Matrix 3 Troubleshooting & How-To Guide
Matrix Meter Hard Reset

General Overview

Matrix 3 is a software-based Fluid Management System that runs on one or more of your facilities computers (PC's). This guide only applies to the Graco Matrix 3 Fluid Management System and walks you through issues and the solutions to remedy them.

Throughout this guide, there will be colored text entries, they are:

Links – These are links to other support resources that may be needed to accomplish the task you are working on.
Green Text – These are navigational commands directing you to skip to or reference another section in the guide. If the command is underlined, it will direct you to the location it describes.
Red Text – These are STOP points where you will need assistance from IT, Graco or your Graco distributor.

Specific troubleshooting topics can be found in the instruction manuals below. This guide will provide more theory of operation and detail on addressing specific issues. Click the links or type the numbers into the Graco.com search box.

313046 - Meters
313008 - Transceivers
312964 - Tank Level Monitors
312417 - Pump Air Controls
313013 - Matrix 3 Oil Bars
313104 - Basic Software
313106 - Professional Software (includes 3rd Party Interface capability)
313108 - Premier Software (includes 3rd Party Interface capability)
313112 - Premier Software with CDK Interface
313114 - Premier Software with Reynolds & Reynolds Interface
334786 - Premier Software with Procede/Excede Interface
3A4999 - Premier Software with DealerTrack Interface (As an addendum to the Premier Software Manual)

Notes:

- All PC related references used in this guide are based on the Microsoft Windows 10 Operating System conventions, other versions of Windows operating systems may vary.
- Troubleshooting efforts may require help from your IT/IS staff or vendor. Having them available is highly recommended.
- If you need Matrix software, contact Graco and they will get you a direct download link. All PC's must be running the same version of Matrix software, delete or destroy any different versions you have.
- Check for new and updated content by visiting graco.com/matrixsupport, scroll down to the "Guides" section.
- If you find you still need help, contact a Graco Tech Assistance Agent by using the information found at the bottom of each page of this guide.
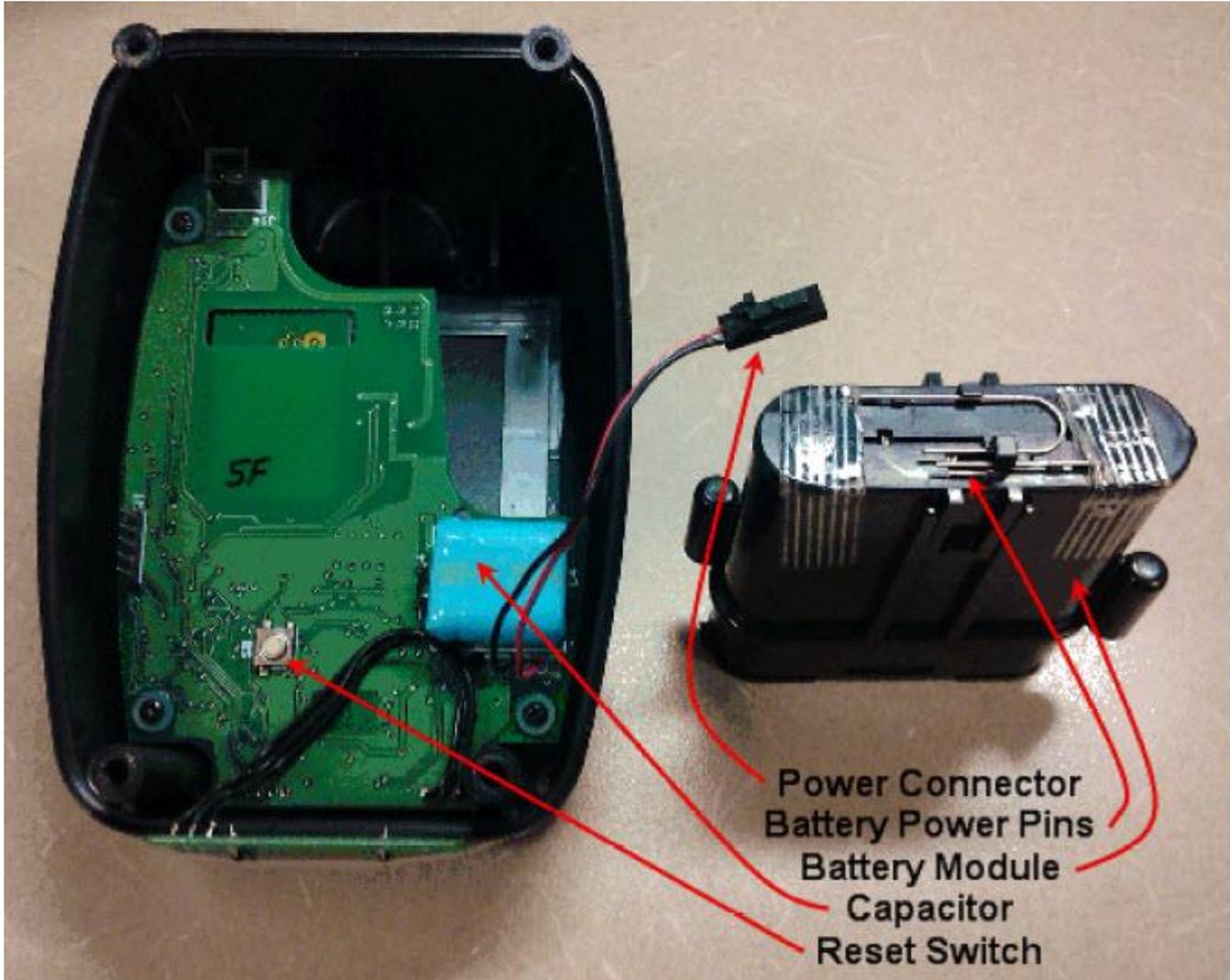
Matrix Meter Hard Reset

Overview
A user may find a Meter that is not working correctly and all attempts to fix the issue have failed. Performing a "Factory Reset" will bring the Meter back to factory condition and may solve the issue.

Operation
1. Remove 4 Torx (T20) screws from the back side of the Meter bezel.
2. Remove bezel and lay beside Meter body.
3. Disconnect power from Meter one of the two ways below:
    a. Remove battery module cover.
    b. Remove power connector from battery power pins.
4. Wait 1 minute for capacitor on board to discharge.
5. Press and hold reset switch.
6. Reconnect power:
    a. Replace battery module cover.
    b. Plug power connector back in.
7. Let go of reset switch.
8. Meter should come back up.
9. Register Meter back into system (lines a & b below may be done in either order).
    a. Press and hold the center green button.
    b. Press and hold the right "arrow" button.
10. This should bring you into the main menu.
11. Navigate to the "Register" screen choice by using the up/down arrow buttons if needed.
12. Press the center green button to choose Register.
13. This should bring you into the Register menu.
14. Navigate to the "Network ID" and change it to the correct number found in the Matrix software>Setup & Reports>Transceivers>Network ID box (this can also be found at another nearby Meter in the same screen).
15. Press the up/down arrow buttons to change the value to the correct ID.
16. Press the center green button to lock it in.
17. Repeat this for the Trans ID.
    a. If there are more than one Transceiver, find another nearby Meter and duplicate what it is set to.
18. Navigate to the "Register" at the bottom of the screen and press the center green button.
19. Test the Meter for correct operation.

See diagram below showing Meter bezel components (shown disassembled from Meter housing).

Power Connector
Battery Power Pins
Battery Module
Capacitor
Reset Switch