

# JRNY Embedded Consoles: Why isn't resistance registering on the console?

ID: 11812.2

**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 resolve issues with resistance displaying on your compatible machine's console. A list of compatible machines is listed above.

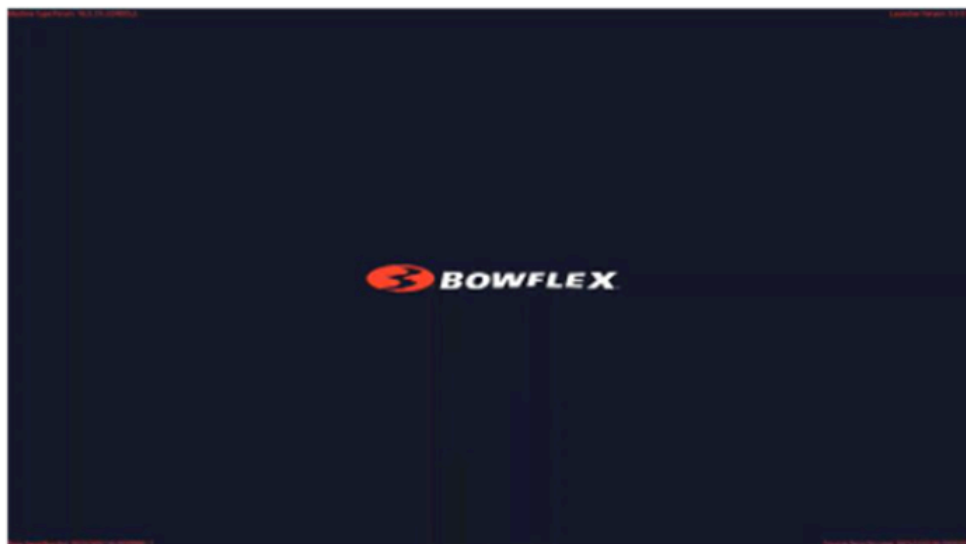
Some common complaints may include:

- Console not showing resistance
- Resistance not changing on console
- Resistance displayed incorrectly

## **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.

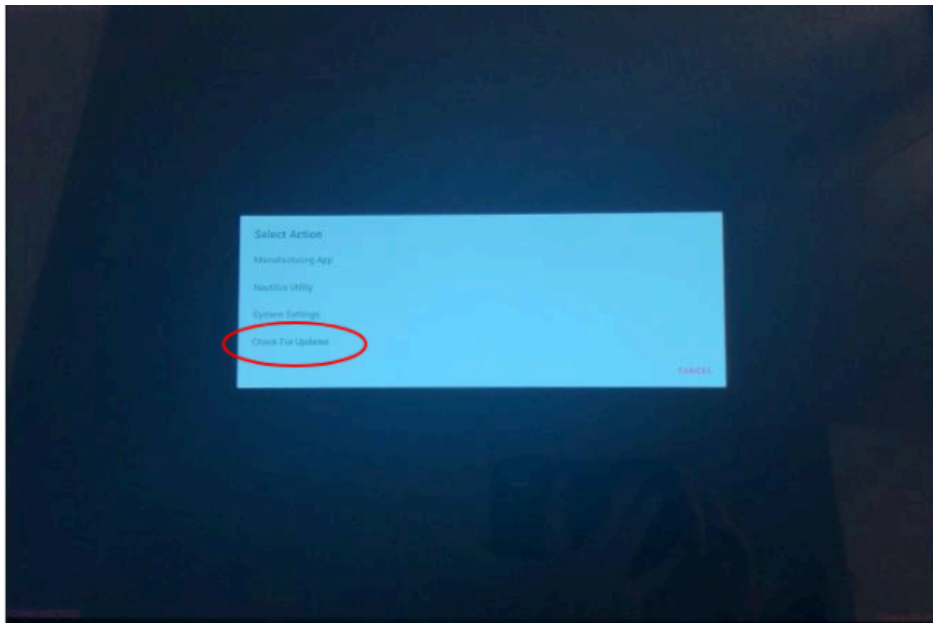
**(Reference 1.2)**



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.

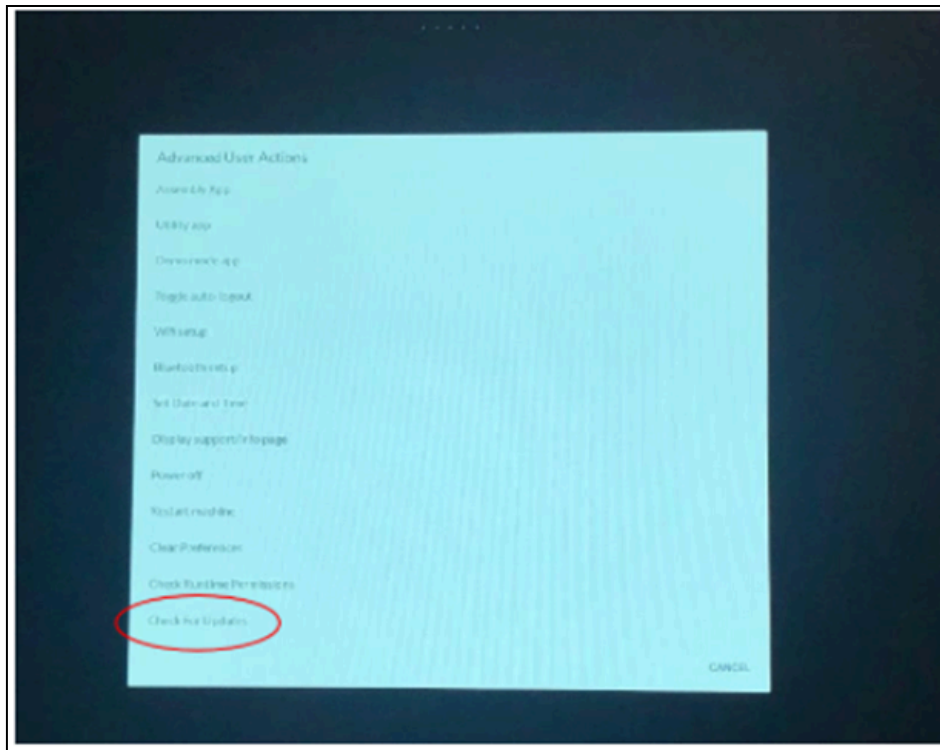
- 2. In the menu that appears, select "**Check for updates**" (**reference 1.3 and 1.4**). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

**(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. Resolving the issue is specific to each machine. Please see the relevant resistance troubleshooting guides for your machine:
  - **[BowFlex C7: Why isn't the resistance shown on the console? \[11812.A\]](#)**
  - **[Max Trainer M9: Why isn't the resistance changing when adjusted? \[11812.B\]](#)**
  - **[Max Trainer Max Total 16: Why isn't the resistance changing when adjusted? \[11812.C\]](#)**
  - **[Treadmill 7: Why isn't the incline adjusting? \[11812.D\]](#)**
  - **[Treadmill 10 and 22: Incline issues \[11812.E\]](#)**
  - **[VeloCore 16: Why isn't the resistance shown on the console? \[11812.G\]](#)**
  - **[VeloCore 22: Why isn't the resistance shown on the console? \[11812.H\]](#)**

### **Need additional assistance?**