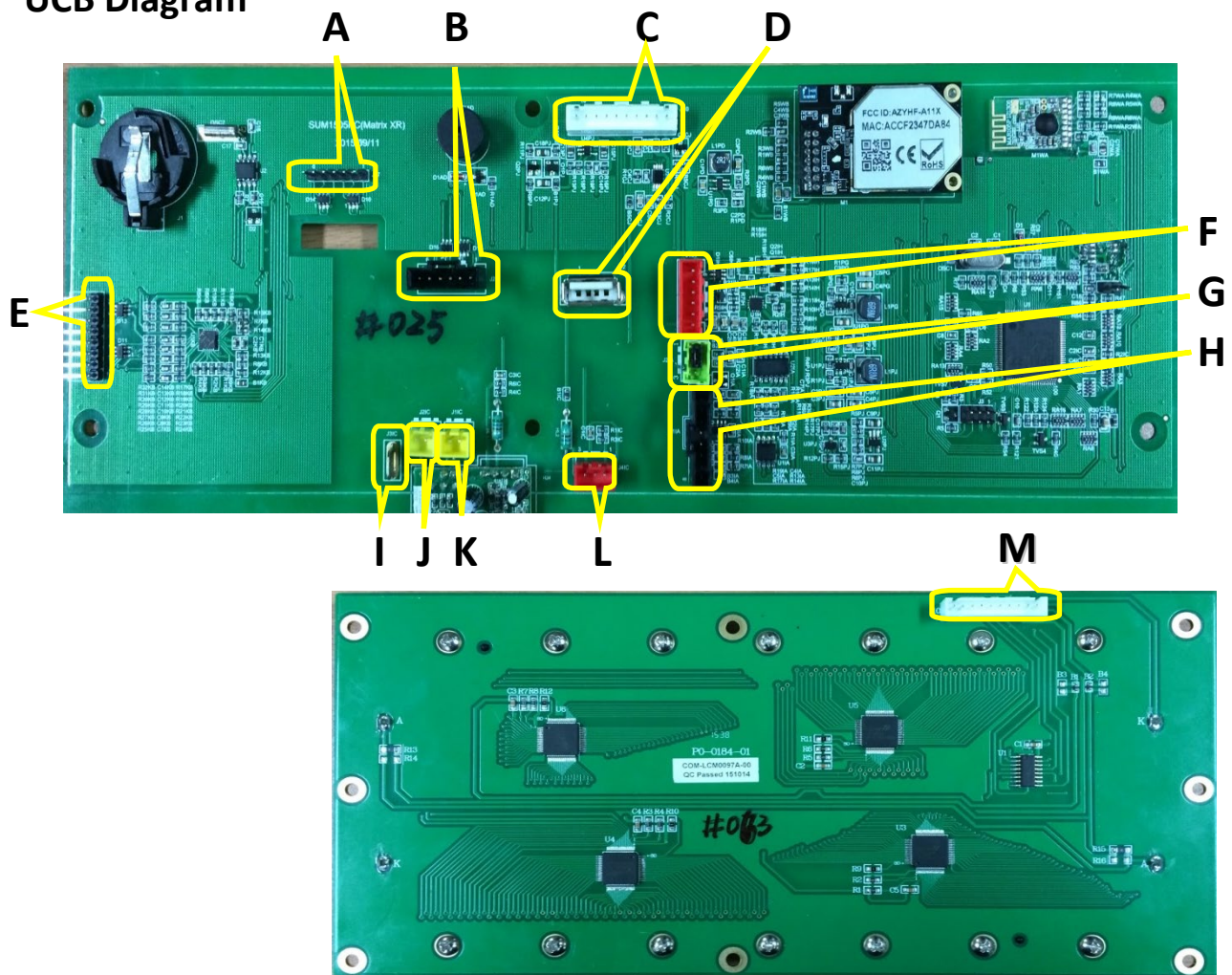


Keypad Connection Wire



Connect to Frame

UCB Diagram



Reverse side of UCB

Ref #	Description
A	Program Keypad
B	Quick Keys (from grips)
C	LCD Display Port
D	USB Port
E	Program Keypad
F	USB Interface
G	Safety Key
H	Console Cable
I	Ground Wire
J	Hand Grip L
K	Hand Grip R
L	Wireless HR (to Polar board)
M	LCD Display Port

TROUBLESHOOTING

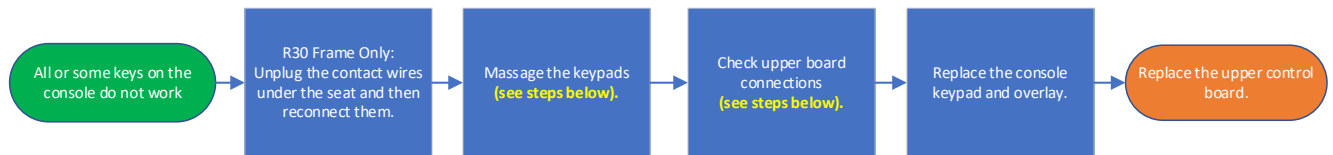
Additional resources are available on the Johnson Customer Service Portal (“CS Web”:
http://service.johnsonfitness.com/cs_new/login.asp) are noted through this guide (CS Web > *index tab*).

General Troubleshooting

- **UPDATE TO THE LATEST SOFTWARE VERSION, if possible.**
- Cycling power is recommended as the first attempt to fix most failures, and after major repairs are implemented.
- Before replacing any major part, inspect the cables to/from it. Disconnect and inspect the connectors on both ends, as well as the terminals on the boards. If capable, use a multimeter to perform continuity tests to verify that all of the conductors are intact. If no damage/corrosion is noted, carefully reconnect the cables, ensuring proper seating and connection. Request replacement cables if at all suspicious.
- After each corrective action is taken, re-evaluate if the failure has been resolved. Some indications have a straightforward order of attempts, and not all steps are always necessary if a lower-level fix resolves the issue.

All or Some Keys on the Console Do Not Work

Keywords: Button, Response, Unresponsive, Workout, Begin, Start, Green, Go

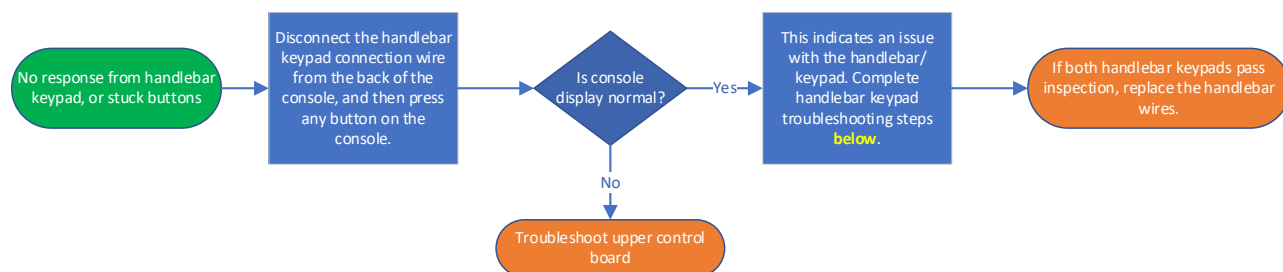


Additional Information

- **Note:** The arrow keys on the console are only for setup and navigating through menu options. These keys never affect anything during the workout (e.g., resistance, speed, incline).
- If the contact wires under the R30 recumbent bike seat are not fully connected, a workout will not begin when the user presses the Go/Pause button. It can seem like the keypad is unresponsive.
- Follow these steps to massage the keypads:
 1. Unplug the power cord from the wall outlet.
 2. Use your fingers or a soft cloth to firmly massage over all keys in a circular motion. (If the console is connected to a treadmill frame, make sure to stand on the side rails and not the running belt.)
 3. Plug in the power cord and test the console keys.
- Follow these steps to check the upper board connections:
 1. Unplug the power cord from the wall outlet. Wait three minutes, allowing the lower board to discharge built-up energy.
 2. Remove the screws that hold the console to the console housing.
 3. Verify that the cable connections are properly and securely in place. Secure any loose connections. Unplug the number and overlay connection wires and then firmly plug them in again.

Handlebar Keypad Failure

Keywords: Button, Quick Key, Hand Grip, Incline, Speed, Resistance, No Change



Additional Information

Follow these steps to troubleshoot the handlebar keypad:

1. When a handlebar key does not work, first measure the pins with AVO meter to verify if the keypad is faulty.
2. Measure the resistance of the keypad: " Ω " position on AVO meter, press the keypad— keypad is good if the value $< 200\Omega$.
3. Repeat the step above to measure the other side of the keypad. (Figure 3)



Figure 1 Figure 2

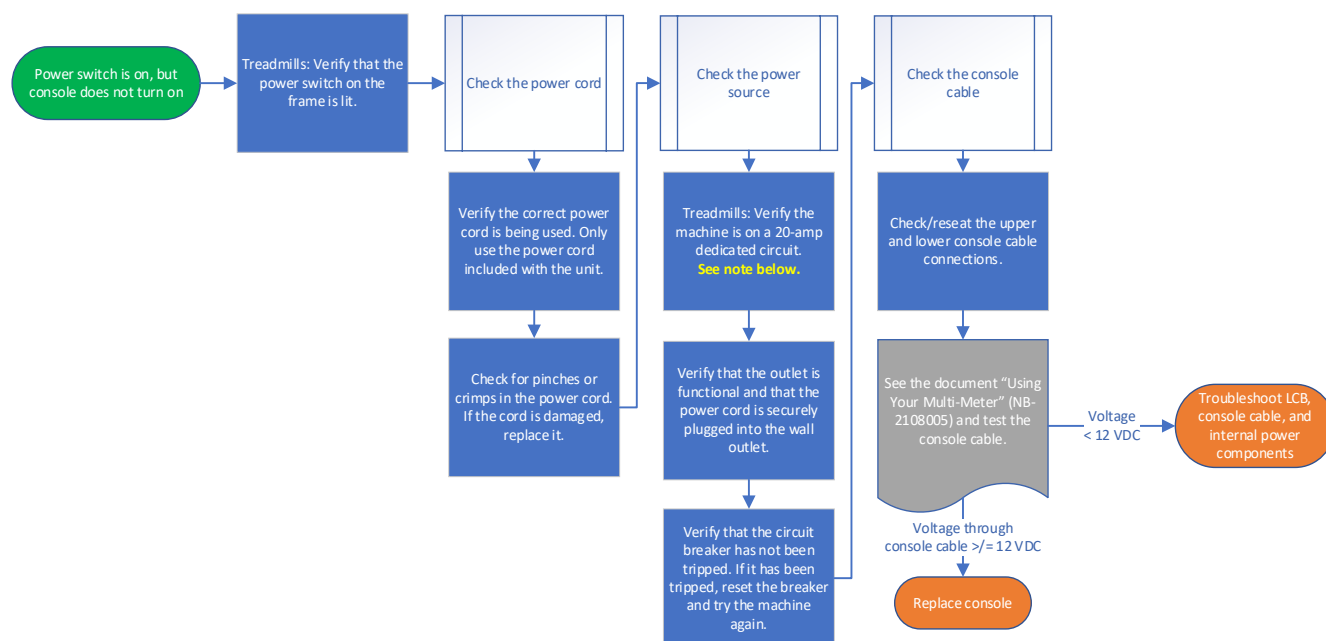


Figure 3



No Display/Console Does Not Turn On

Keywords: Breaker, No Power, Screen, On, Light Up

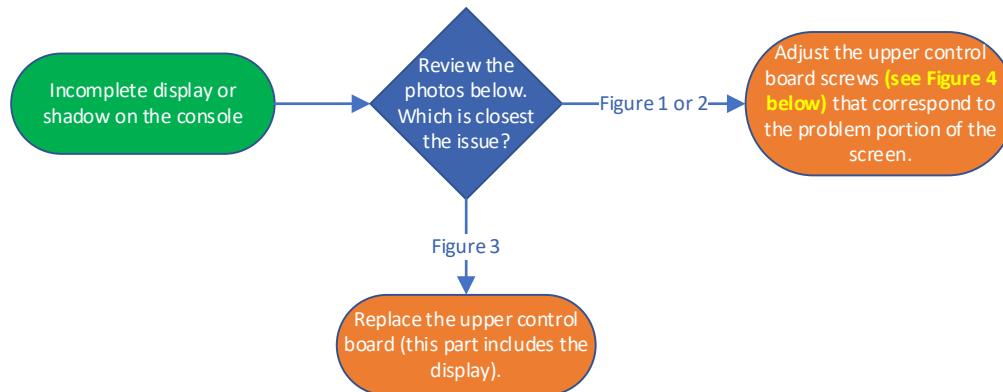


Additional Information

A customer can use this test to verify that the treadmill is on a dedicated circuit: Go to the circuit breaker box in the home and turn the breaker with the treadmill off. Then, check to see if any other electronics turn off as well. Contact an electrician to verify, if necessary.

Incomplete Display

Keywords: Screen, LCD, LEDs, 3s, Threes, 8s, Eights



Additional Information

- Example photos:



Figure 1



Figure 2



Figure 3

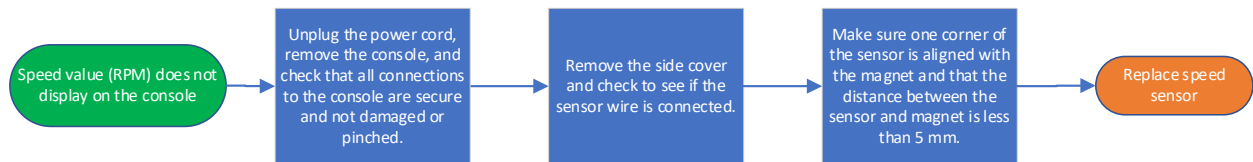
- Upper control board adjustment screws:



Figure 4

Speed Does Not Display (for BK/EP/AT)

Keywords: Speed, RPM, Missing, Data



Calorie Count Inaccurate (A30/50, E30/50 only)

Keywords: Ascent, Elliptical, Calories

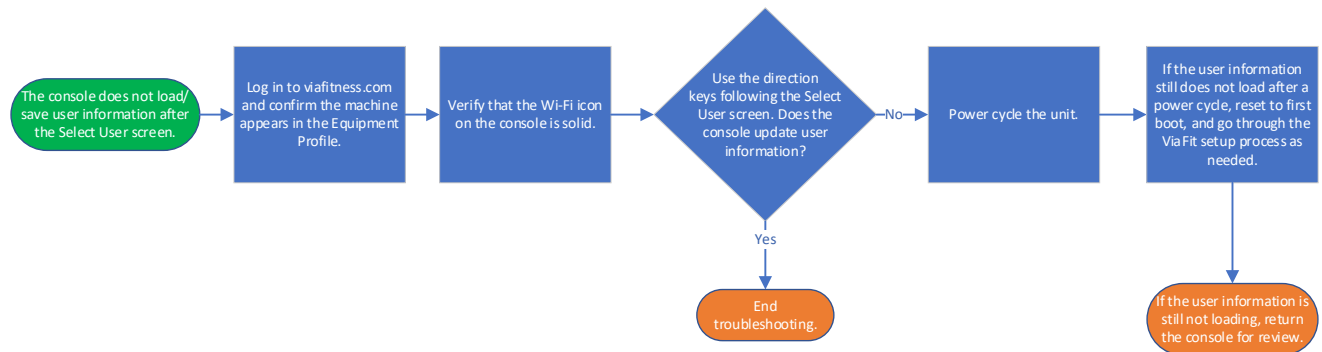


Additional Information

When the Calorie formula was updated at version 7.019 on the XR to match the higher Calorie formula on the XER/XIR, the speed calculation did not get updated. As a result, the Calorie formula on the XR for Ascents and Ellipticals did not depend on resistance. The issue is resolved with a newer software version.

Console Does Not Save User

Keywords: ViaFit, Profile, Information, Workout, Sign in, Log in



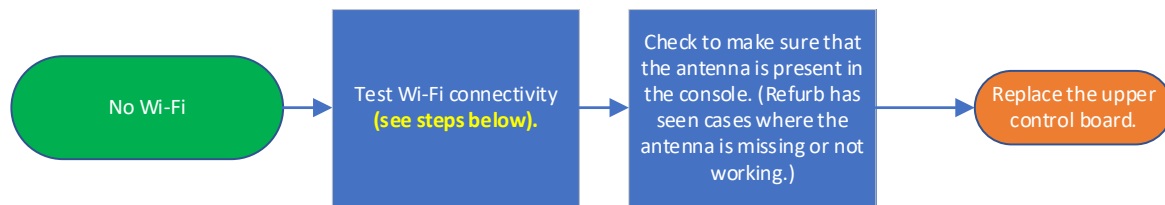
Additional Information

If the console does not load user information after the “SELECT USER” screen, it is not obtaining the user information from ViaFit/ViewFit. Either there is a problem with the console’s internet connection, or ViaFit/ViewFit is not working correctly on our end. (Also see section [Wi-Fi Connectivity](#).)

1. Log in to www.viafitness.com (North America) or www.viewfit.com (global) and confirm that the machine appears in the Equipment Profile.
2. Verify that the Wi-Fi icon on the console is solid.
3. If the console still does not update user information when using the direction keys following the “SELECT USER” screen, power cycle the unit.
4. If the user information still does not load after a power cycle, reset to first boot, and go through the ViaFit/ViewFit setup process as needed.
5. If the user information is still not loading, return the console for review.

Wi-Fi Connectivity

Keywords: Wi-Fi, WiFi, No Connection



Additional Information

To test Wi-Fi Connectivity (without performing user setup), follow these steps:

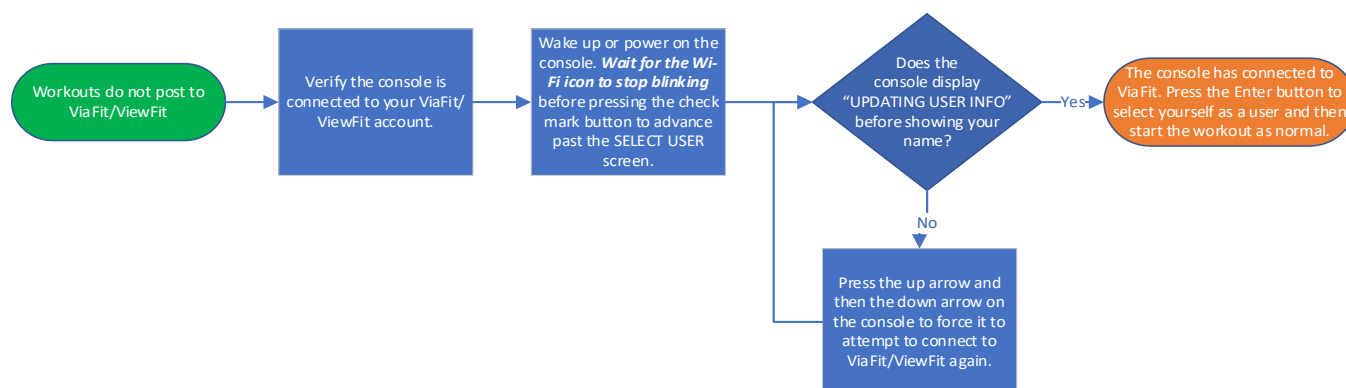
1. Disconnect your wireless device (laptop or smart phone) from its wireless network.
2. Press and hold the Wi-Fi button on your console.
3. Enter your time zone code on the console. (See the "Time Zone Chart", NB-2102006.)
4. On your device, connect to the network "Matrix XR". (It may take a minute for the network to appear in your device's network list.)
5. Open a web browser on your device and type the URL <http://10.10.100.254/dist/en/setup.html>. (This is the ViaFit/ViewFit website. This alternative way of accessing the website will only work if you are successfully connected to "Matrix XR".)
6. The Wi-Fi symbol on the console will change from blinking to solid when the connection is successful. **Important:** The Wi-Fi symbol may disappear completely, for up to two minutes, before turning solid.

Hardware issues may also prevent Wi-Fi from working properly:

1. Check to make sure that the antenna is present in the console. Refurb has seen a few cases of the antenna missing or not working
2. The Wi-Fi chip may be bad. The chip comes on the UCB, so the UCB must be replaced.

Workouts Do Not Post to ViaFit/ViewFit

Keywords: ViaFit, ViewFit, Data, Tracking, Workouts

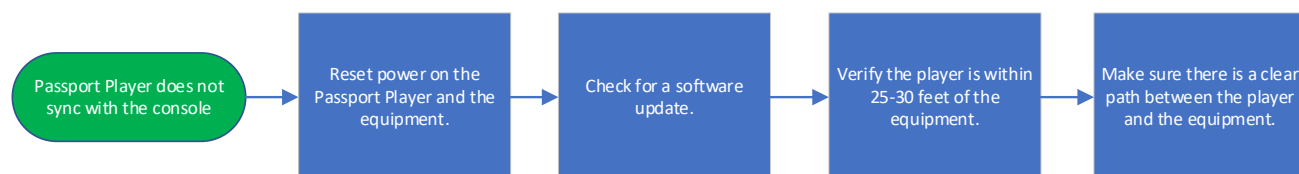


Additional Information

- To verify that the console is connected to your ViaFit/ViewFit account, go to www.viafitness.com (North America) or www.viewfit.com (global). The console should display in your Equipment Profile when you log in.
- After the Wi-Fi icon stops blinking, the console should display “UPDATING USER INFO” before showing your name. If it displays your name without first showing “UPDATING USER INFO”, press the up arrow (↑) and then the down arrow (↓) on the console to force it to attempt to connect to ViaFit/ViewFit again. (The “UPDATING USER INFO” message shows when the console is connecting to ViaFit/ViewFit so that it can send the workout information. It needs to connect before you start the workout in order for workout tracking to work correctly.)

Passport Player Does Not Sync with the Console

Keywords: Passport Player, Video, Line Up

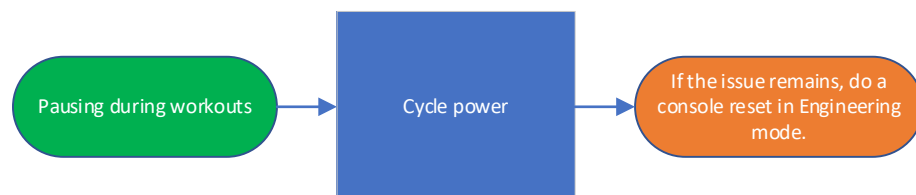


Additional Information

See the Passport Owner’s Manual or the videos “[Pairing an LED Console via Hotspot](#)” and “[Pairing an LED Console via Wi-Fi](#)” for more information

Wrong Model Type/Pausing During Workout

Keywords: Pausing, Stopping

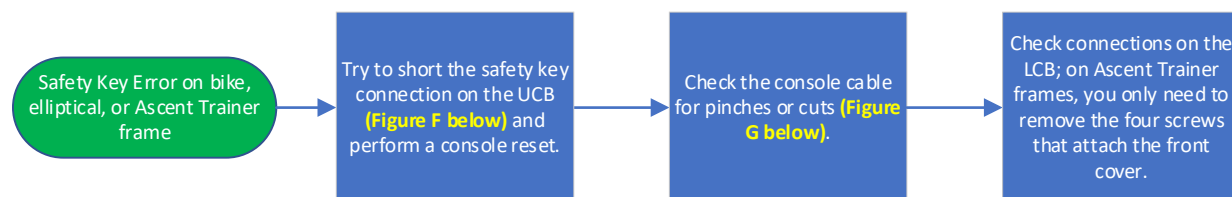


Additional Information

If the console misidentifies the frame as a U30 upright bike, the console may pause during workouts because it fails to detect speed (RPM).

Wrong Model Type/Safety Key Error

Keywords: Speed, RPM, Missing, Data



Additional Information

When the console misidentifies a bike or elliptical frame as a treadmill, the Safety Key Error (Figure E) may occur.

1. Try to short the safety key connection on the UCB (Figure F) and perform a console reset.
2. Check the console cable for pinches or cuts. (Figure G)
3. Check connections on the LCB; on Ascent Trainer frames, you only need to remove the four screws that attach the front cover.



Figure E

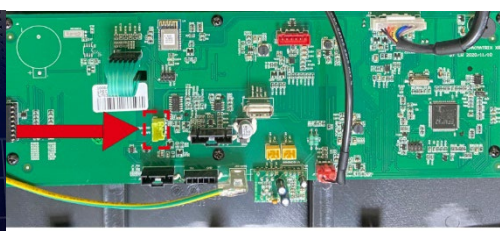


Figure F



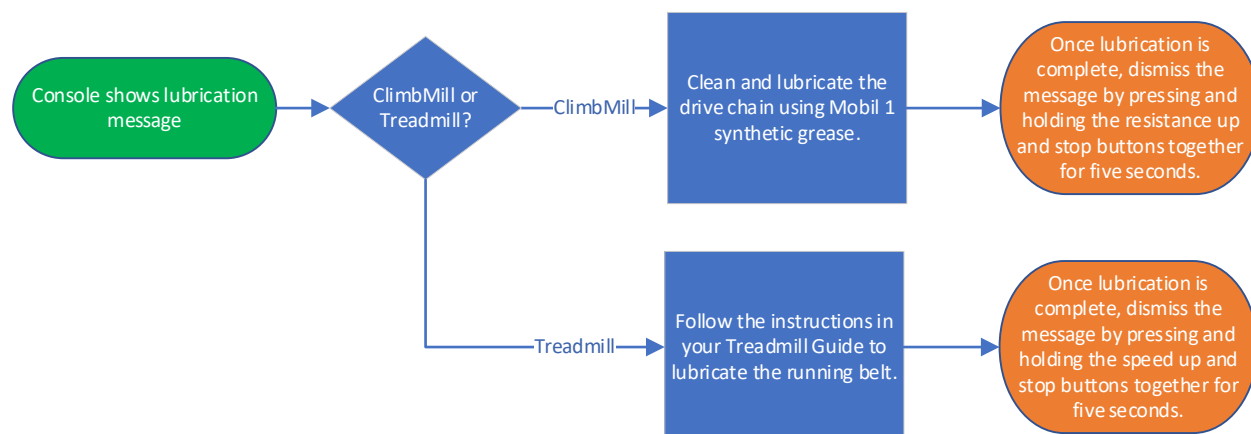
Figure G

Other Error Messages, Codes, and Images

Some unique error codes and reminders can display when necessary if the console is connected to a treadmill or ClimbMill frame.

Lubricate the Chain/Lube Belt

Keywords:



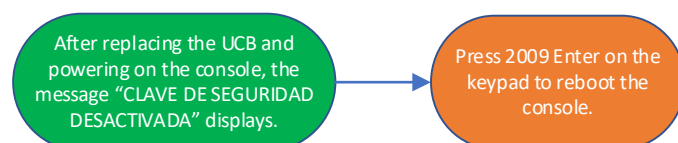
Additional Information

Lubrication of the ClimbMill drive chain is required after 1,080 hours of use.

Lubrication of the treadmill running belt is required every three months or 150 miles.

“Clave De Seguridad Desactivada” Message

Keywords: Upper Control Board, UCB, Locked, Stuck, Security Code, Disactivated



Additional Information

Upon reboot, the console will open the first-time setup menu.

Display Shows Red Safety Button is Pressed (C50)

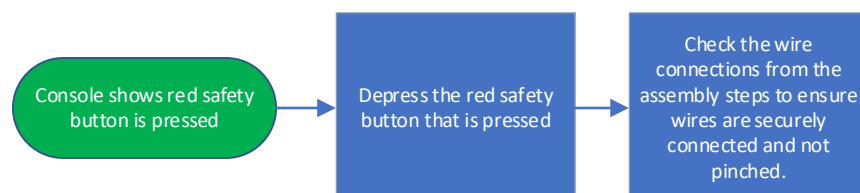
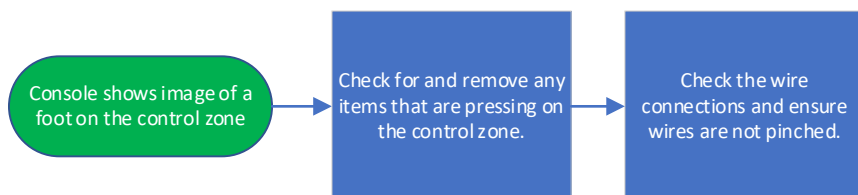


Image of Foot on the Control Zone (C50)***Image of Foot Blocking the IR Signal (C50)***

PARTS REPLACEMENT

ESD (electrostatic discharge) damage can occur to console electronics when static buildup on people or work surfaces discharges through circuit boards or wires. For this reason, we recommend wearing a properly grounded ESD wrist strap (Figure 1) and working upon properly grounded ESD mats (Figure 2) whenever you are working on or near a circuit board. Please see the link below for an example of suitable ESD equipment for these tasks.

https://www.amazon.com/iFixit-145202-4-Portable-Anti-Static-Mat/dp/B01BLPBOS4/ref=sr_1_8?dchild=1&keywords=ESD+Mat&qid=1600353374&sr=8-8

If no ESD protection is available, refrain from touching the circuit boards as much as possible when checking connections.

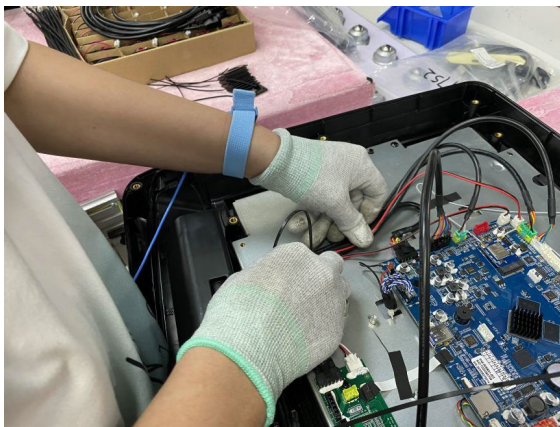


Figure 1



Figure 2

Control Board Replacement

1. Disconnect the console from the frame.
2. Remove the six screws to separate the upper and lower console cover. (Figure A)
3. Remove six screws to open the back cover. (Figure B)
4. Unplug the console connection wire from the control board. (Figure C)
5. Remove 14 screws to remove the upper control board. (Figure D)
6. Install the replacement upper control board.
7. Reverse the steps to reassemble the console.

Note: If an error message occurs when the console first turns on, press 2009 Enter to reboot the console. See troubleshooting case [“Clave De Seguridad Desactivada” Message](#).



Figure A



Figure B



Figure C

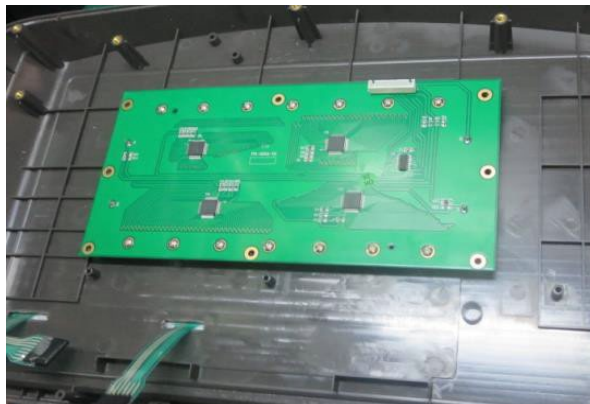


Figure D

Overlay and Keypad Replacement

Complete this procedure in a clean room as allowing dirt or other foreign material under the overlay can result in damage to the console.

1. Remove the console back cover.
2. Unplug the overlay ribbon cables.
3. Remove the keypad from the front of the console.
4. Remove the overlay from the console.
5. Install the replacement keypad and overlay.
6. Reverse the steps to reassemble the console.



CHANGE LOG

Change Log

Version	Date	Details	By
1	2018-07-02	Original Version	Regina Templeton
2	2022-09-22	Added new troubleshooting case for the message “Clave De Seguridad Desactivada” and new sections, including “Console Overview”, “Service and Special Functions”, and “Parts Replacement”.	Emilie McWilliams
2.1	2022-10-11	Added note to the troubleshooting case “All or some of the keypads do not work”.	Emilie McWilliams