

Max Trainer M6 & M8: How do I fix a frozen console while updating?

ID: 14237.2

Follow this troubleshooting guide to help resolve issues involving firmware updates on the Max Trainer M6 or M8.

Some common complaints may include:

- Console stuck on "UPDATING" screen
- Console stuck on "LOADING" screen
- Console is frozen during update
- Failed firmware update

Follow these steps to troubleshoot the issue

1. Please visit [JRNY Basic App Troubleshooting](#) for instructions on updating the JRNY app [\[14237.A\]](#).
2. If the console is stuck on the "**UPDATING**" screen but your device states the update is complete, the update has been complete and your machine needs to be power cycled to finish the update.
 - Unplug your machine from power. Wait a few moments, then plug it back in.
 - Wait for the console to finish the update process (which may include an additional power cycle) and see if the issue persists [\[14237.B\]](#).
3. Once the update is complete, disconnect your machine by pressing "**Skip This Step and Disconnect Machine**" at the bottom of your device's screen.
4. Open the Bluetooth settings menu in the upper right corner of the app to pair with your machine again and test if the issue persists [\[14237.C\]](#).

Need additional assistance?

1 Customer Care Contact Information

Please contact Customer Care at 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