

Max Trainer Max Total: How do I adjust the volume?

ID: 12099.1

Follow this troubleshooting guide to help adjust the console's volume on the Max Trainer Max Total.

Some common complaints may include:

- Volume is too low
- No volume
- No sound
- Can't hear my workout

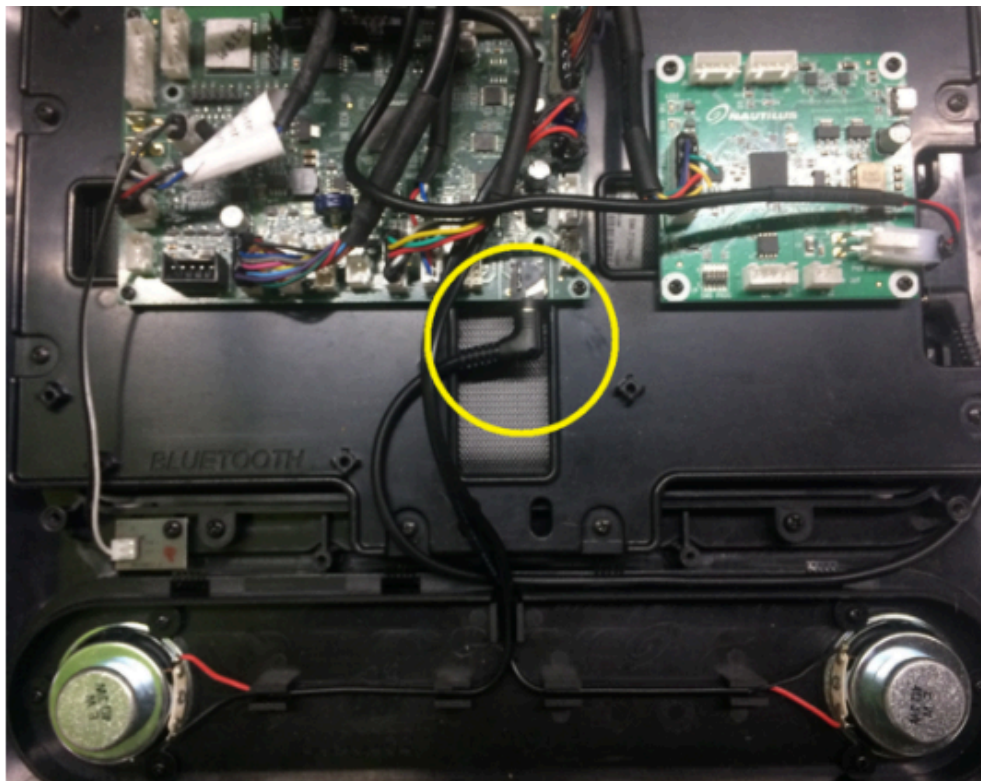
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Tap the music note symbol (🎵) at the top of the screen to open the volume settings.
1. Adjust the volume up, then press the plus button (+) on the back of the console a couple of times.
2. Test the audio on the console to ensure it is loud enough for you to hear [\[12099.A\]](#).
3. If the issue persists, check the audio cable inside the console. Using a Phillips head screwdriver, remove the 8 screws from the back of the console and check the audio cable (**reference 1**). Unplug the cord and plug it back in, making sure it is securely connected [\[12099.B\]](#).

(Reference 1)



The audio cable is located in the center of the back of the console, circled in yellow.

4. Follow the length of the cord to the other connection. Unplug this end as well and firmly reconnect to ensure a proper connection [\[12099.C\]](#).

Need additional assistance?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel:1-800-605-3369) for additional help or to order replacement parts. Some replacement parts may also be available for purchase [online here](#). A list of part numbers referenced within this guide can be located at the bottom of this page.

Customer Care - Hours of Operation:

Monday - Friday 6:00am - 5:00pm PST

The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options.

Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty.

2 Contact Tech Team / Advanced Troubleshooting

If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.

Submit a Case with case type [Advanced Troubleshooting](#)