






# MATRIX UPDATE

## USB DRIVE BUG FIX

### What are the signs my Matrix console has the USB Drive bug?

Access the Save Information Tab.

1. Press HOME BUTTON  or press the screen to activate the icons and select HOME ICON  in bottom left corner of screen.
2. Select JOB VIEW  from Home Menu .
3. Press SAVE INFORMATION TAB .





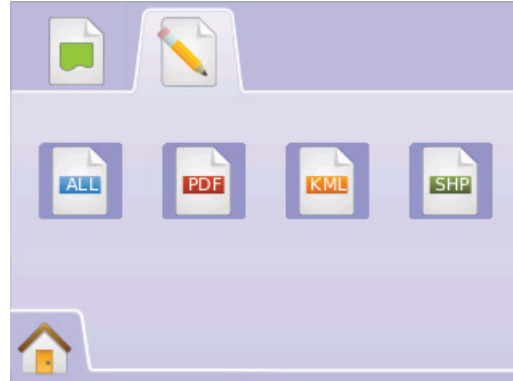
If you do not have a USB Drive inserted into your unit and the Reports icons are enabled your unit has the problem. (Icons are enabled when they are in color and are able to be pressed. An icon that is in grayscale     is disabled.)

Figure 1-1: YOU HAVE A PROBLEM IF YOU SEE COLORED ICONS



### Resolve USB Drive Problem

To Fix Your USB Drive Problem:

**WARNING!** Failure to follow these instructions may result in the return of the unit to the factory.

- **DO NOT INSERT THE USB DRIVE UNTIL INSTRUCTED**
- **DO NOT POWER OFF THE UNIT UNTIL INSTRUCTED**

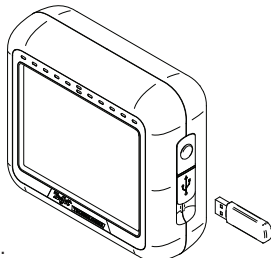
1. Download the zip file "fix-USBdrive.zip" directly to your computer's Desktop or Downloads folder (see "How to download ZIP files.pdf" for details).
2. Double click the zip file then select either A or B:
  - A) Copy and paste the "tjrun" folder to the root directory of an empty USB drive.
  - B) Using the "Extract all files" function, unzip/uncompress the downloaded file to the root directory of an empty USB drive (see "How to download ZIP files.pdf" for details).

Once downloaded and unzipped, you will see the folder "tjrun" on your USB drive.

RECOMMENDATION: Use an empty USB drive. Be sure there are no other automatically executable files on the drive.

3. Properly eject the USB drive from your computer using the "Safely Remove Hardware" icon from the Task Bar or the "Eject this disk" function from the My Computer window or the "Eject Disk" option (on a MAC).
4. With the console OFF, lift rubber cover and insert the USB drive into the Matrix console.
5. Press the Power Button to turn the console ON.

The update will start automatically. A TeeJet Technologies splash screen will acknowledge that the update is being performed as well as when it is completed.



**WARNING!:** Do not remove the USB drive or disconnect power from the console at any time during the update process.

6. When prompted, remove USB drive from the Matrix console.
7. Press and hold the Power On/Off Button for five (5) seconds to power down the console.
8. Press and release the Power On/Off Button to power-on the console again.
9. Verify your update has installed by going to the Save Information Tab with no USB Drive in the console and check that the report icons are disabled.
  - If the splash screen appears in step 5 and the verification check in step 9 does not pass, re-run the resolution process from step 1.

If this still fails, the unit is beyond field repair. Please make arrangements to return this unit to the factory for a full factory install.

**NOTE:** If the splash screen does not appear in step 5 above, your unit is beyond field repair. Please make arrangements to return this unit to the factory for a full factory install.

**WARNING!:** Do not use a USB storage device with U3 technology (also known as "U3 smart drives") as U3 technology could cause downloading or job storage issues.

**Please contact TeeJet Technologies with any questions or for assistance.**

**TEEJET IS NOT RESPONSIBLE FOR  
DAMAGE DUE TO IMPROPER DOWNLOAD  
AND INSTALLATION OF A UPDATE**