

# BowFlex HVT: Why is there no sound coming from the console? ID: 13318.1

Follow this troubleshooting guide to help resolve sound issues on the BowFlex HVT console.

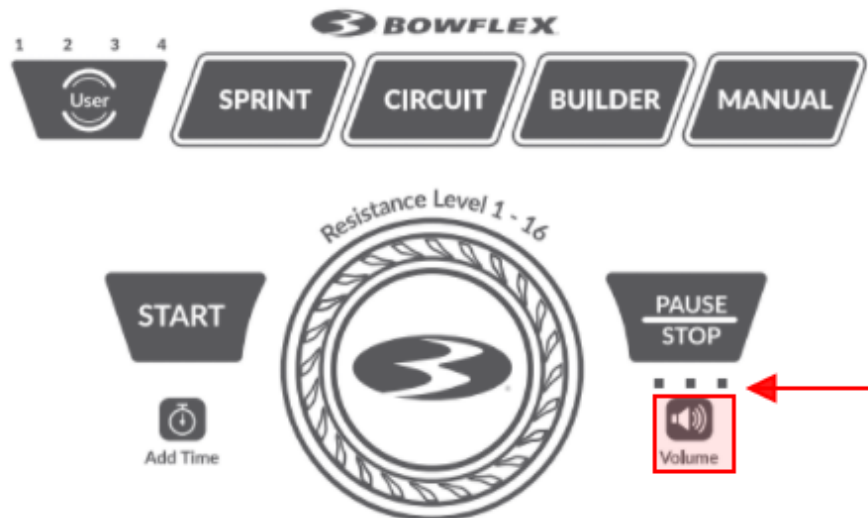
Some common complaints may include:

- Console doesn't make sound
- No sound from console

## Follow these steps to troubleshoot the issue

1. Check if the console lights up. If there are no lights on the console at all, please visit [BowFlex HVT: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. Look on the console for the volume button (**reference 1**). There should be three lights light above the volume button if it is turned up. If no lights are illuminated, press the volume button to see if the lights change and the sound turns up [\[13318.A\]](#). If the lights do not light up or any of the three buttons are lit up and there is no sound, [order a Console \[13318.B\]](#).

### (Reference 1)



The volume button is shown in the red square. The red arrow points to the lights that should be illuminated when the sound is turned up.

## Need to order replacement parts?

### 1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Console</b>	<b>8013419</b>

## 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**