

MATRIX		Service Bulletin	
		Matrix 2016 7xi/7xe and T130xi Console Troubleshooting	
Effective Date: Dec. 20, 2016	Models Affected: 7xe-05-C (EP620, TM527); 7xi-03-C (EP621, TM528); T130xi (TM541)	Bulletin Num. NB-1701007 ver.10	
Prepared by: Eric Chen			

Ver.1: Launched in December 2016.

Ver.2: Revised in June 2017. Added additional symptom and solutions to case 3 and the USB mouse instructions to case 8. Upgraded software V1.2.4.3 or above to case 4 and 7.

Ver.3: Updated August 2017. Added new case 10 in Table 1.

Ver.4: Updated October 2017. Added new case 11 in Table 1. Upgraded software V1.3.6.6 or above to case 7.

Ver.5: Updated January 2018. Added instructions of console log file collection (See page iii).

Ver.6: Updated March 2018. Updated case 11.

Ver.7: Launched in July 2018. Updated the “~~Solution 1 - Check LVDS wire~~” process to case 12.

Ver.8: Launched in August 2018. Added the additional symptom and updated solution to case 11. Added new case 13 in Table 1.

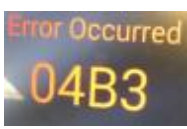
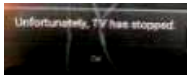
Ver.9: Launched in October 2018. Added new case 14 in Table 1. Upgrade software from V1.2.X.X to V1.4.6.6 BEFORE upgrading to version 1.5.4.3

Ver.10: Added “9911” access code to the solution, which is needed for the software upgrade.

DESCRIPTION

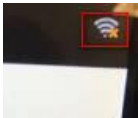
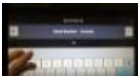
See Table 1 for troubleshooting of 2016 7xi/7xe console symptoms. See page 3 for instructions on how to collect error log files from the console. These files can help R&D to find out the root cause of an issue.

Table 1: 7xi/7xe Console Troubleshooting List

Case (Date)	Photo	Symptom (P: Persistent; I: Intermittent)	Solution 1	Solution 2	Solution 3	Page
1 (2016/12)		Console is frozen during workout using TV (I)	Upgrade GUI to latest version			P. 7
2 (2016/12)		Console shows the error code 04B3 (I)	Upgrade GUI to latest version			P. 9
3 (2016/12)		Console is always frozen on Johnson brands screen (P)	Recovery UCB software	Upgrade GUI to latest version	Replace UCB	P. 11
		Console boot up is delayed or can't boot (I)	Replace UCB			P. 12
4 (2016/12)		Console is frozen on home screen (I) (key pads are working)	Upgrade GUI to latest version			P. 13
5 (2016/12)		Console shows “Unfortunately, TV has stopped” (I)	Upgrade GUI to latest version			P. 15
6 (2016/12)		Console can't find VA program (I)	Upgrade GUI to latest version			P. 17

Note: The model T130xi (TM541) does not have TV access, so cases related to TV functionality do not apply to this model .

Table 1 - cont'd

Case (Date)	Photo	Symptom (P: Persistent; I: Intermittent)	Solution 1	Solution 2	Solution 3	Solution 4	Solution 5	Page
7 (2016/12)		Console shows Wi-Fi with X symbol (I) (DAPI issue)	Facility internet check	Matrix console: ➤ Reboot machine ➤ Next version (GUI V1.5.5.3 or above)				P. 19
8 (2016/12)		No touch panel reaction (P)	GUI V1.1.9.46 or above					P. 21
9 (2016/12)		Green Android screen (P)	Use Welcome App to recover welcome screen	Run Android Recovery from desktop	Re-install GUI to latest version			P. 24
10 (2017/8)		No reaction from any of keypads or quick keys	Cycle power and test keypad	Hold Matrix logo, enter service mode. Perform keypad test.	Check wire connection	Replace LCM		P. 28
11 (2018/8)		Console is frozen during TV use, workouts, or at the Welcome screen (I)	Downgrade to U-boot V2.0	Upgrade GUI to latest version				P. 32
12 (2018/7)		Display fuzzy or Wrong color (P)	Check LVDS wire	Replace UCB	Replace Panel			P. 35
13 (2018/8)	No Resistance	Lost resistance during workout (P)	IO 32 or above	Setup Machine Type	Upgrade GUI to latest version			P. 37
	02AB	Console shows the error code 02AB (I)						
	02B4	Console shows the error code 02B4 (I)						
14 (2018/10)	N/A	Console upgrade issue from 1.2.X.X to 1.5.4.3	upgrade to version 1.4.6.6 then the latest software version					P. 40

Instructions for console log file collection

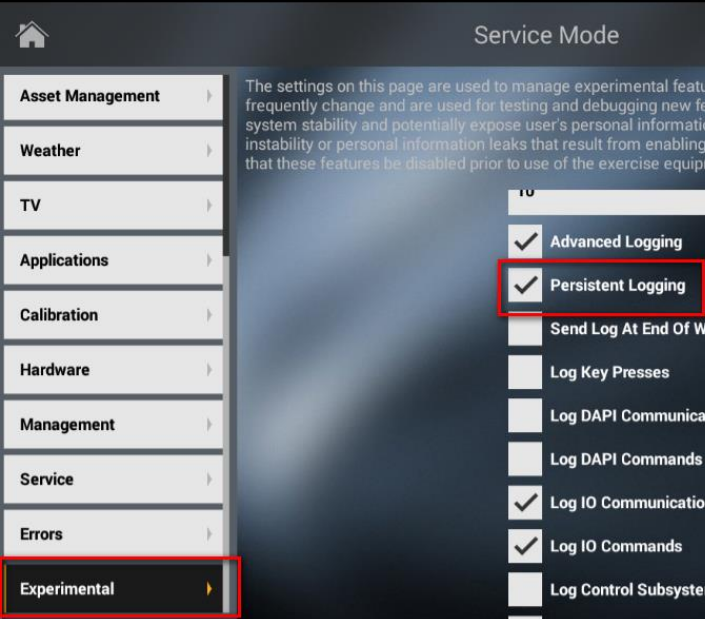
Instruction:

There are two collected methods of console log files in below. The log files can help R&D to find out the root cause. The collected methods of console log files that are helpful for technician operation.

Method	Question	Access code	Method
1	All	4007	Method 1
2	Network issue	2637643	Method 2

➤ Method 1 (for all problem)

NOTE : To collect error logs, please enter to Service Mode and enable the “Persistent Logging” option



◆ **Before the Error Occurs**

1. On the home screen, press the ENTER, 3, 0, 0, 1, ENTER on the number keypad to enter Service Mode.
2. Select “**Experimental**” tab on the screen, and then enable the “**Persistent Logging**” option.

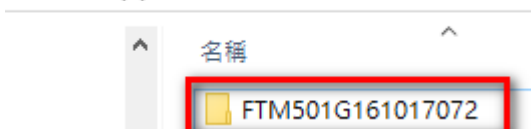
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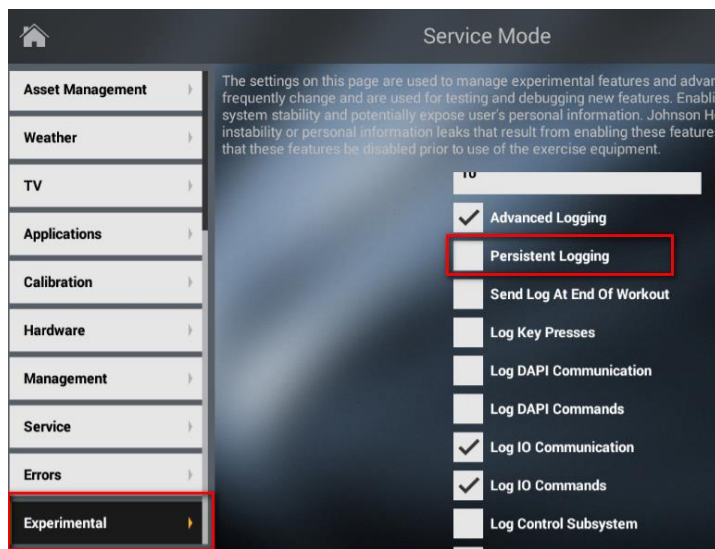
◆ After the Error is Occurred

1. Insert the USB drive to console. **Note: Use a USB drive that has a flashing light**
2. On the home screen, press “enter 4007 enter” to start export console log file. **Note: Once the console logs start to export, the USB light will flash. When the export is complete, the USB light will be lit solid and it is safe to remove the USB drive**

USB DISK (J:)



3. There will be a folder in the USB drive and this is the debug log file.



◆ After Error Logs are Collected to USB Drive

1. On the home screen, press the ENTER, 3, 0, 0, 1, ENTER on the number keypad to enter Service Mode.
2. Select “**Experimental**” tab on the screen, and then disable the “**Persistent Logging**” option.

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➤ Method 2 (for network problem)



1. Insert the USB drive to console.
2. On the home screen, press “enter 2637643 enter” on the number keypad to access Android OS.

3. Select  button to enter APPs.



4. Select the **Update_recovery**.



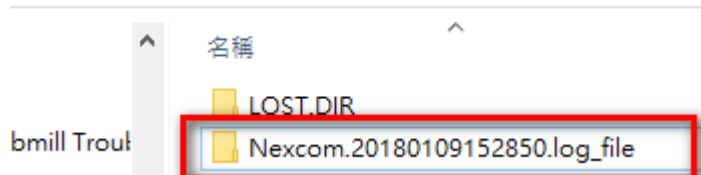
5. Select **Get Log** button on the lower right corner of the screen.



6. After you click "Get Log", you will see the screen as below. Please wait for around 30-40 seconds.
7. When this screen disappears, remove the USB drive.
8. Press Home to go back to Home screen.

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USB DISK (J:)



9. There will be a folder "Nexcom.yyyymmxxxxx.log_file" in the USB and this is the debug log file.



10. Press "enter 2 0 0 1 enter" on the home page to access Engineering Mode. Select **Network Setup** on the screen.
11. Press "enter 4001 enter" on the number keypad to take a screen picture and save to USB drive.

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Case 1: Console is Frozen During Workout Using TV

SYMPTOM

Console is frozen during workout using TV. There is no touch panel reaction, but the keypad is working.



REASON

This is a tuner drive software issue.

SOLUTION

1. Press "Enter 9 9 1 1 Enter" on the keypad, and then reboot the console. Next, check for software updates and install all updates to latest software version.
2. Run Android Recovery , updates and install software process again.

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	N/A	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	2017/1	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 2: Console Shows the Error Code 04B3

SYMPTOM

Console shows the 04B3 error code as shown below.



REASON

This is a machine setting loss issue.

SOLUTION

1. Press “Enter 9 9 1 1 Enter” on the keypad, and then reboot the console. Next, check for software updates and install all updates to latest version.
2. Run Android Recovery , updates and install software process again.

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	N/A	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	2017/1	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 3: Console Is Frozen on Johnson Brands Screen

SYMPTOM

Symptom 1 - Console always frozen at the Johnson triangle logo :

The issue usually occurs after a software update.

Symptom 2 - Console boot up is delayed or console can't boot :

Console is frozen or remains at the Johnson triangle logo during boot.



REASON

This is an OS software (Symptom 1) or UCB issue (Symptom 2).

SOLUTION

Cycle power the console and count to 15 before turn the power back. Check to see if the power up was successful.

- If the power up fails (persistent), go to [Console always frozen at the Johnson triangle logo](#).

- If the power up is successful (intermittent), go to [Console boot up is delayed or can't boot](#).

➤ **Console always frozen at the Johnson triangle logo**

Solution 1 - Recovery UCB software



Press and hold **VOLUME UP**, **VOLUME DOWN** and **CHANNEL DOWN** keys for 5 seconds to start recovery software. When recovery software is complete, machine automatically returns to the home display.

P.S. If the recovery UCB software fails (the console doesn't come back to welcome screen), please try to run the recovery again. If it still does not work, please return the damaged UCB to JHT.

Solution 2 - Upgrade UCB software

Press "Enter 9 9 1 1 Enter" on the keypad, and then reboot the console. Next, check for software updates and install all updates to latest version.

Solution 3 - Replace UCB

Replace UCB and return the damaged UCB to JHT.

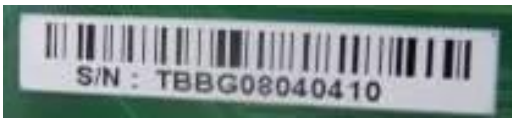
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➤ **Console boot up is delayed or can't boot**

Solution 1 – Replace UCB

1.1 - Started S/N:

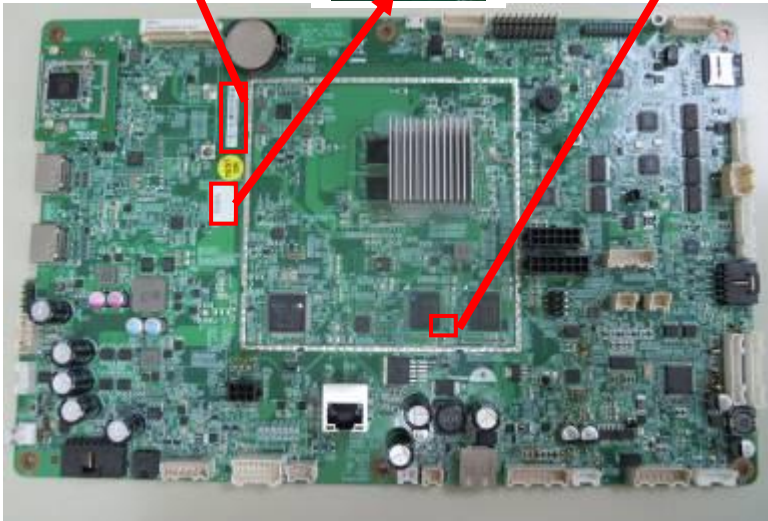
e.g. G (2016), 08 (Aug.), 040410 (lot no.)



1.2 - Edition



1.3 - C594/C586



Replace the UCB. JHT has improved the UCB. The design change summary is shown below.

1.1 The starting S/N of new UCB is **TBBG11025063**.

1.2 The starting edition of new UCB is **60JG**.

1.3 The components that were changed are capacitors **C594/C586 (30pf)**.

1.4 The new application starts from **November 2016**.

P.S. Please return the damaged UCB to JHT.

The solutions for the equipment in the field and warehouse

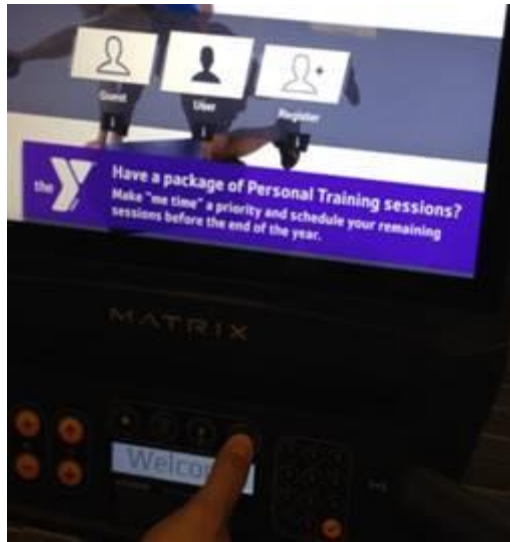
1	Affected models (JHT no.)	HURESAC7xe-05-C (EP620), T7xe-05-C (TM527) HURESAC7xi-03-C (EP621), T7xi-03-C (TM528)			
2	NA ECR no.	OLS-1704184	10	Old part number	1000359751 (UCB) – 7xe/T7xe 1000356607 (UCB) – 7xi 1000356705 (UCB) – T7xi
3	JHT ECO no.	N/A	11	old price	711.99 (USD) 781.12 (USD) 781.12 (USD)
4	Implemented date	1. GUI v.1.2.3.7 (2017/5) 2. UCB (2016/11)	12	New part number	as old
5	Started s/n	N/A	13	new price	as old
6	field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	no needed
7	units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	no needed
8	parts in stock	☒ no action required ☐ immediate change	16	photos attached	N
9	video available	No	17	SOP attached	N
Bulletin type (Draft version or Final version)					
☐	Draft version due to the implement date and started S/N are not ready yet.				
☒	Final version, All completed				

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Case 4: Console is Frozen on Home Screen

SYMPTOM

There is no touch panel reaction, but the keypad is working.



REASON

This is an OS software issue.

SOLUTION

1. Press "Enter 9 9 1 1 Enter" on the keypad, and then reboot the console. Next, check for software updates and install all updates to latest version.
2. Run Android Recovery , updates and install software process again.

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	N/A	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	2017/1	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

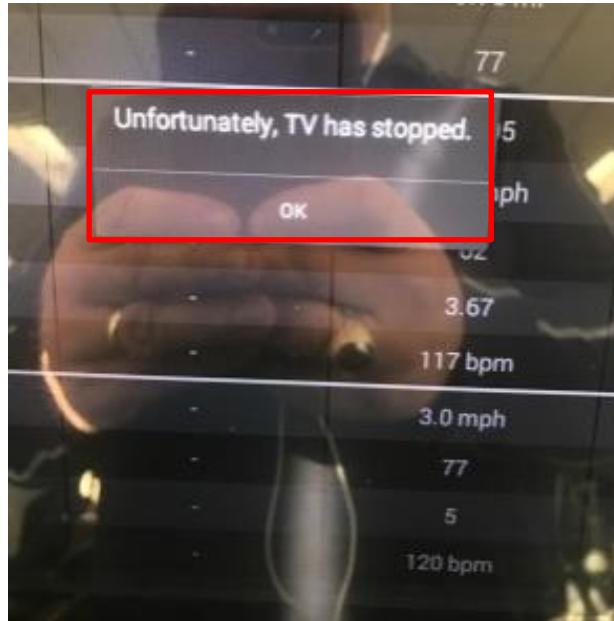
	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 5: Console Shows “Unfortunately, TV has stopped”

SYMPTOM

Console shows “Unfortunately, TV has stopped.”



REASON

This is a GUI software issue.

SOLUTION

1. Press “Enter 9 9 1 1 Enter” on the keypad, and then reboot the console. Next, check for software updates and install all updates to latest version.
2. Run Android Recovery , updates and install software process again.

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	N/A	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	2017/1	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

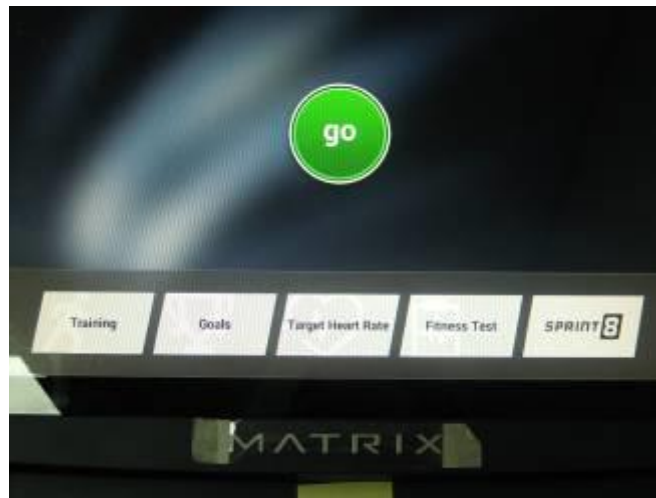
	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 6: Console Can't Find VA Program

SYMPTOM

There is no VA button on the Go screen.



REASON

This is an OS software issue.

SOLUTION

1. Press "Enter 9 9 1 1 Enter" on the keypad, and then reboot the console. Next, check for software updates and install all updates to latest version.
2. Run Android Recovery , updates and install software process again.

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	N/A	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	2017/1	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

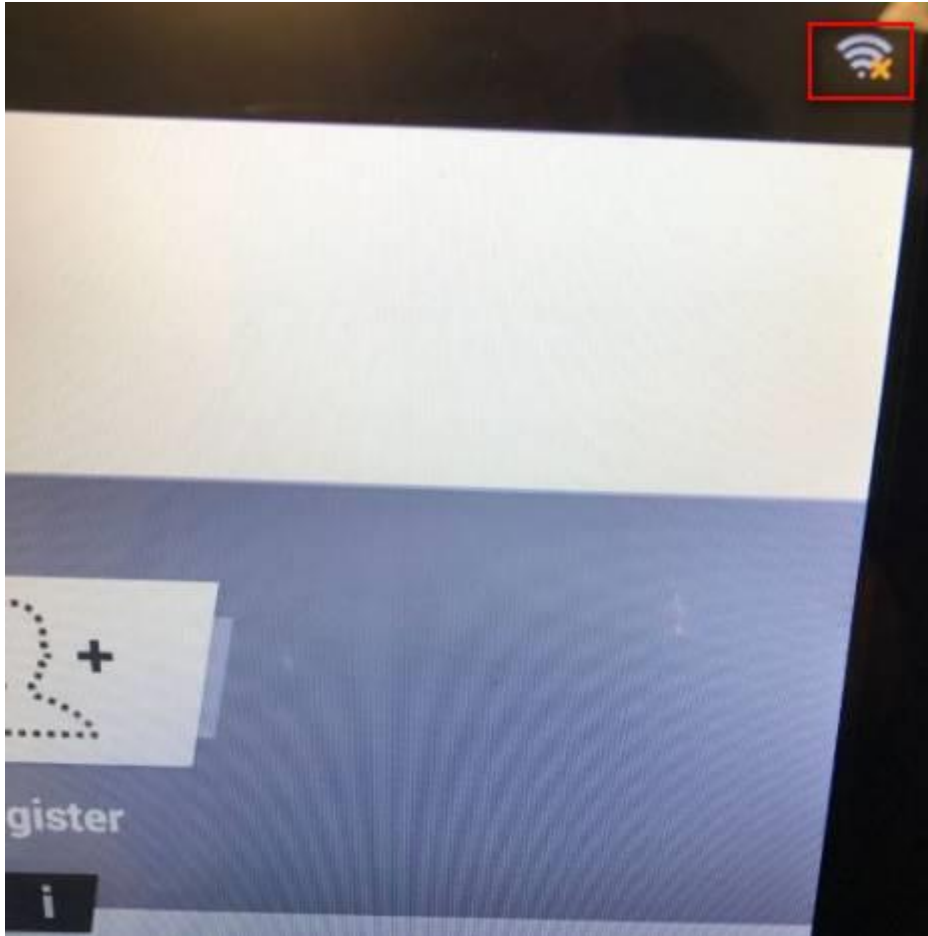
	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 7: Console Shows Wi-Fi with X Symbol

SYMPTOM

Wi-Fi is working, but the icon shows an X symbol (DPAI isn't connected).



REASON

This is a facility Internet issue.

SOLUTION

1. First check the network environment of the facility to see if there is an Internet issue.
2. Matrix console:
 - Short-term solution:
Please reboot the machine to access the Internet.
 - Long-term solution:
GUI v.1.3.6.6 or above, the GUI software will recheck Wi-Fi status before the X symbol shows.

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	OLS-1705216 OLS-1707156	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	2017/11 (plan)	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

	Bulletin type (Draft version or Final version)
☒	Draft version due to the implement date and started S/N are not ready yet.
☐	Final version, All completed

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Case 8: No Touch Panel Reaction

SYMPTOM

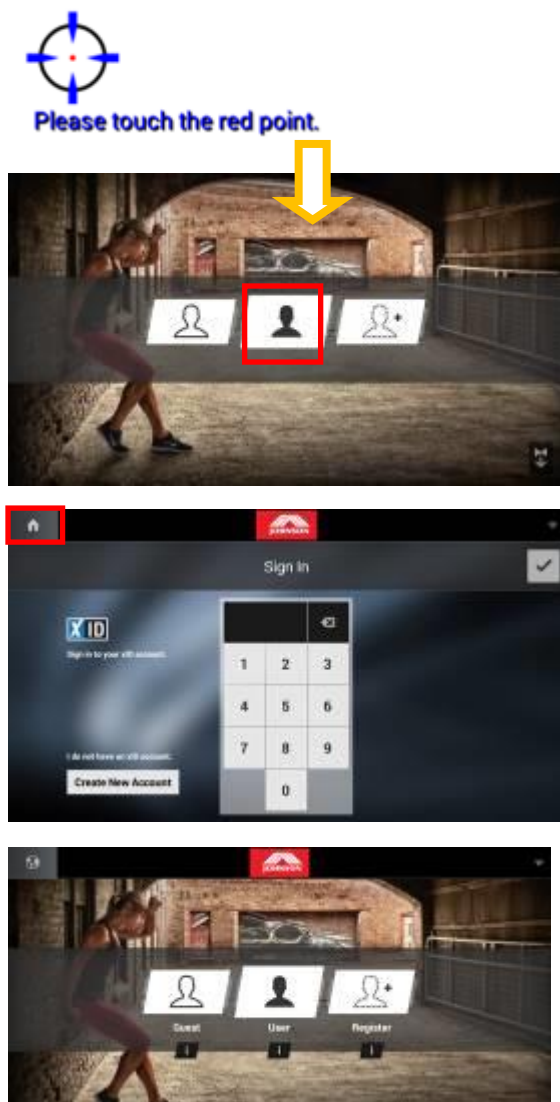
The touch panel does not respond after changing the touch panel or UCB.



SOLUTION

Recalibrate touch function

- Method 1 - for 7xe only (The function is available from software version 1.1.9.46 or above)



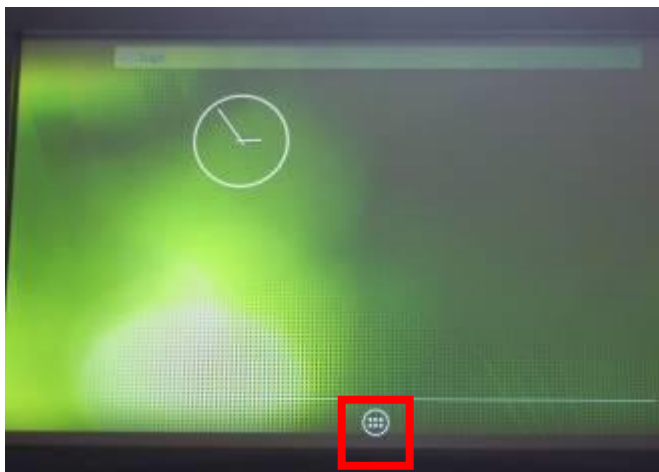
1. Press "enter 2252723 enter" to access Touch Calibration. Start the touch panel calibration.
Note: After the touch calibration has been completed, return to the login screen and the icon text (Guest/User/Register) has disappeared.

2. Click the user  icon.

3. Click the home  icon to go back to login screen and the icon text (Guest/User/Register) will have reappeared.

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➤ Method 2 - for 7xe or 7xi



1. Insert USB mouse to console.
2. Press "enter 2637643 enter" to access Android OS.
3. Use mouse to select  button to enter APPs by mouse.



4. Select the app "Pen Mont To..."



5. Click the Calibration button to enter the touch panel calibration.



6. Perform the touch panel calibration.
7. Press "Enter 9 9 1 1 Enter" on the keypad, and then reboot the console. Next, check for software updates and install all updates v.1.1.9.46 or above
 - 7.1 On the home screen, press "enter 3001 enter" to access Service Mode.
 - 7.2 select the **Update** and update source "**Check for Update**" or "**Update from USB**."
 - 7.3 Press the "Install" to auto run the upgrade process.

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	N/A	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	2017/1	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

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☒	Final version, All completed

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Case 9: Green Android Screen

SYMPTOM

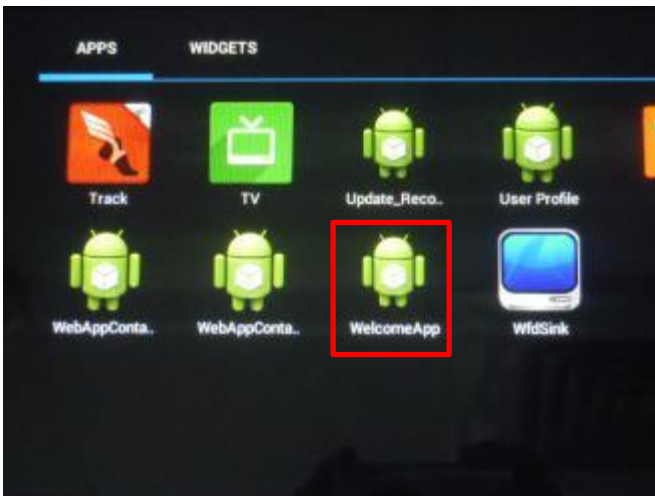
Console application crashes and displays green Android screen.

SOLUTION

1. Use WelcomeApp to recover welcome screen



1. Press the menu icon in the middle bottom of the screen.



2. Swipe left and touch the **WelcomeApp** icon.
3. If the welcome screen loads, press Enter, 3001, Enter on the keypad. Verify and upgrade GUI software to the latest software version.

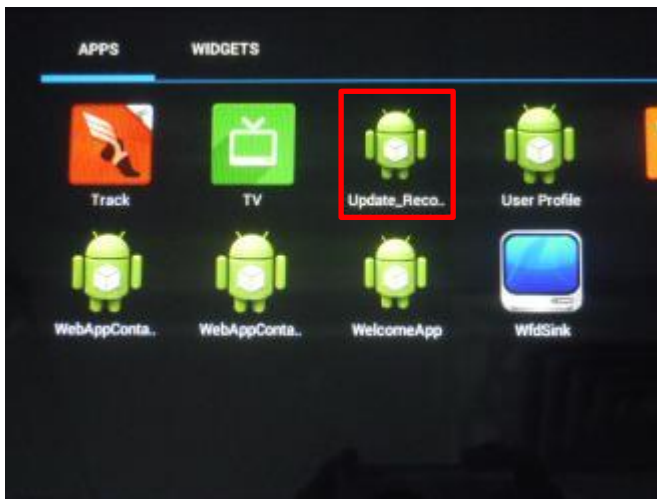
Note: If the welcome screen does not load, please follow instructions on next page to perform Android recovery from desktop.

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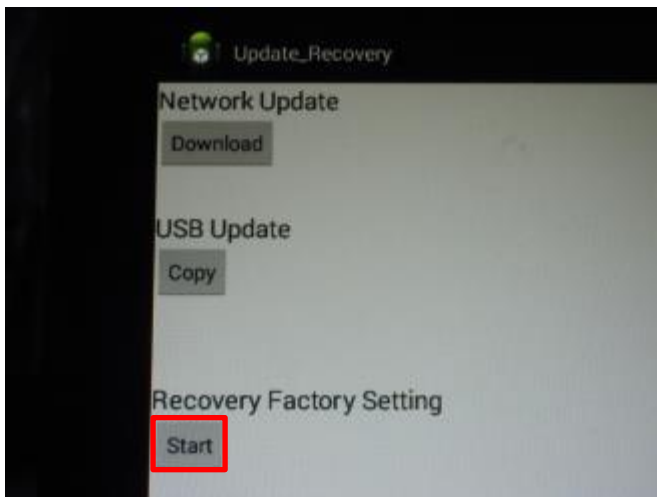
2. Run Android Recovery from desktop



1. Press the menu icon in the middle bottom of the screen.

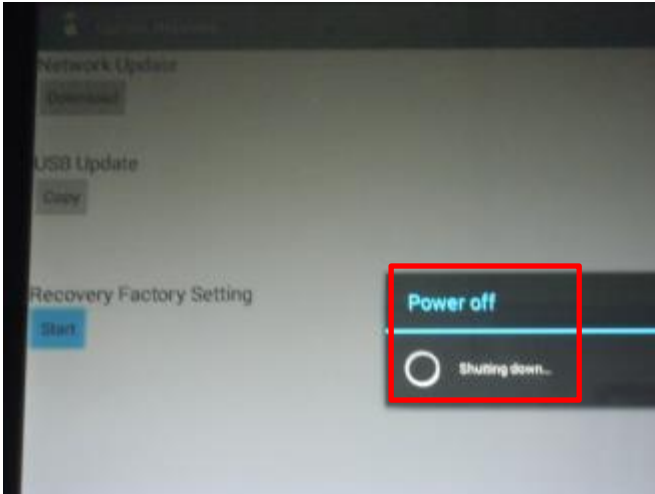


2. Touch the Android **Update_Recovery** icon (the icon location in the App tray may change).
Important: Do NOT choose the “recoveryscreen” icon.

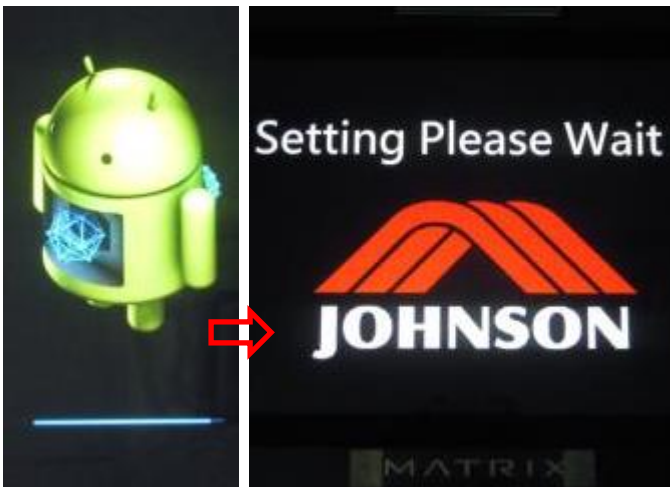


3. Touch the **START** button to initiate the recovery to factory settings.

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4. The console will shut down.



5. The Android repair screen will show and run the recovery process automatically.
6. Set up the console.

3. Re-install GUI SW at latest software version

7. After the console comes back to the welcome screen, Press Enter, 3001, Enter on the keypad to access service mode. Verify and upgrade GUI software to the latest software version.

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	N/A	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	N/A	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 10: No reaction from any of keypads or quick keys

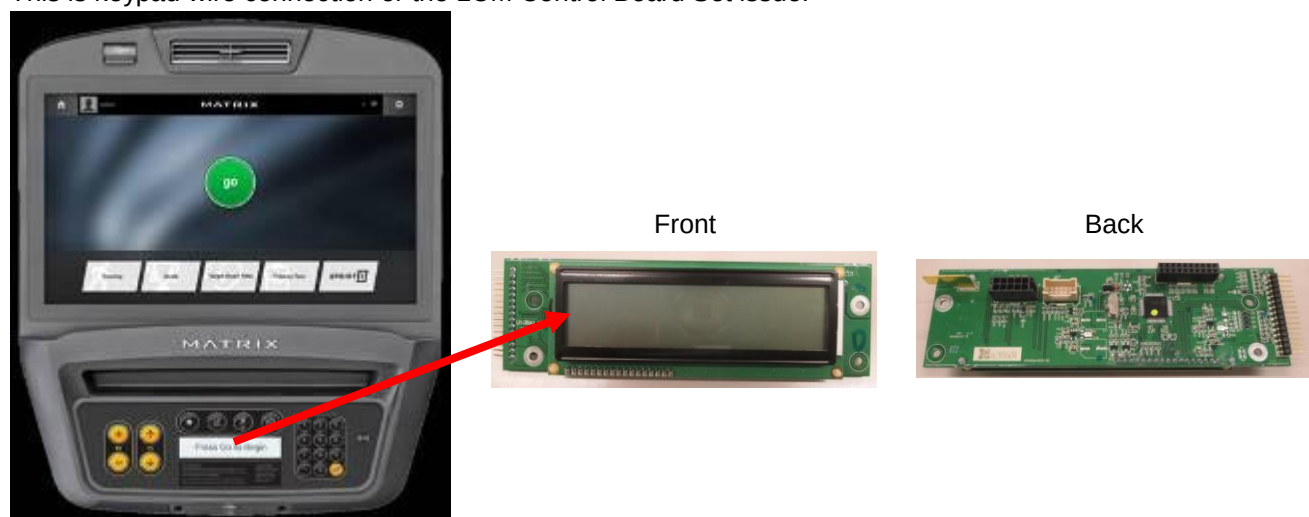
SYMPTOM

There is no reaction from any of keypads or quick keys.



REASON

This is keypad wire connection or the LCM Control Board Set issue.



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SOLUTION

Solution 1- Cycle Power and Test

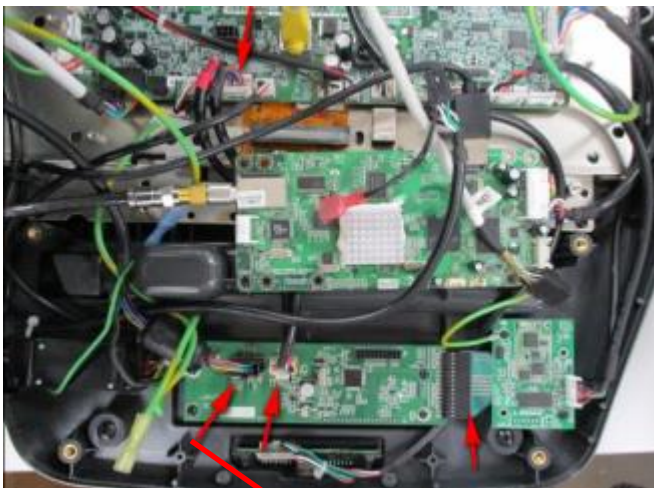
Solution 2- Hold Matrix or customized logo at top of screen until the key pad show on the screen.
Use keypad to enter the service mode.

Solution 3- Check wire connection



A. Check the console keypad wire connection

1. Press “enter 3 0 0 1 enter” to access Service Mode.
2. Click the “Calibration”.
3. Use Key test to confirm if the buttons are functional.
4. Check keypad wire connection and replace it if necessary.



B. Check the quick Key wire connection

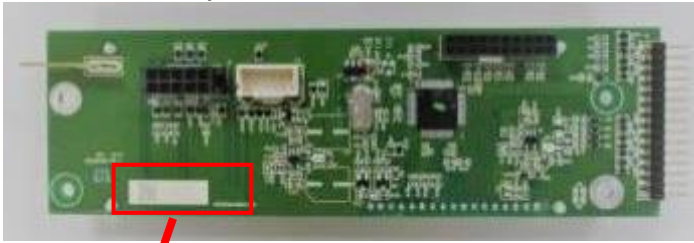
- Check the quick keypad wire connection and replace it if necessary.



Eg. RB307 (Quick key)

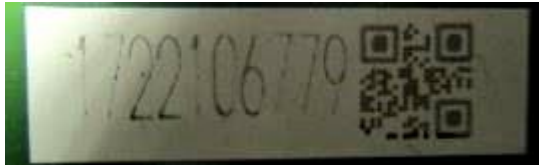
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Solution 4- Replace LCM



Started S/N:

e.g. 17 (2017), 22 (week), 106779 (lot no.)



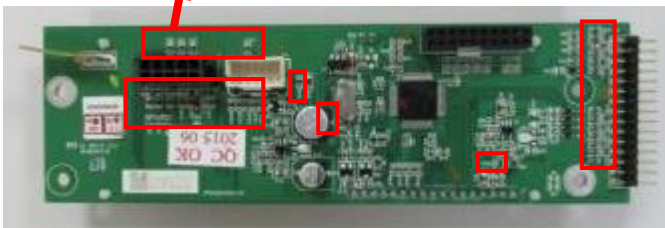
1. Replace the LCM Control Board Set. JHT has improved the LCM Control Board Set.
2. The major change components are TVS diodes VZ1~VZ9, VZ10~VZ29, VZ36 and VZ37.
3. The starting S/N of new LCM Control Board Set is **1738102197**.
4. The new application starts from November, 2017 (plan).

See the below LCM photo (old/new).

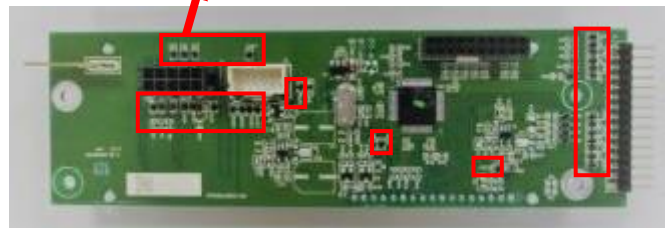
Old TVS diodes- e.g.VZ3/VZ1/VZ7/VZ27



New TVS diodes- e.g. VZ3/VZ1/VZ7/VZ27



Old – LCM Control Board Set



New – LCM Control Board Set

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	OLS-1703132	10	Old part number	1000363984 (LCM Control Board Set)
3	JHT ECO no.	ECO17080055	11	Old price	N/A
4	Implemented date	2017/11	12	New part number	as old
5	Started s/n	N/A	13	New price	as old
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	Yes
9	video available	No	17	SOP attached	N/A

	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 11: Console is frozen during watch TV or workouts or at the Welcome screen

SYMPTOM

Console is frozen while watching TV or workouts or at the Welcome screen.

REASON

This is a “U-boot V2.1” software issue.

SOLUTION

1. Downgrade “U-boot” software to V2.0 (to check current “U-boot” software version, see instructions on page 28).
Please refer to the instructions on the next page to downgrade software.
2. Press “Enter 9 9 1 1 Enter” on the keypad, and then reboot the console. Next, check for software updates and install all updates v.1.4.6.6 or above.
3. Run Android Recovery , updates and install software process again.

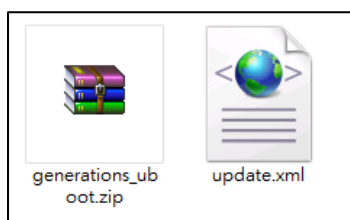
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Instructions for U-boot software downgrade

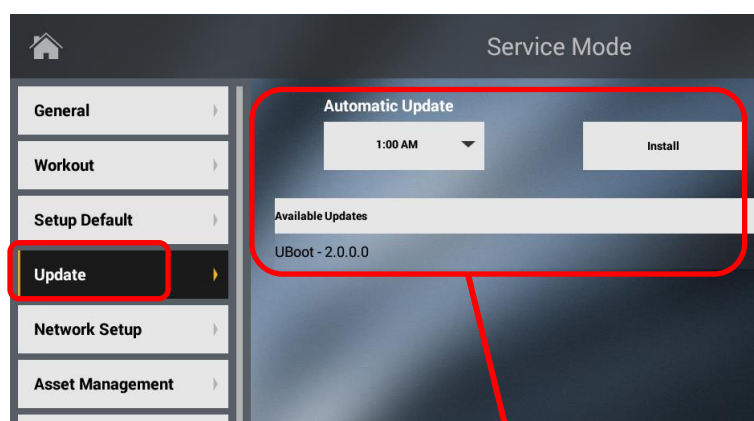
Downgrade U_boot software version to V2.0

Upload Date	Model No.	JHT P/N.	Type	Software Version			
				GUI(App.)	OS*	I/O*	Other
2018/08/11	HURESAC-7XE-05-C, T-7XE-05-C,HURESAC-7XI-03-C, T-7XI-C	EP620, TM527, EP621, TM528 / U Boot V2.1	Other				U_boot V2.0

1. Use the link below to download U-boot software to your computer.
http://service.johnsonfitness.com/cs_new/software_sub.asp?id=210&brand=mx



2. Unzip folder to your computer.
3. Copy these two files “generations_uboot” and “update” to the USB drive (Roots USB:\), then plug it to USB port of console.

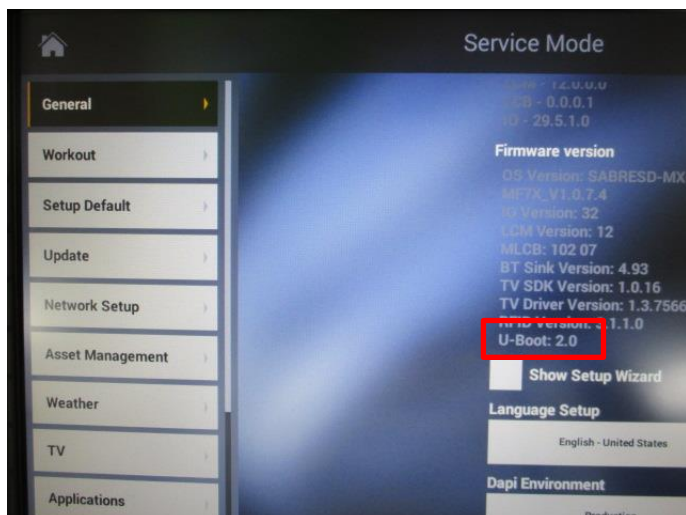


3. Press “enter 3 0 0 1 enter” on the home page to access Service Mode.
4. Select **Update** on the screen.
5. Select **Update From USB** on the screen.
6. Verify if the Available Update that shows “UBoot 2.0.0.0” software on the screen.
7. Select the **Install** to auto run the upgrade process. When the software installation is completed, machine will return to the home screen automatically.



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Verify the upgrade result



1. Press “enter 3 0 0 1 enter” on the home page to access Service Mode.
2. See if the U-Boot version is 2.0 (if it is, the update was successful).

The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	OLS-1806153, OLS-1806167	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	N/A	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	N/A
9	video available	No	17	SOP attached	N/A

	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 12: Display fuzzy or wrong color

SYMPTOM

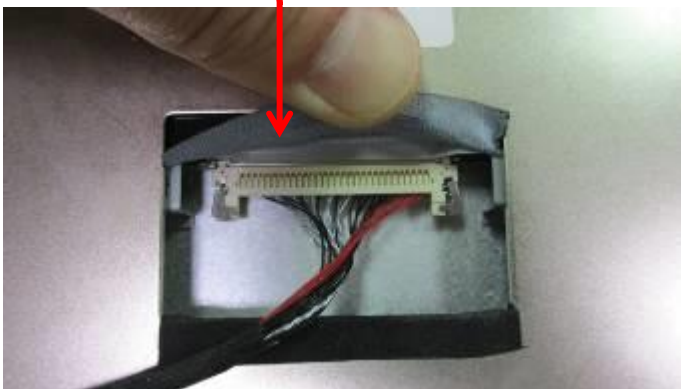
Console has unusual color display or fuzzy screen as below picture.

REASON

This is an LVDS wire or UCB hardware or panel issue.

SOLUTION

Solution 1- Check LVDS wire



1. Remove the UCB.
2. Check the LVDS wire connection on the TFT panel and the UCB. Unplug both sides and plug them in again.

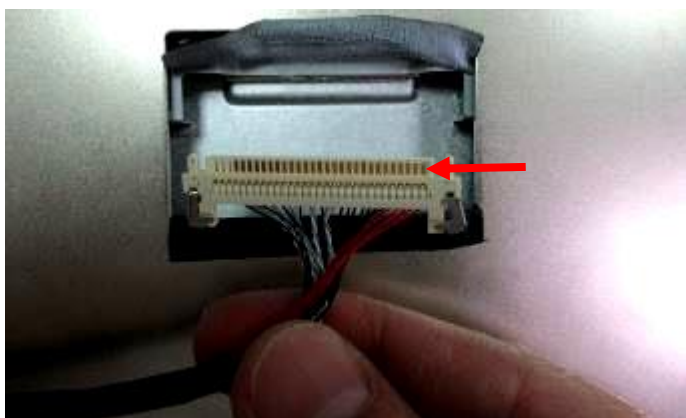
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Solution 1 - Check LVDS wire - continued



3. Remove the LVDS connector from the TFT panel set.

Note: Do not directly pull the LVDS wire.



4. Check that all golden pins are inserted into the connector.



5. Squarely insert the LVDS connector into the TFT panel set.



6. If the display issue is not solved, replace the LVDS wire. Make sure to install Mylar tape over the LCD connection.

Solution 2 – Replace UCB

Solution 3 - Replace Panel

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Case 13: Lost Resistance during Workout

SYMPTOM

Symptom 1 - Lost resistance during workout.

Symptom 2 - Console shows the 02AB error code.

Symptom 3 - Console shows the 02B4 error code.

REASON

This is an IO software bug with v.29.

SOLUTION

1. Upgrade "IO" software to 32 via USB. Please refer to the instructions on the next page to upgrade software.
2. If resistance is lost on an Elliptical, please re-select the machine type.
 - 1) Use 3002 to change the machine type to "Stepper", then turn off the power.
 - 2) Wait 30 seconds then turn on power.
 - 3) Use 3002 to change the machine type back to "Elliptical", then turn off the power.
 - 4) Wait 30 seconds then turn on power. It will have normal resistance.
3. GUI software ver. 1.5.4.3 is including IO 32.

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Instructions for IO software upgrade

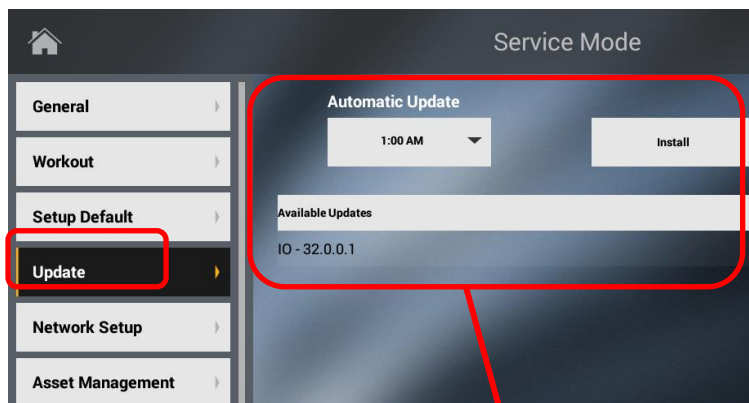
Upgrade IO software version to 32

Upload Date	Model No.	JHT P/N.	Type	Software Version		
				GUI(App.)	OS* I/O*	Q
2018/08/16	HUESAC-7XE-05-C, T-7XE-05-C, HUESAC-7XI-03-C, T-7XI-03-C	EP620, TM527, EP621, TM528	UCB			32

1. Use the link below to download IO software to your computer.
http://service.johnsonfitness.com/cs_new/software_sub.asp?id=235&brand=mx



2. Unzip folder to your computer.
3. Copy these two files “generations_io” and “update” to the USB drive (Roots USB:\), then plug it to USB port of console.

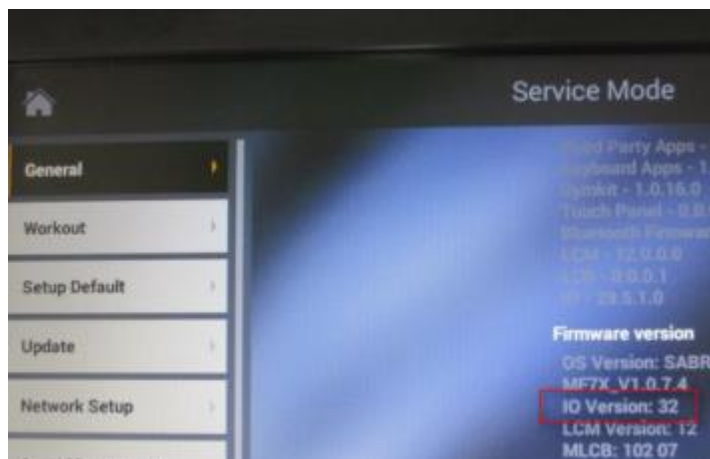


3. Press “enter 3 0 0 1 enter” on the home page to access Service Mode.
4. Select **Update** on the screen.
5. Select **Update From USB** on the screen.
6. Verify if the Available Update that shows “IO 32” software on the screen.
7. Select the **Install** to auto run the upgrade process. When the software installation is completed, machine will return to the home screen automatically.



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Verify the upgrade result



1. Press “enter 3 0 0 1 enter” on the home page to access Service Mode.
2. See if the IO version is 32 (if it is, the update was successful).

The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	OLS-1807164, OLS-1806179 OLS-1806154	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	N/A	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	N/A
9	video available	No	17	SOP attached	N/A

	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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Case 14: Console Upgrade Issue When Below 1.4.6.6

SYMPTOM

The software can't upgrade from 1.2.X.X to 1.5.X.X.

REASON

This is a software bug.

SOLUTION

If console software is below 1.4.6.6, upgrade to 1.4.6.6, then upgrade to the current software version

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The solutions for the equipment in the field and warehouse

1	Affected Models (JHT no.)	HURESAC-7XE-05-C (EP620) /T-7XE-05-C (TM527) HURESAC-7XI-03-C (EP621)/T-7XI-03-C (TM528)			
2	NA ECR no.	N/A	10	Old part number	N/A
3	JHT ECO no.	N/A	11	Old price	N/A
4	Implemented date	N/A	12	New part number	N/A
5	Started s/n	N/A	13	New price	N/A
6	Field service suggestion	☒ case by case ☐ club by club ☐ rework all	14	S-BOM updated	N/A
7	Units in the warehouse	☒ no action required ☐ replace all	15	S-Drawing update	N/A
8	Parts in stock	☒ running change ☐ immediate change	16	Photos attached	N/A
9	video available	No	17	SOP attached	N/A

	Bulletin type (Draft version or Final version)
☐	Draft version due to the implement date and started S/N are not ready yet.
☒	Final version, All completed

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