

JRNY Embedded Consoles: Why is my console not going to sleep?

ID: 11808.2

The following models come equipped with JRNY embedded in their consoles:

BowFlex C7

VeloCore 16 & 22

Max Trainer M9

Max Trainer Max Total 16

Treadmill 7

Treadmill 10 & 22

Follow this troubleshooting guide to help your compatible machine's console enter sleep mode. A list of compatible machines is listed above.

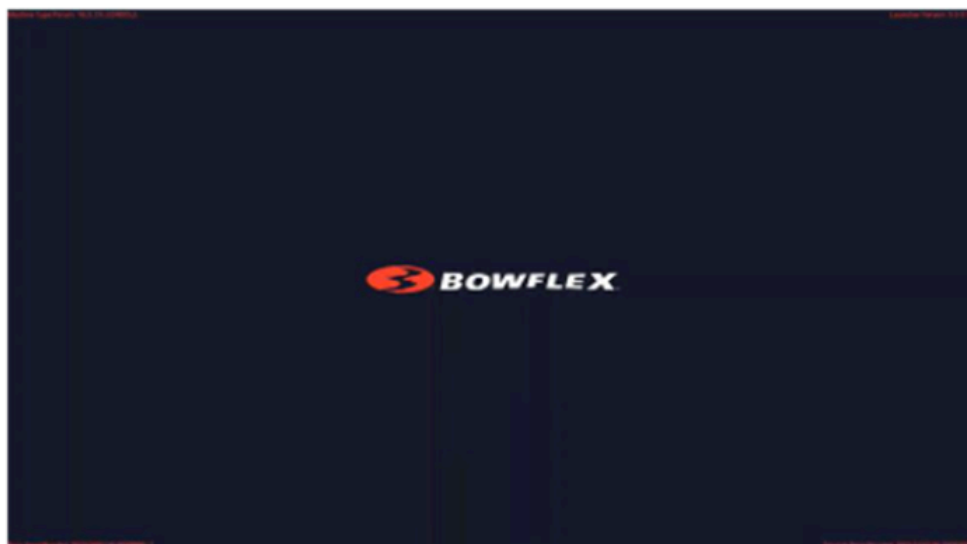
Some common complaints may include:

- Console will not go to sleep
- Console doesn't turn off
- Display stays on

Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

(Reference 1.1)



The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

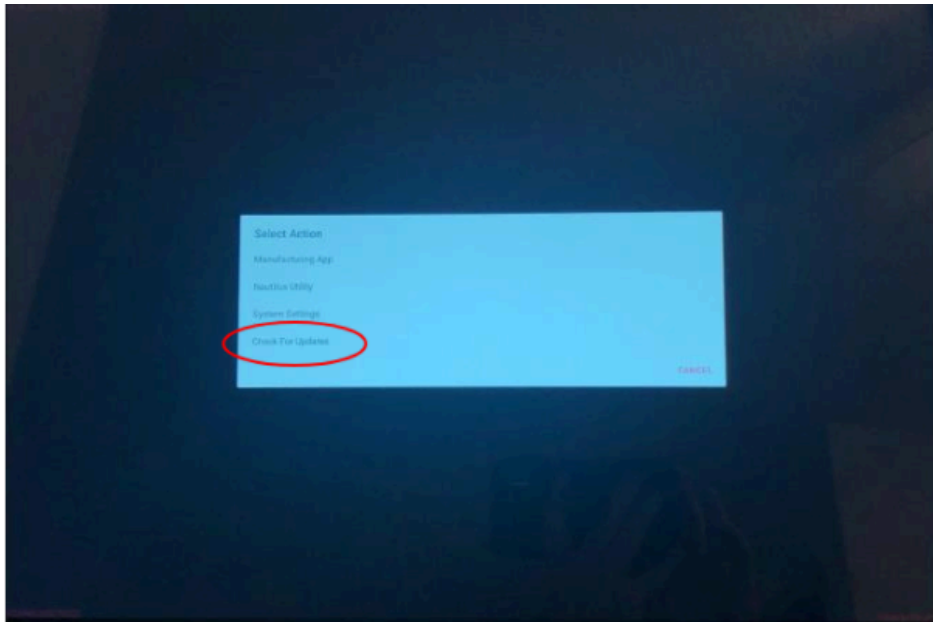
(Reference 1.2)



The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

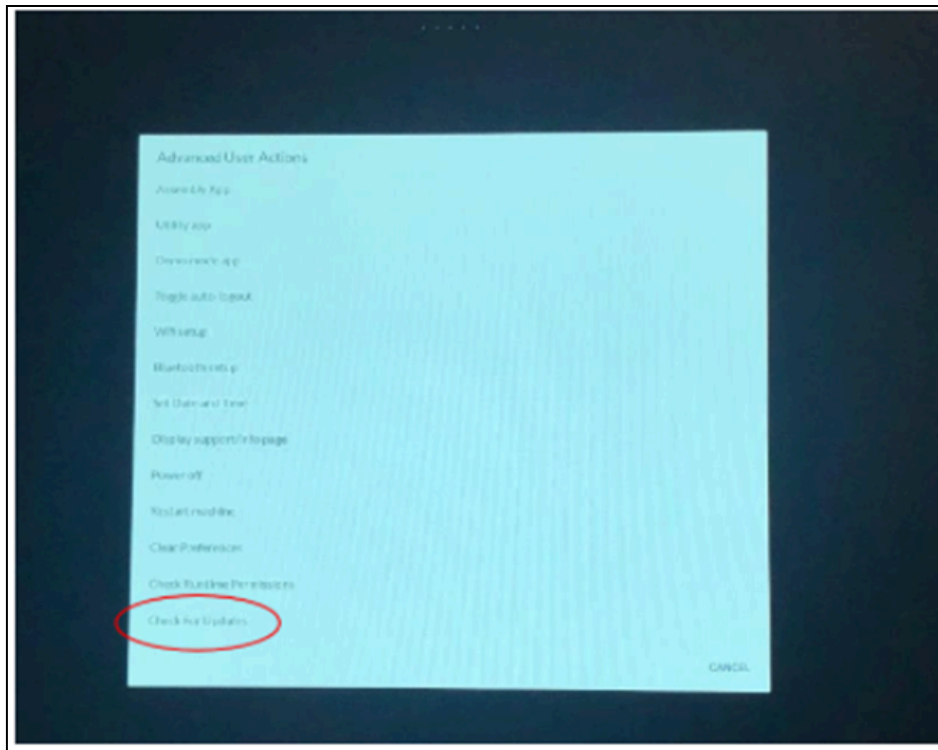
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(Reference 1.3)



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

(Reference 1.4)



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select **CHECK FOR UPDATES** from the bottom of the menu once it appears.

3. Retest your machine to determine if the original issue persists **[FW.A]**. If the issue persists, continue troubleshooting in the next section.

Follow these steps to continue troubleshooting

1. A bug has been identified that prevents the console from going to sleep after a launcher start up (reboot, pushing the home button, or exiting a workout). While a fix is being implemented, you can get the console to go to sleep by tapping anywhere on the console display. The console will register the tap and start a sleep timer **[11808.C]**.
2. This issue may be related to a firmware reset issue. If updating your firmware did not resolve the issue, disconnect your power cord from the wall and from your machine. After 1 minute, securely reconnect the power cord. Make sure the machine end of the plug is fully inserted before continuing. Check if the display powers on and goes to sleep after a period of inactivity **[11808.A]**.
3. If the issue persists, it may be best to speak with someone on our App Support team. Please call Customer Care, an Advanced Troubleshooting case may be necessary to resolve your issue. Our contact information is located at the bottom of this page **[11808.B]**.

Need additional assistance?