

MATRIX	Troubleshooting Guide: 2016-2019 Xer & Xir Console Troubleshooting Guide	
Prepared by: J.Sleppy	Date Prepared: 4/19/19	Models Affected: 2016-2019 UREACT Xer & Xir consoles (CTM698, CTM699)

PURPOSE

Use this document to troubleshoot Matrix Xer & Xir cardio consoles. The intended users are Matrix (Johnson) Customer Tech Support Representatives & Field Service Techs, but distribution is free.

New information is contained in the Online Remedy Update Center for your model until it can be verified and incorporated here. Always check there if your failure isn't clearly resolved here.

The guide is intended to be used alongside the Master Error Code List (under Troubleshooting Guides)—if you have an error code, begin there.

Instructions for any task directed here can be found in the Xer/Xir Console Service Guide or specified reference.

Read and understand the [General Troubleshooting](#) and [Using this Guide](#) sections before proceeding further.

TABLE OF CONTENTS (ToC)

1. [Icons Indicating Connectivity](#)
2. [Software Updates & USB](#)
3. [Power issues](#)
4. [Freezing/Stalling](#)
5. [Displays](#)
6. [Touch Response](#)
7. [Workouts](#)
8. [Apps & Programs](#)
9. [Errors \(Other than ECL errors\)](#)
10. [Safety Key/E-Stop](#)
11. [Physical Keypads & Buttons](#)
12. [ErP \(Sleep mode\)](#)
13. [Internet Connection & Wifi](#)
14. [Bluetooth](#)
15. [Entertainment/Audio](#)
16. [Heart Rate](#)
17. [Speed & Resistance Errors](#)
 - Speed/Resistance different than commanded
 - No belt/step movement
18. [Other](#)
 - My issue isn't found here
19. [Appendix](#)
 - OS Restore Instructions

- **UPDATE TO THE LATEST [SOFTWARE VERSION](#), if possible.**
 - Reference the [Software Update](#) topic if anything unexpected happens.
- Cycling power is recommended as the first attempt to fix most failures, and after major repairs are implemented. Stop pedaling/stepping self-powered equipment to allow it to power down.
- If multiple, identical machines are available, swap suspected failed parts (console, MCB, cables, etc.) and observe if the failure follows.
- If unsure where to begin with degraded console performance, disconnect everything from the UCB (except for the console cable, as this supplies power). Verify expected operation; reconnect parts one at a time until the failure is recreated.
- 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, perform continuity tests to verify all the conductors are intact. If no damage/corrosion noted, carefully reconnect, ensuring proper seating and connection. Request replacement cables if at all suspicious.

PRODUCT PAGE LINK**[ToC](#)****[Matrix Retail Equipment](#) (Online Remedy)**

May need to right click-copy hyperlink & paste into a browser that is logged in to Online Remedy.

USING THIS GUIDE

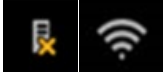
Read & understand the General Troubleshooting section above.

Given a problem description, link to the topic that appears most fitting from the ToC on the first page or Find (ctrl-f) by keyword. Find the **Green** flowchart bubble that best describes the specific issue, and follow the flow through asking questions, taking measurements, and suggesting corrective action. The “Additional Information” section within each topic contains notes and details pertaining to that topic.

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.

Matrix CTS: UCB or Console replacements (and some other situations) require additional information to be recorded, [detailed here](#). Within this guide, those directions are filled **Orange**. If you reach that point, note the TSG-XX##. This Troubleshooting Code will be requested in CRM.

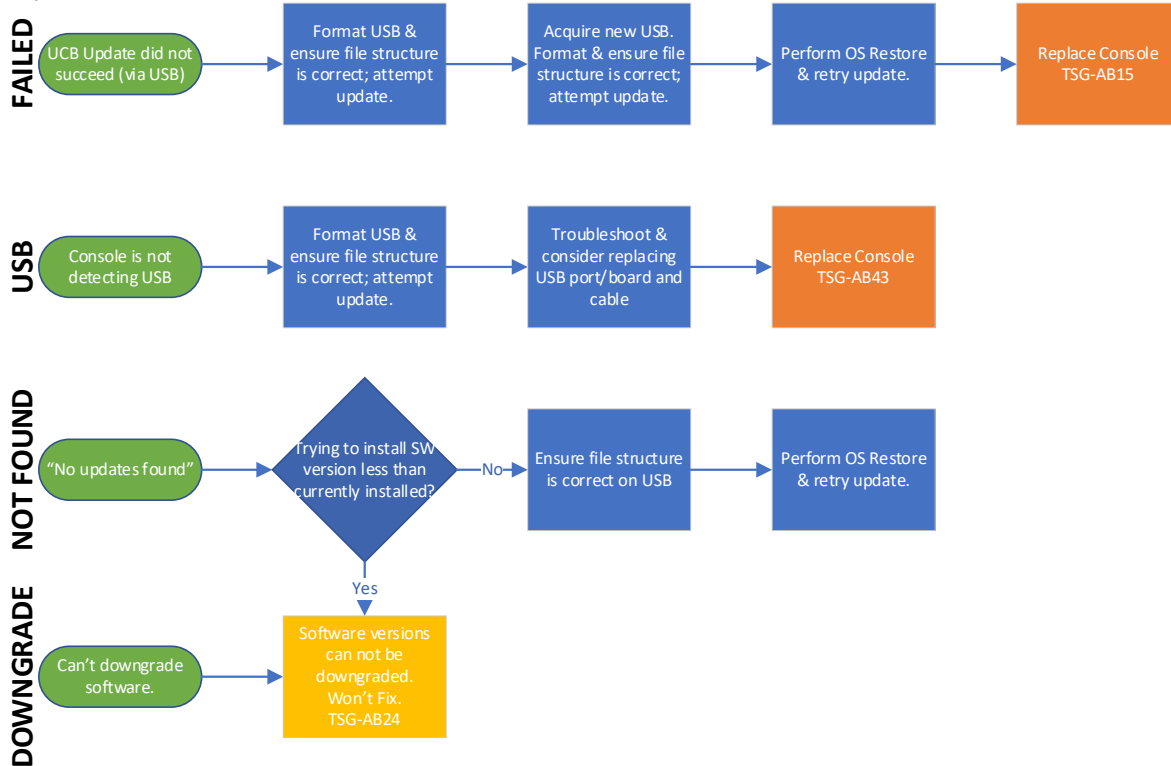
If the failure you’re attempting to resolve isn’t described by this document, or the corrective action is attempted and doesn’t resolve the issue, you may need to escalate this case by consulting your Team Lead. Also see section “[Other](#)”

Icon Display	Definition
	Console is not connected to a network router.
	Console is connected to a router with no internet connectivity.
	Console is connected to a router with internet connectivity, but console is not connected to DAPI.
	Console is connected to a router with internet connectivity, and the console is connected to DAPI.

Additional Information

- If console behavior is **different** than what is indicated by the icons (e.g., icons indicate no connectivity, but workouts are posting to ViaFit), inform a Team Lead or QA.
- The console will sometimes fail to display the connected Wi-Fi icon (or even display a disconnected Wi-Fi icon) when a connection still exists. Make sure the console is updated to version 1.5.3.9 or the most current software version. See [Internet Connection & Wi-Fi](#) for additional troubleshooting.

USB, Update, Failed, Detect, RSCU

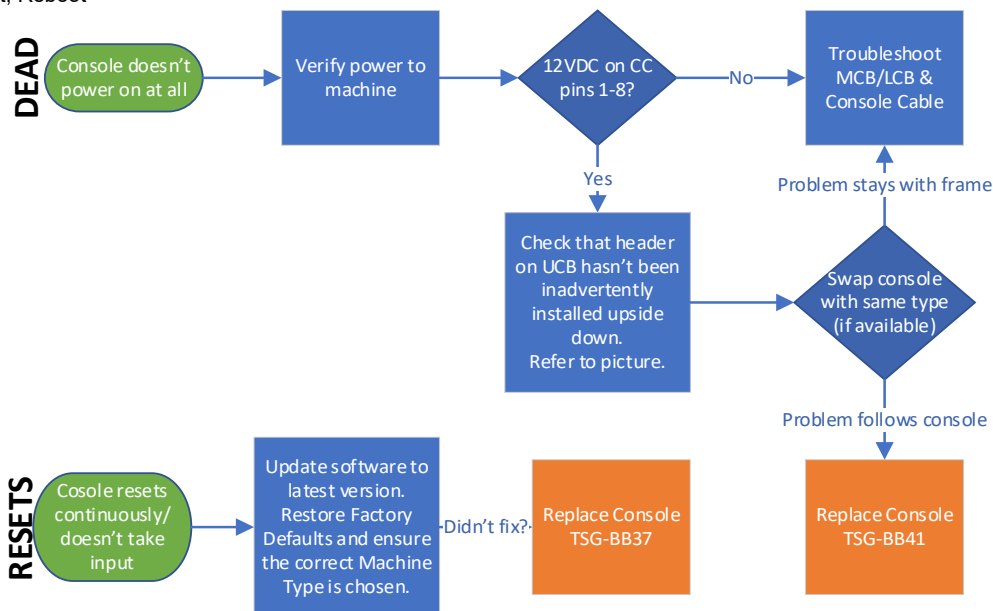


If your issue persists, [Click here](#).

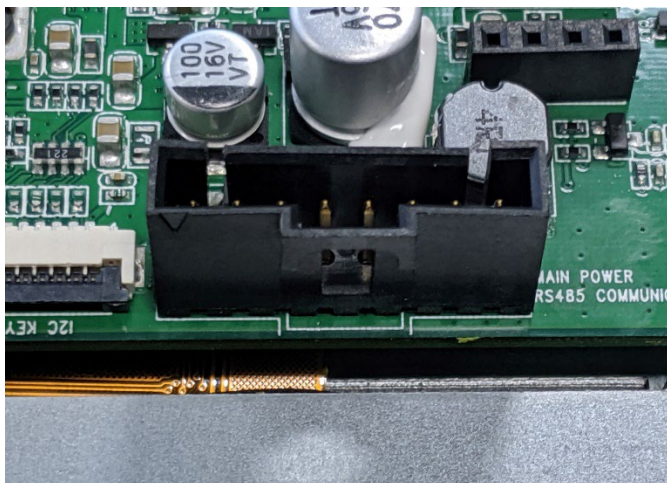
Additional Information

- Software and file structure instructions are available [here](#).
- OS Restore instructions are available in the [Appendix](#).
- Software updates are no longer done automatically via the internet (RSCU). This function has been intentionally disabled; all software updates are done via USB.
- Software updates are best performed with a 2–8 GB USB memory stick, formatted 'FAT32'. Other sizes & formats may work but are not recommended.
- If unable to navigate into software update menus, consider Touchscreen, Display, Freezing, or Power failure.
- The integrated USB port will charge devices to 1 amp. Devices that require more will not charge.

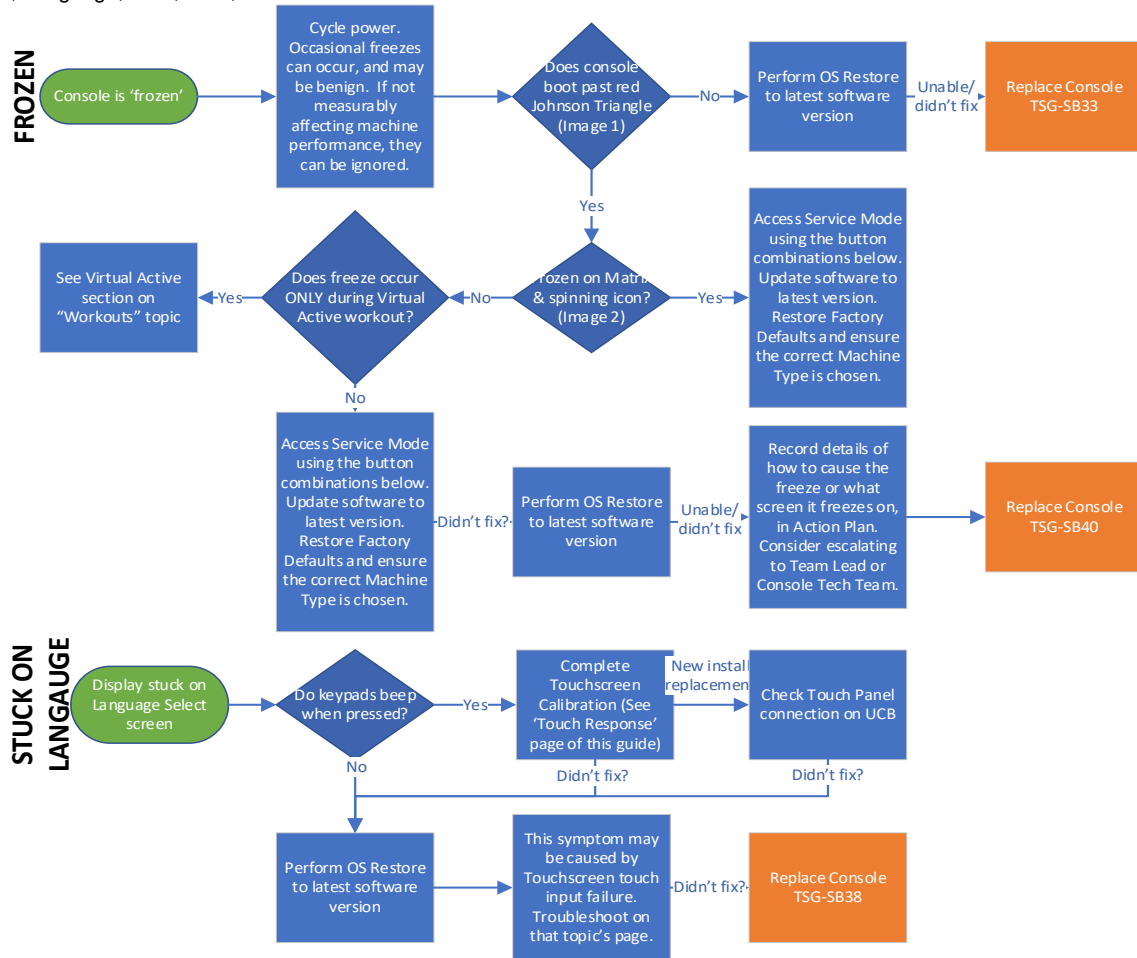
Dead, Off, Reset, Reboot

If your issue persists, [Click here](#).**Additional Information**

- When replacing a console, the console cable connector (header) could be pulled from the board, and inadvertently installed upside-down—the new console will not work in this configuration. Correct orientation has the clip down, away from the board.



Frozen, Language, Boot, Lock, Crash



If your issue persists, [Click here](#).

Additional Information

- OS Restore instructions are available in the [Appendix](#).
- “Freezing” and “Stalling” (and synonyms) are very general words that mean different things to different people. In this Guide, they are taken to mean the console display is on, objects on the screen may or may not be moving, but no touch or button response is recognized.
- If “Freeze” occurred during a **Virtual Active** workout, check that topic on the [Workouts](#) page.
- Service Mode Button Combinations:
 - ACERU: Resistance up & Resistance down
 - T: Speed up & Speed down OR Incline up & Speed down



Image 1:

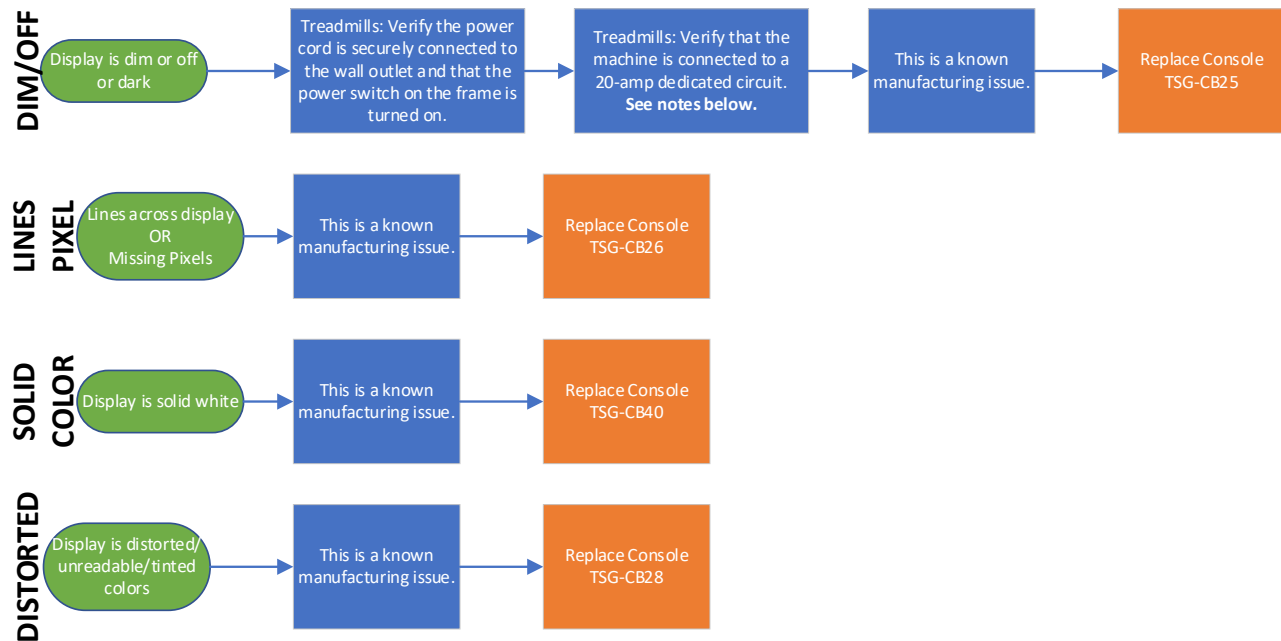


Image 2:

DISPLAYS

[ToC](#)

Lines, Dim, Off, Dark, Bright, Color, Solid, Pixel

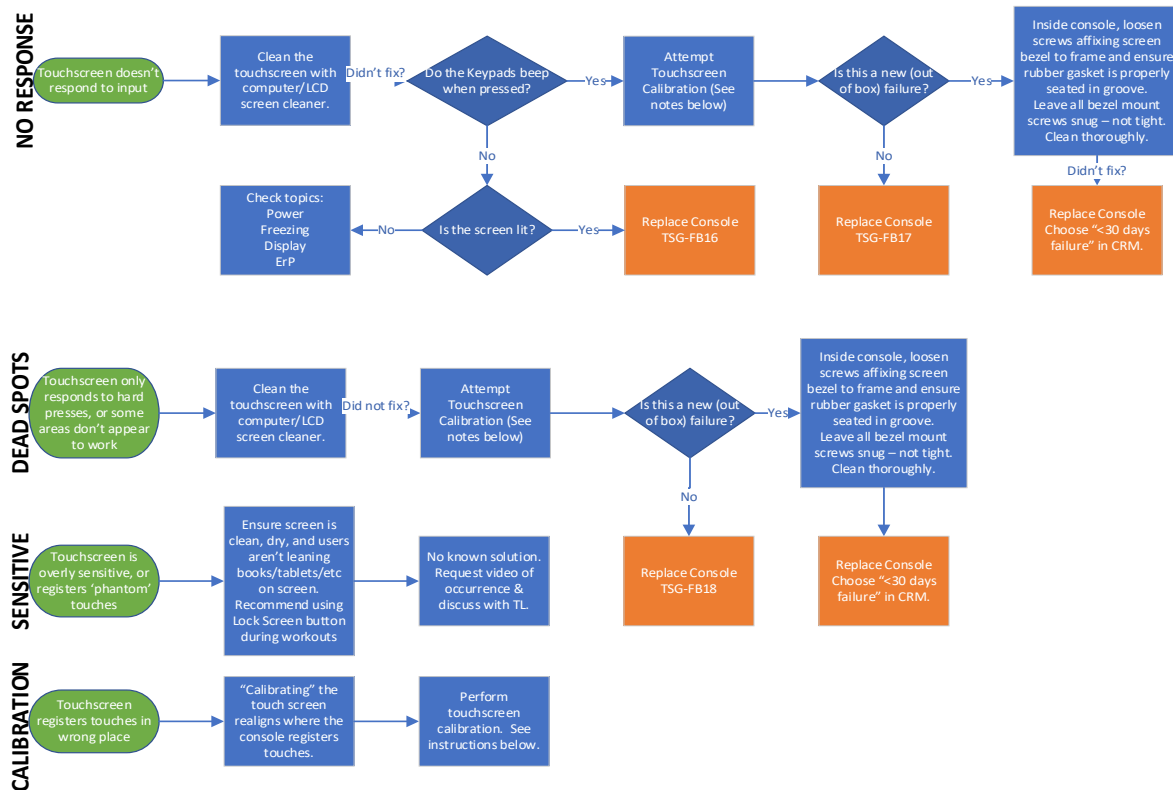


If your issue persists, [Click here](#).

Additional Information

- If possible, check that both ends of the LVDS and backlight cables are secure in their sockets and undamaged.
- The customer can follow these steps to confirm if the treadmill is on a dedicated circuit:
 1. Go to the circuit breaker box in the home and turn the breaker with the treadmill off.
 2. Check to see if any other electronics turn off as well.

Sensitive, Hard, Press

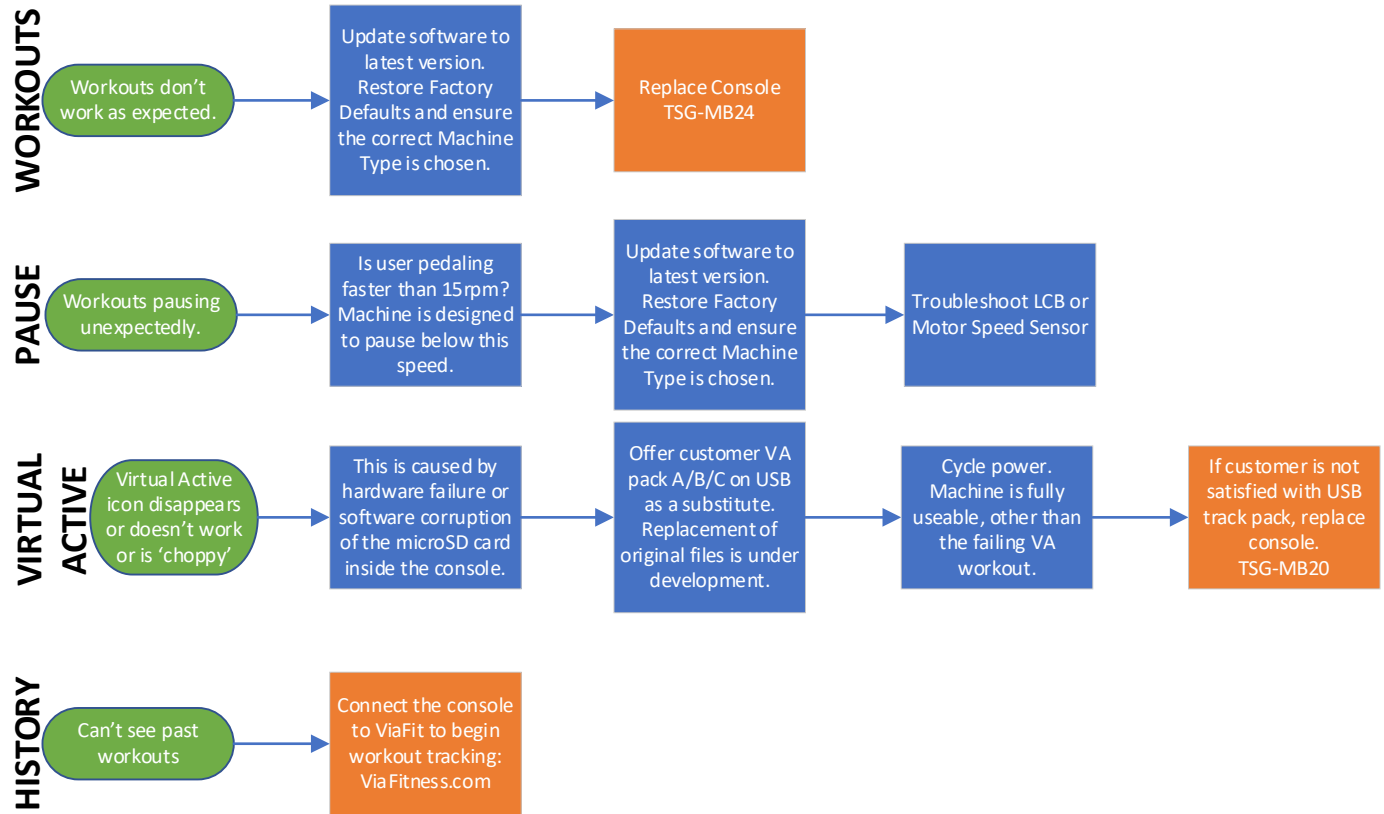


If your issue persists, [Click here](#).

Additional Information

- To perform touch screen calibration:
 - Navigate to initial "GO" screen. End any workouts & exit apps.
 - Press and hold appropriate button combination (see below) for ~3sec.
 - Console will enter Service Mode. Release button combination.
 - Again, press and hold appropriate button combination for ~3sec.
 - Touch the targets that appear on the screen; follow directions on the console.
- Service Mode Button Combinations:
 - ACEUR: Resistance up & Resistance down
 - T: Speed up & Speed down OR Incline up & Speed down
- Sweat, cleaner, water, and other contaminants on the touchscreen frequently cause apparent failures. Properly cleaning the touchscreen is commonly all that's required to resolve:
 - We recommend using a screen cleaner and avoiding products that contain ammonia and alcohol.
 - Spray a soft, lint-free, dry cloth with the screen cleaner and gently wipe the console.
 - 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.
- Determining whether the touchscreen itself or the UCB has failed may be useful at some point, but presently, screens and UCBs cannot be independently replaced or repaired.

Programs, Training, Exercise, Pause, Virtual, Active, VA

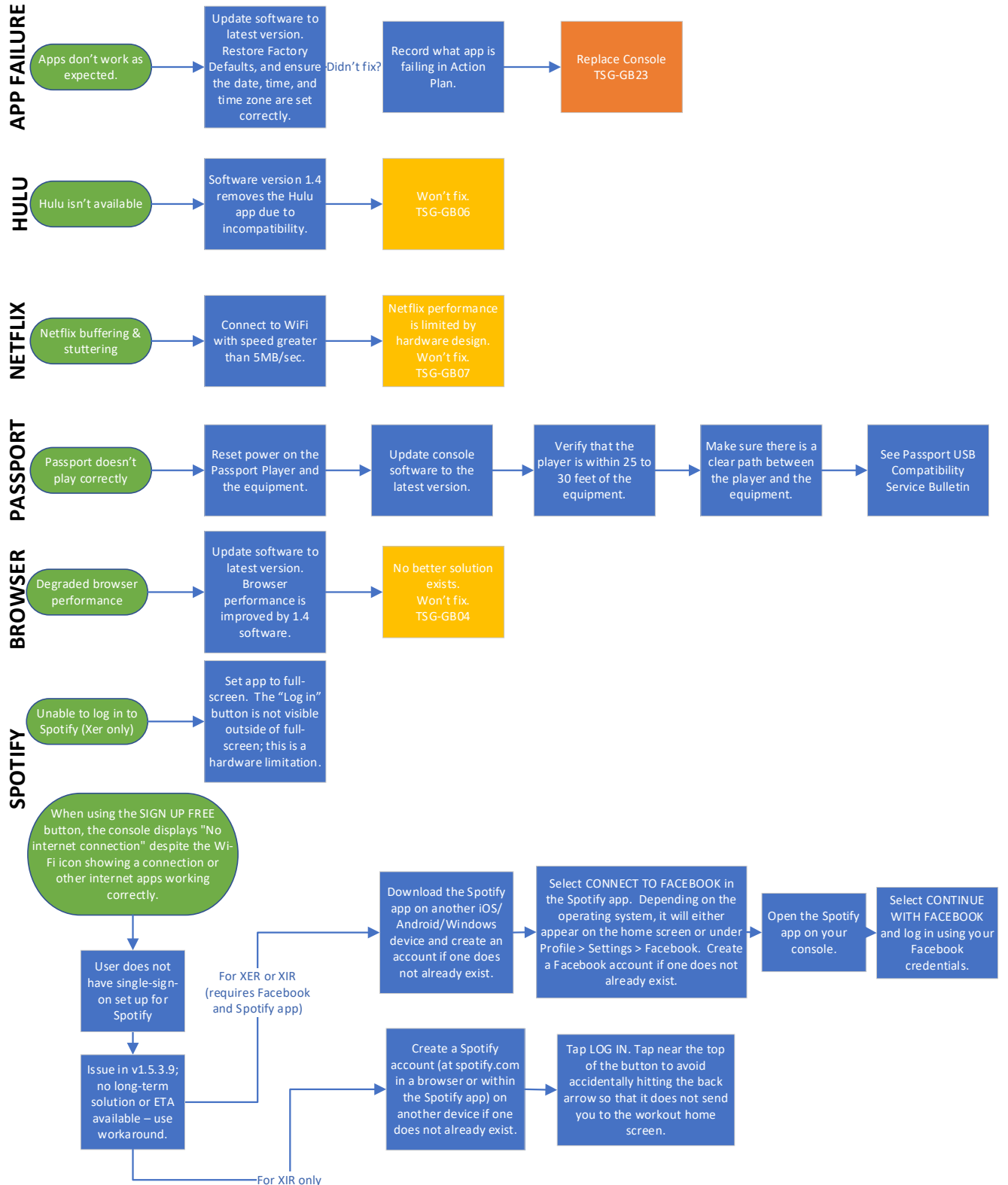


If your issue persists, [Click here](#).

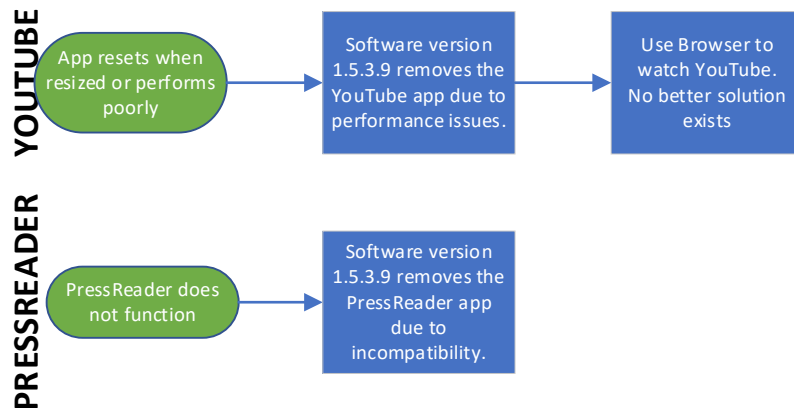
Additional Information

- All workouts are maintained by software. If software updates don't resolve issues, hardware failure is indicated.
- Virtual Active failures are caused by microSD card failure inside the console. Replacing the microSD will resolve the failure until the new microSD fails as well; a better, permanent solution is under development.
- LCB/MCB operation is questionable with workouts pausing or stopping.
- The consoles are equipped with ViaFit™ workout tracking. After the customer connects their equipment, they can view/track their past workouts; more information can be found at ViaFitness.com.
- At this time, apps can only be accessed after pressing "Go" or starting a workout program. It is not possible to open an entertainment app before starting a workout.
- Reference the Owner's Manual for a complete description of available programs.
- More information about Sprint8 is available at [Sprint8.com](#).

Fail, Hulu, Netflix, Passport, Browser, Spotify, YouTube, PressReader



Continued on next page



If your issue persists, [Click here](#).

Additional Information

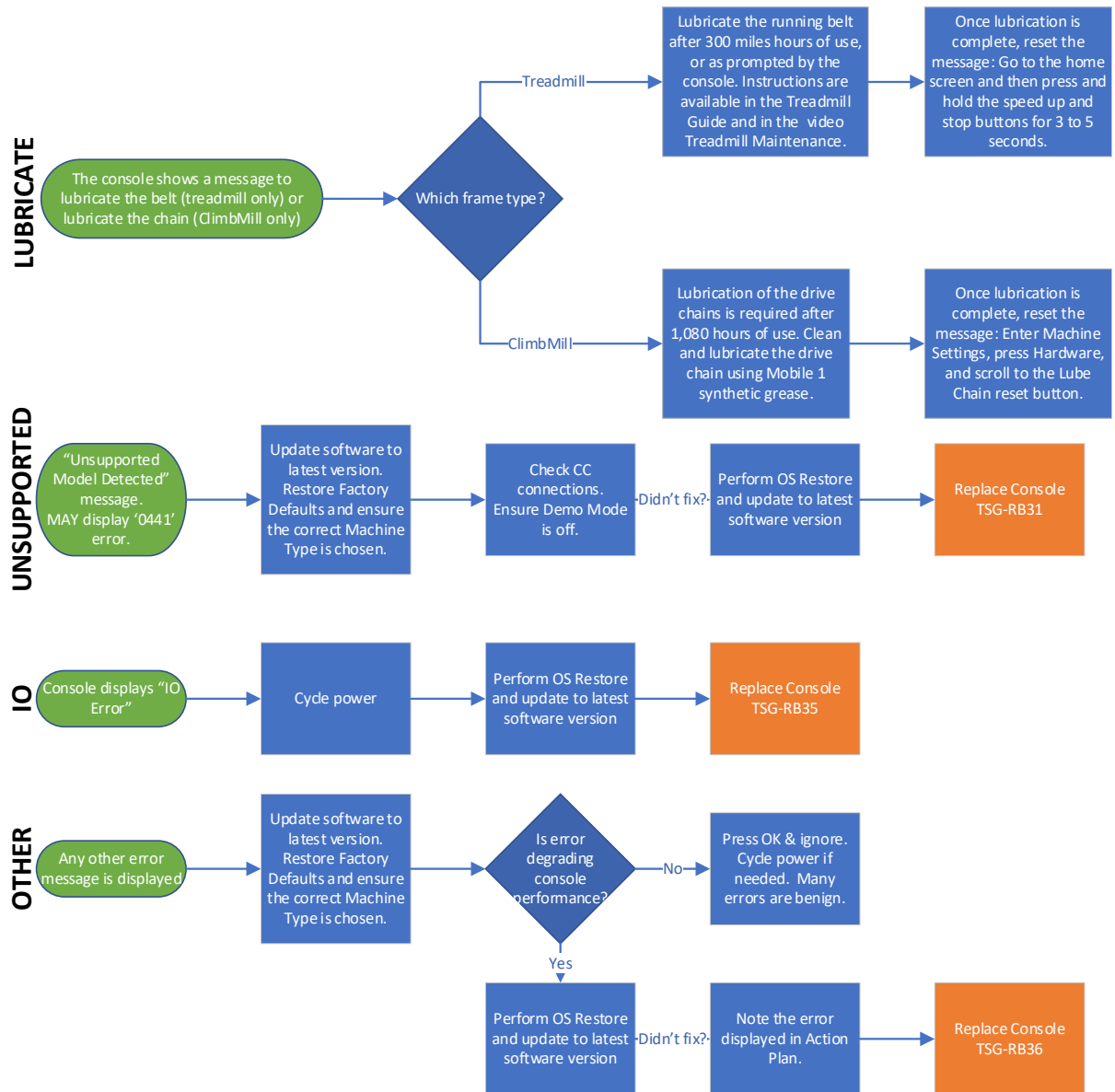
- Xer/Xir consoles do not have access to Google Play Services. If a console app displays a message to “enable Google Play”, tap outside of the message box to clear the message.
- Any adjustments made on in-app volume controls will be overridden by the console Master Volume. (This is the console’s intended behavior.) The user can adjust the volume using the Master Volume slider that appears when they tap the Settings icon in the upper-right corner.
- All apps are maintained by software. If software updates don’t resolve issues, hardware failure is indicated.
- The wireless requirements to run entertainment apps are 802.11b/g/n in 2.4 GHz range, minimum speed 3 Mbps (5 Mbps for streaming in high definition). Ensure that the console is connected to the internet; there is presently no way to check download speed on an Xer or Xir console.
- **Hulu, WeChat, and Kindle** are removed from software version 1.4 and greater due to incompatibility with the operating system.
- **PressReader and YouTube** are removed from software version 1.5.3.9 and greater due to incompatibility with the operating system and poor performance.
- [Passport USB Compatibility](#) Service Bulletin
- It is not possible to download/add additional apps to the console.
- At this time, we can’t guarantee that the console’s installed Web Browser will support streaming.
- Apps can only be accessed after pressing “Go” or starting a workout program. It is not possible to open an entertainment app before starting a workout.
- To change the default city on the weather map, follow these steps:
 1. Access the settings menu by touching the gear icon in the top right corner of the home screen.
 2. Tap “Machine Settings”.
 3. Tap “Weather”.
 4. Touch and drag the map.
 5. Double tap the location you wish to set as the default.

ERROR CODES (OTHER THAN ECL ERRORS)

ToC

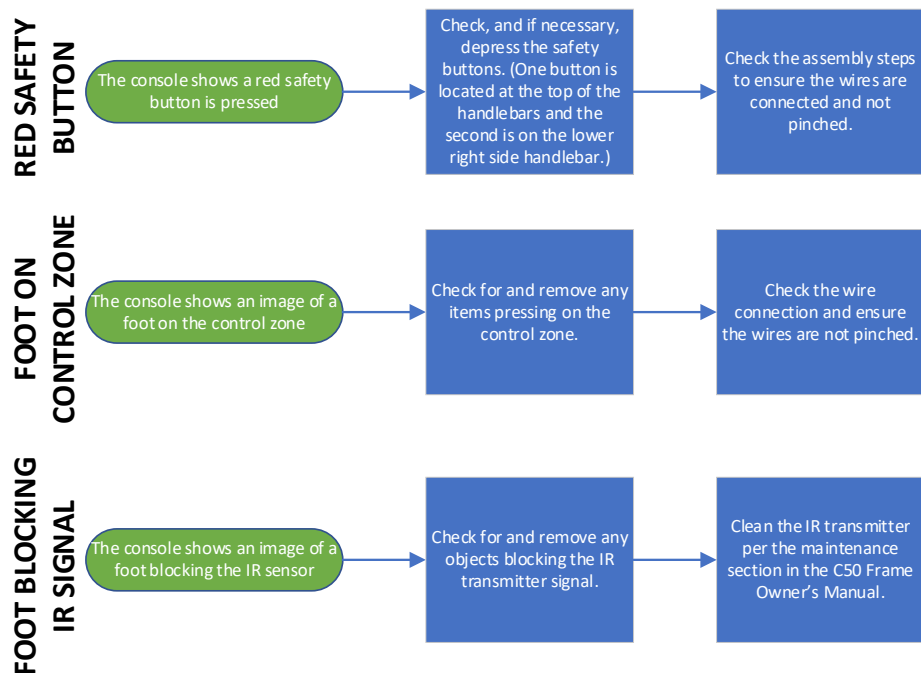
0441, Unsupported, Model, IO, Button, Foot, Control Zone, IR

All Frames



(Continues on next page.)

ClimbMill Only



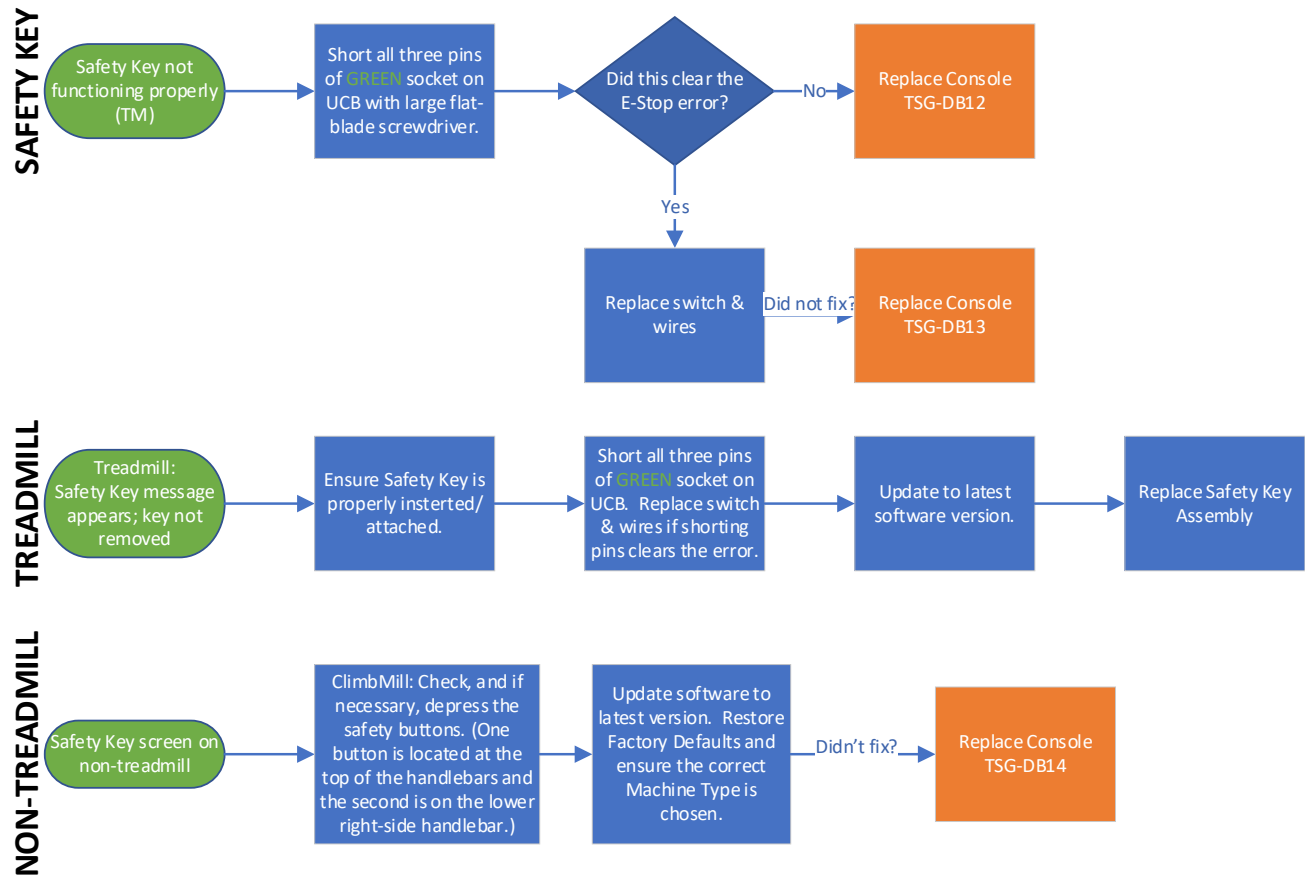
If your issue persists, [Click here](#).

Additional Information

- OS Restore instructions are available in the [Appendix](#).
- Error Codes with a standardized 4-character alphanumeric ID are described in the Master Error Code List and typically relate to hardware failures. This page relates to software error codes.
- Reference for valid LCB/MCB type code as displayed by the console:

Model	Type Code	Model	Type Code	Model	Type Code
T30	0x04	T30	0x0E	T70	0xC1
T30	0x06	T50	0x0E	T75	0xC1
A30	0x0B	TF30	0x0E	T70	0xC2
E50	0x0C	TF50	0x0E	T70	0xC3
R50	0x0C	E30	0x12	T75	0xC3
U50	0x0C	R30	0x12	T75-02	0xC3
C50	?	U30	0x12	A50	0x15

Emergency, Stop, E-Stop, Estop, All Stop, Button



If your issue persists, [Click here](#).

Additional Information

- Safety Key switch should measure Open when triggered/engaged and Short when in operating position.
- DO NOT bypass the Safety Key (other than for testing function). This is an essential safety device and must operate properly.
- The ClimbMill has two safety buttons: One button is located at the top of the handlebars and the second is on the lower right-side handlebar.

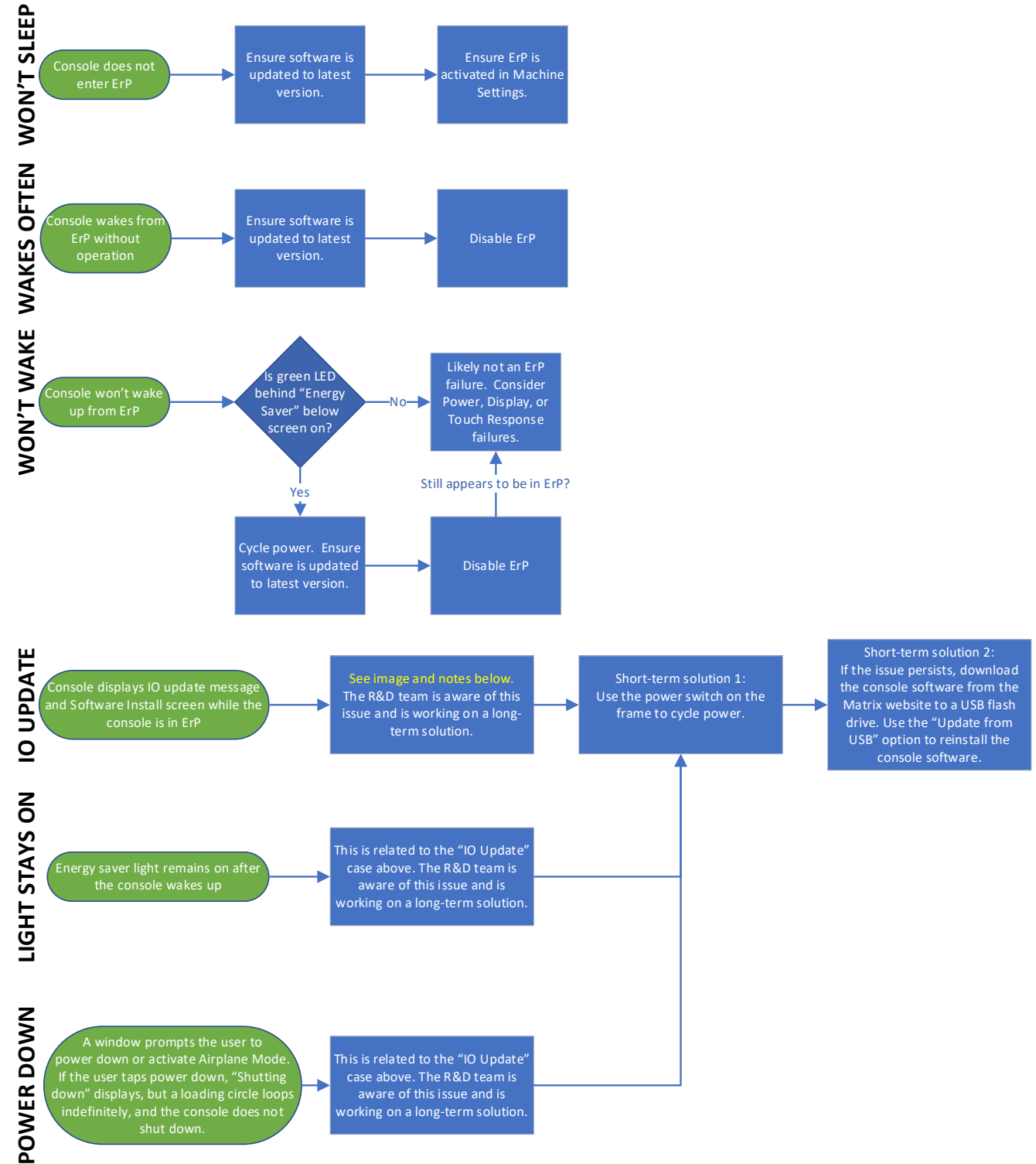
Press, Touch, Key



If your issue persists, [Click here](#).

Additional Information

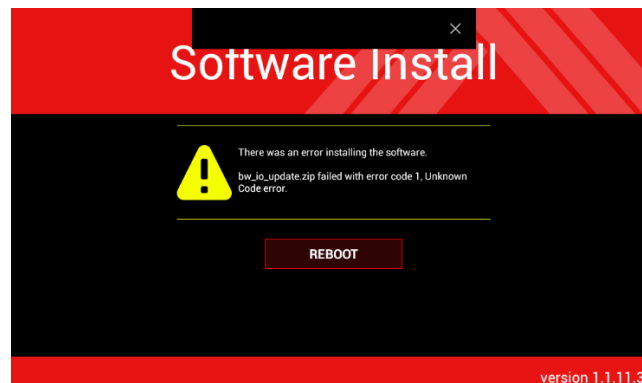
Wake, Energy Saver, Light, Reboot, Power Down, Airplane Mode



If your issue persists, [Click here](#).

Additional Information

- To wake up the machine from energy saver mode, press any button (note that you cannot use the touchscreen).
- Turning on energy saver mode will turn off the demo looping videos that play when the machine is idle. Follow these steps to turn energy saver mode on:
 1. Access the settings menu by touching the gear icon in the top right corner of the home screen.
 2. Tap “Machine Settings” from the settings menu.
 3. Tap “Hardware”.
 4. Check the box next to “Energy Saver” to enable energy saver mode.
- An **IO update message** and subsequent Software Install screen (shown below) may occur while the console is in energy saver mode. This issue is more likely to occur if a USB device is left plugged into the console overnight, or if the option “Notify me” (in Machine Settings > Update) is enabled.



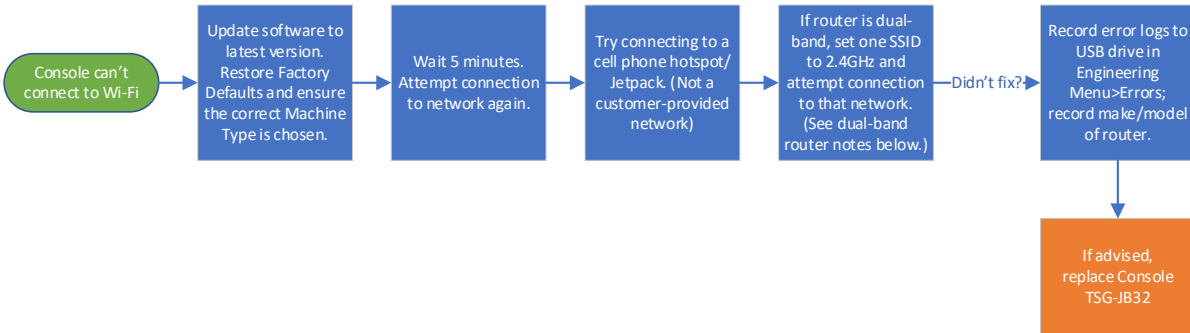
The R&D team is aware of this issue and is working on a long-term solution. In the short term, resolve the issue by using the power switch on the frame to cycle power. If the issue persists, download the console software from the Matrix website to a USB flash drive. Use the “Update from USB” option to reinstall the console software. (Prior to the reinstallation, the console will likely show the IO version as 0.000.)

If the user presses the REBOOT button on the screen above, they may report the following symptoms. Perform a hard power cycle (using the power switch on the frame) to resolve these issues:

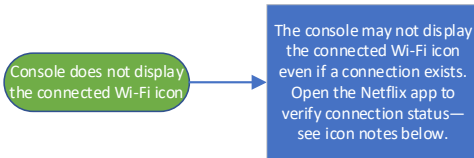
- The console loads as normal, but the energy saver light remains on. If the user presses any key, an Android window displays; the window prompts the user to power down or activate Airplane Mode.
- If the user taps power down on the prompt, the screen displays “Shutting down...”, but the loading circle underneath the message continues to loop indefinitely. The console does not shut down.

Signal, Network, Slow

NO CONNECTION



NO WI-FI ICON

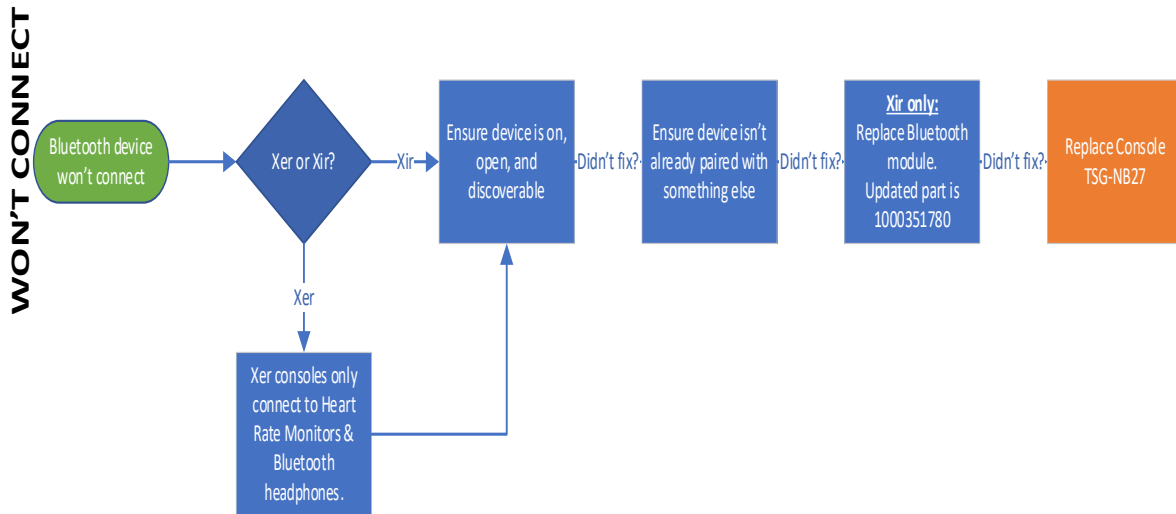


If your issue persists, [Click here](#).

Additional Information

- Internet issues are difficult, because we can't be responsible for the internet at customer sites. Failures are frequently with the network, and not related to our equipment.
- Router settings found to be most compatible with our equipment:
 - "MAC" Filtering disabled
 - "DHCP" enabled
 - "WPA", "WPA2-Personal", or "WEP" encryption
 - "TKIP-only" encryption
 - "Band Steering" enabled
 - Change the router password so it doesn't use any special characters
- Dual-band routers: Some dual-band routers will incorrectly apply their "band steering" feature to the console and try to force it to use the 5 GHz band, but the console is only compatible with 2.4 GHz. The customer can try disabling band steering on the router (see the router Owner's Manual) or giving each band its own unique SSID (e.g. "Home-5G" for 5 GHz and "Home-2G" for 2.4 GHz), then setting up the connection on the console with the 2.4 GHz band.
- Icons indicating connectivity (see [icon list](#) on page 3): The console will sometimes fail to display the connected Wi-Fi icon (or even display a disconnected Wi-Fi icon) when a connection still exists.
 - A user can open the Netflix app to verify if the Wi-Fi is disconnected. Netflix will display an error that begins, "We are unable to detect an internet connection".
 - If the Wi-Fi icon is crossed out even when the console is connected, update console software to version 1.5.3.9.
- ViaFit xIDs with a leading zero (i.e. 0008675309) have been known to not work correctly. Reference [Console Information – ViaFit User Guide](#).

Bluetooth, Signal, Pair

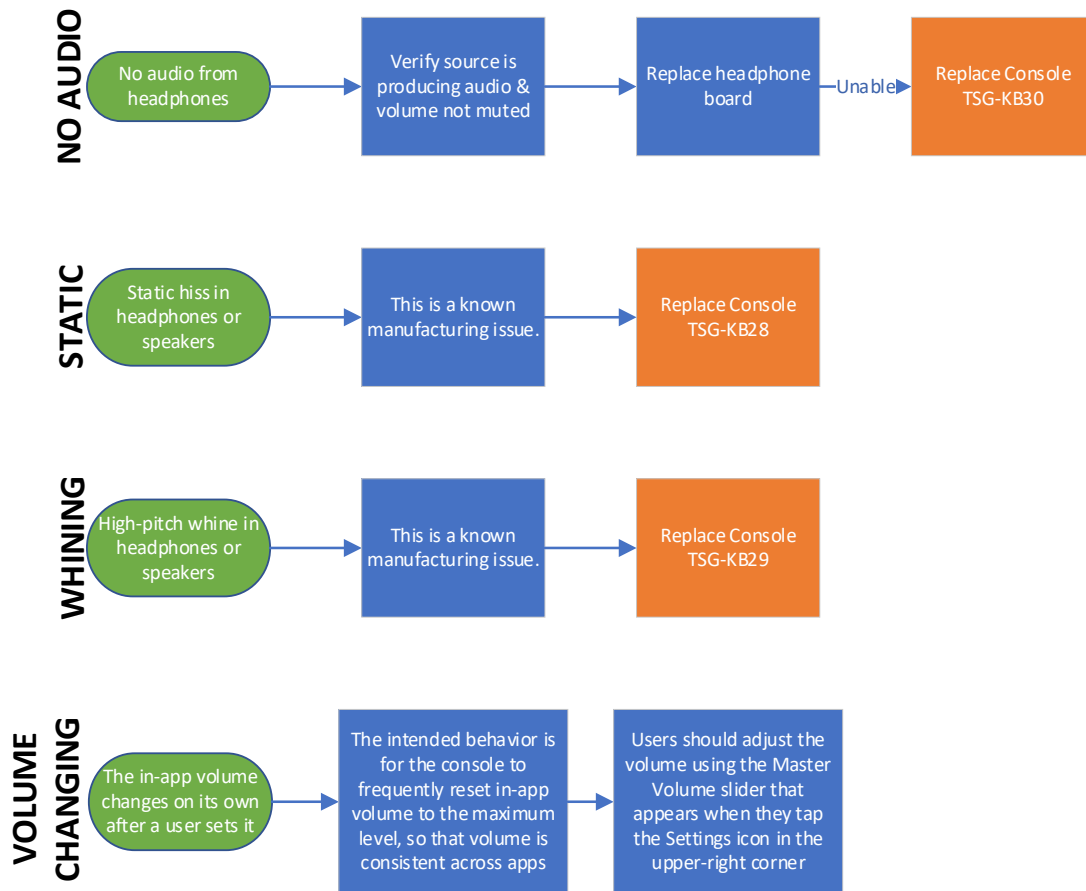


If your issue persists, [Click here](#).

Additional Information

- Bluetooth issues are difficult, because we can't be responsible for the integrity of the device the customer is attempting to connect. Consider that failures could be with the other device – not our equipment.
- Apple AirPods** require special attention to pair with consoles. Follow these steps:
 - On the phone (or other device normally paired with the AirPods), navigate to Bluetooth Devices menu, locate the AirPods and command “Forget This Device”. Alternatively, turn Bluetooth off on the phone or other device. If the AirPods automatically connect to any other device, the Xer/Xir console will not find them.
 - Make sure the AirPods are inside the case and docked. Open the charging case lid, but do not remove either of the AirPods yet.
 - On the back, near the bottom of the AirPods charging case, there is a small circular button. Press and hold the button until the LED between the AirPods at the top turns white and begins a slow, rhythmic blink. The console should find the AirPods; pair with the console as any other compatible device.
 - When the user is done with their workout, they may need to re-pair the AirPods with their other device.
- Some heart rate monitors (HRM) are Bluetooth-enabled but may not appear as “Paired” devices; this is normal. The Polar HRM provided with the machine is a 5kHz transmitter and therefore does not pair with Bluetooth.
- The console is compatible with 5kHz and Bluetooth wireless heart rate monitors. ANT+ heart rate monitors are not compatible with the console.

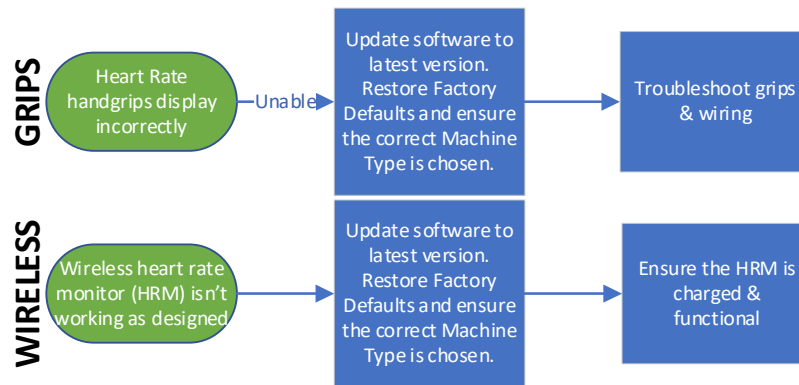
Static, Whine, Quiet, Sound, Headphones, Speakers, Volume



If your issue persists, [Click here](#).

Additional Information

- Any adjustments made on in-app volume controls will be overridden by the console Master Volume. (This is the console's intended behavior.) The user can adjust the volume using the Master Volume slider that appears when they tap the Settings icon in the upper-right corner.
- Only applicable to **wired** headphones.
- Also refer to [Audio | Speakers](#) guide (Old reference, nothing better is known).

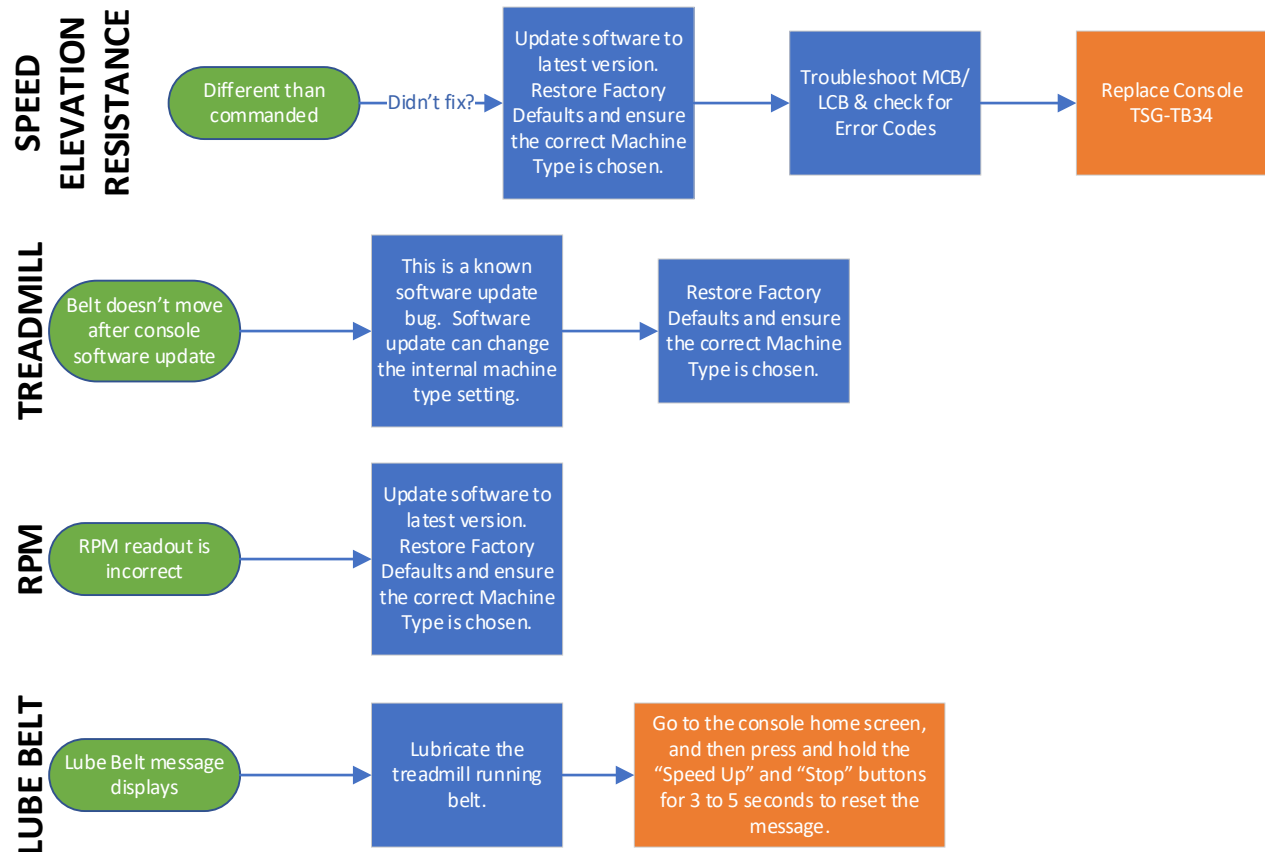


If your issue persists, [Click here](#).

Additional Information

- Cold or dry hands can cause Heart Rate to read wrong or not at all. Warm and moisten hands.
- Dirty sensors, jewelry, and electrical interference from the environment can cause Heart Rate display errors.
- Please reference these documents: Heart Rate Flow Chart (under Troubleshooting Guides) or [Heart Rate Check Points](#) (HURESAC). These references are written regarding Commercial equipment; Some details may be different with Xer & Xir consoles, but no better references exist.
- The console is compatible with 5kHz and Bluetooth wireless heart rate monitors. ANT+ heart rate monitors are not compatible with the console.

Belt, Step, Level, RPM, Elevation, Lube Belt

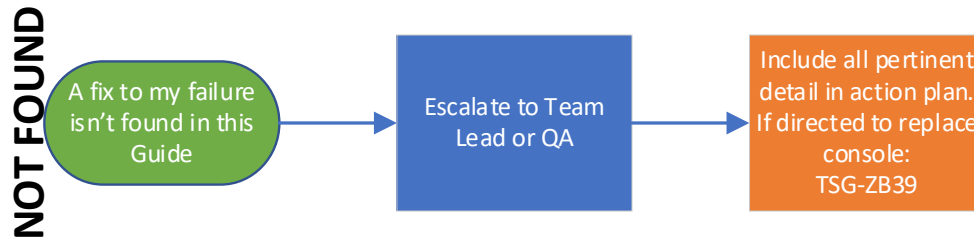


If your issue persists, [Click here](#).

Additional Information

- Speed Errors & Resistance Errors are rarely related to console failures without an accompanying error code. Reference MCB/LCB troubleshooting documentation or the Error Code List.
- Treadmills may be reported as "not getting up to commanded speed". This frequently occurs as the belt/deck friction increases as it approaches end of life. Consider replacing components.
- Treadmills may be reported as giving "Over-speed" errors. This is caused when a heavier user is using the machine at low speed & high incline. No current solution exists, other than increase commanded speed or decrease incline.
- A reference for MCB/LCB LED codes can be found in each model's Service Manual.

Not Found



If you cannot find a resolution to your observed or reported failure in this document, you may have discovered a new failure!

If a console is replaced after referencing this page, your “Why” reason **likely will not be** “Directed by TSG/ECL”

Discuss this case with your Team Lead.

Team Lead: Verify you agree with everything your Rep has done to this point.

You may need to involve R&D & QA. This document may need to be revised.

Do you have suggestions/ideas about this document?

Email contentmanagement@johnsonfit.com or jake.sleppy@johnsonfit.com.

OS Restore Instructions

Follow the appropriate method for your console's current software version.

Method 1 – Consoles at version 1.4 or above

Required Tools:

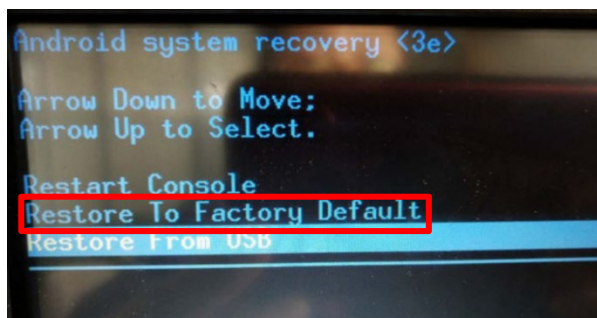
- Two (2) USB flash drives
- A computer with an internet connection

Notes:

- Software version 1.4 added the ability for the console to access the Android recovery screen with a USB flash drive; this method will **not** work on consoles below software version 1.4.
- Some steps list "Speed/Resistance". Use the Speed keys if you are completing this process on a treadmill frame; use the Resistance keys if you are completing this process on any other frame.

Instructions:

1. Insert the first USB flash drive (USB Drive 1) into your computer and create a text file named "jht_recovery". There should not be a file extension in the name (do not name it "jht_recovery.TXT"). Eject USB Drive 1 from your computer.
2. Insert USB Drive 1 into the port on the front of the console.
3. Power cycle the unit.
 - a. If the console does not load the Android recovery screen within 30 seconds of powering on, try using Method 2 to enter recovery mode. If recovery mode does not open with either method, the console needs to be replaced.
 - b. If the console loads to the Android recovery screen, but the keypads do not respond on that screen, the console needs to be replaced.
 - c. If the keypads work on the Android recovery screen, press Speed/Resistance Down to highlight "Restore to Factory Default" and then press Speed/Resistance Up to select this option. This will completely wipe the software on the console. Once the restore begins, remove USB Drive 1 from the console and begin Step 4.



4. On your computer, go to the [Matrix Home Fitness website](#) and download the most current software for your console model. Extract the file to the root directory of the second USB flash drive (USB Drive 2). Eject USB Drive 2 from your computer.
5. After the console has been restored to its factory default (started in Step 3c), the screen will prompt you to insert a USB drive containing the software. Insert USB Drive 2. The console

will automatically begin to reinstall the software. **Do not remove the USB flash drive until the update is complete.** The installation may take 30-45 minutes, and the console will reboot itself several times during this process.

6. The console will display the “Select a language” screen once the software installation is finished. Follow the prompts on the screen to complete the first-time setup process.
7. OS Restore is complete.

Method 2 - Consoles at version 1.3 or below

Required Tools:

- One (1) USB flash drive
- A computer with an internet connection

Notes:

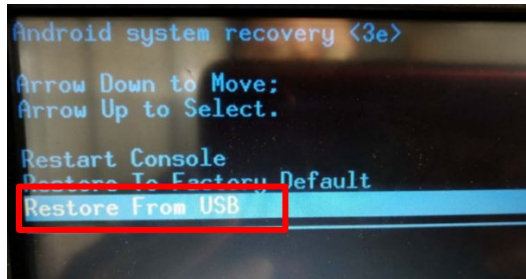
- Method 2 can be used for any XER or XIR console; however, Method 1 (above) is the preferred method for consoles at or above software version 1.4.
- A video showing this procedure can be found in Online Remedy > Videos > Matrix Retail > Console > [XER and XIR Recovery](#)
- Some steps list “Speed/Resistance”. Use the Speed keys if you are completing this process on a treadmill frame; use the Resistance keys if you are completing this process on any other frame.
- It can take several attempts to successfully enter recovery mode using this method. The hardest part is timing when to press the Speed/Resistance Up key in Step 4. If you are having difficulty, it may help to have a second person present to flip the power switch.

Instructions:

1. Insert the USB flash drive into your computer. Go to the [Matrix Home Fitness website](#) and download the appropriate software file for your console model. Extract the file to the root directory of the USB flash drive, and then eject the flash drive from your computer.
2. Insert the USB flash drive into the port on the front of the console.
3. Use the power switch to power cycle the unit.
4. Right after the LCB clicks or the console backlight turns on (about one second after flipping the power switch to on), press and hold the Speed/Resistance Up key.
5. While holding the Up key, repeatedly press the Speed/Resistance Down key nine to ten times (at a rate of two presses per second).
6. Then, release the Down key, but continue to hold the Up key for one second.
 - a. If the display changes to the Johnson triangle while you are attempting this, the console did not successfully enter recovery mode. Repeat Steps 3–6 above.



- b. If Step 6 was successful, the display will change from the Johnson logo to the Android recovery screen (the photo under Step 7 shows the Android recovery screen).
7. Press Speed/Resistance Down twice to highlight the “Restore from USB” option, and then press Speed/Resistance Up to select it.



8. The operating system will reinstall over several minutes.
9. After the reinstallation is complete, you will be prompted to perform touch screen calibration. Follow the instructions on the console screen.
10. Once touch screen calibration is complete, the console will reinstall all software packages from the USB flash drive. **Do not remove the USB flash drive until the update is complete.** The installation can take up to an hour, and the console will reboot itself several times during the process.
11. The console will display the “Select a language” screen once the software installation is finished. Follow the prompts on the screen to complete the first-time setup process.
12. OS Restore is complete.

CHANGE LOG[ToC](#)

Ver#	Date	Author	Changes
1	4/19/19	J.Sleppy	Document created.
2	4/25/19	J.Sleppy	Multiple edits after technical review
3	4/30/19	J.Sleppy	Multiple edits to various topics
4	7/23/19	J.Sleppy	Corrected Xir Bluetooth pn. Added link to CRM SOP. Aligned with 5x & 7xe7xi guides. Many UK technical review notes incorporated.
5	7/26/19	J.Sleppy	More technical edits & prep to publish again.
6	9/10/19	J.Sleppy	Missing Pixel added. Color tints added. Time Zone info added to Apps topic.
7	4/21/20	J.Sleppy	AirPods pairing details added to “Bluetooth” topic. App Failure flow on “Apps & Programs” topic updated; chart rearranged.
8	6/15/20	R.Templeton	Added note about in-app volume controls to “Apps & Programs” and “Entertainment/Audio” topics.
9	8/20/20	R.Templeton	Added section “Icons Indicating Connectivity”.
10	3/31/21	E.McWilliams	Added PressReader notes to “Apps & Programs”.
11	4/7/21	E.McWilliams	Added notes on connectivity icons and dual-band routers to the “Internet Connection & Wi-Fi” topic.
12	4/29/21	E.McWilliams, B.Kasper	Updated Master Volume notes and added Changing Volume to the flowchart in the “Entertainment/Audio” topic.
13	7/28/21	E.McWilliams	Added notes on software version 1.5.3.9 to the “Apps & Programs” topic and the “Internet Connection & Wi-Fi” topic.
14	9/15/21	E.McWilliams	Updates to the following topics: “Displays”, “Touch Response”, “Workout”, “Apps & Programs”, “ErP (Sleep Mode)”, “Speed & Resistance Errors”, and “Bluetooth”.
15	9/27/21	R.Templeton	Added Spotify sign-up issue with workarounds to “Apps & Programs” flowchart.
16	10/18/21	E.McWilliams	Added ClimbMill-specific troubleshooting to “Errors” and “Safety Key” topics.
17	11/15/21	E.McWilliams	Added hyperlink to the Matrix Home Fitness Support page (for software updates).
18	12/28/21	E.McWilliams	Added new cases “IO Update”, “Light Stays On”, and “Power Down” to the “ErP (Sleep mode)” topic.
19	3/8/22	R.Templeton	Added note that consoles do not have access to Google Play Services in “Apps & Programs” topic.
20	4/13/22	E.McWilliams	Added wireless heart rate monitor compatibility note to the “Bluetooth” and “Heart Rate” topics. Added Johnson Triangle image to “Freezing/Stalling”. Added Appendix with OS Restore Instructions.