

# LateralX LX5+: My tablet is not working

ID: 13302.1

Follow this troubleshooting guide to help resolve tablet issues for the BowFlex LateralX LX5+.

Some common complaints may include:

- Tablet damaged during shipping
- Tablet does not work out of box
- Tablet stopped working after some time

## **Tablet damaged during shipping or not working out of the box**

1. If the tablet arrived damaged, please contact BowFlex Customer Care to order a replacement tablet. Our contact information is listed at the bottom of this guide [\[13302.A\]](#).

## **Tablet stopped working after some time**

1. Please contact BowFlex Customer Care. We will help get you in contact with Samsung to diagnose tablet issues [\[13302.B\]](#). Please have the following information on hand prior to calling:
  - Your contact information (Name, phone number, email address)
  - Shipping address
  - Serial number for the tablet

## 1 Samsung Contact Information (Business Line)

In the event that you need to transfer a customer to Samsung for tablet issues that are not out-of-box issues, please call **866SAM4BIZ (866-726-4249)**. Hours of operation are 8 am – 9 pm EST. [\[11212.A\]](#)

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**On the warm transfer, please provide the following information to the Samsung representative:**

- Customer Name
- Business Phone Number - Customer's phone number
  - If that is not found, provide 1-800-BOWFLEX or 1-800-605-3369
- Alt Phone Number (if applicable)
- POC Email - Customer's email address
- Address for shipping - Customer's shipping address

- Serial Number - Serial number from the tablet. You will need to have this prior to the warm transfer and it is not stored in NetSuite