

BowFlex IC Bike & Max Trainer SE: Metrics are not displayed on the console

ID: 16007.1

Common issue descriptions:

No workout metrics displayed
 Workout metrics are missing from console
 Heart rate, speed, resistance, watts, or other workout data is not visible
 Console only shows "App Connected"

Tools used in this guide: None

Estimated time to complete: Less than 5 minutes

Let's get started! We will check each of the components below to determine which is causing the issue.

1. [Display Metrics setting](#)

Change the Display Metrics setting

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 5 minutes

To fix this issue, we will need to re-enable the metrics in the settings of your machine's console.

- Power up the Console and make sure it is on the home screen - "PRESS START" will be displayed.
- Press and hold the **Enter/Start** button for 3 seconds to enter the Console Setup Mode. SYS UNITS IMPERIAL will be displayed.
- Press the **Enter/Start** button **five times** until **DISPLAY METRICS NO** is displayed:
 - Press the **Increase/Decrease** button to change the option to **DISPLAY METRICS YES**.
 - Press the **Pause/Stop** button to save and exit the System Menu.
 - The Console will display "SETTINGS SAVED" and then exit to the home screen.
 - The new settings will take effect the next time your bike is power cycled (turned off/back on)
- Power cycle your bike to enable the new settings [\[16007.A\]](#):
 - Unplug the power cord from your machine.
 - Wait 30 seconds (this step is important, as it allows the machine to power down completely).**
 - Plug the power cord back into your machine.

Reference 1



Step 1



Step 2



Step 3



Reference 2



Need additional assistance?

1 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

2 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.*