

BowFlex Max Trainer SE: JRNY/other app disconnects, metrics do not update, or firmware will not update

ID: 15732.6

Common issue descriptions:

- JRNY or other app (i.e., Zwift) disconnects during a workout
- Metrics in JRNY or another app (i.e., Zwift) don't change or update during a workout
- JRNY firmware won't update
- Firmware update gets stuck

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.

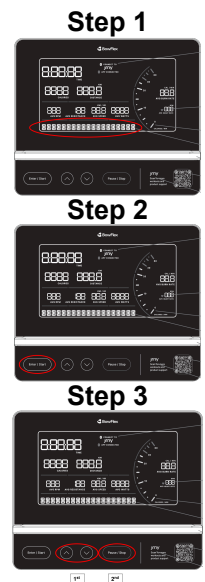
1. [Auto-connect settings](#)
2. [Update console firmware](#)

Change the auto-connect settings

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

To fix this issue, we will need to disable the heart rate monitor auto-connect setting on your Max Trainer's console.

1. Power up the Console and make sure it is on the home screen - "PRESS START" will be displayed.
2. Press and hold the **Enter/Start** button for 3 seconds to enter the Console Setup Mode.
3. Press the **Enter/Start** button **four times** until **AUTO CONNECT HR YES** is displayed:
 - a. Press the **Increase/Decrease** button to change the option to **AUTO CONNECT HR NO**.
 - b. Press the **Pause/Stop** button to save and exit the System Menu.
 - c. The Console will display "SETTINGS SAVED" and then exit to the home screen.
 - d. The new settings will take effect the next time your machine is power cycled (turned off/back on)
4. Power cycle your machine to enable the new settings [\[15732.A\]](#):
 - a. Unplug the power cord from your machine.
 - b. **Wait 30 seconds (this step is important, as it allows the machine to power down completely).**
 - c. Plug the power cord back into your machine.



Note: The Console will not search for a heart rate monitor in this state; please pair your heart rate device through JRNY or your preferred app. Please note that your heart rate will be displayed in the app instead of on the Console's display.

Update console firmware

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
USB drive	5 to 10 minutes

- If the firmware update will still not download, we can attempt to update the firmware via a USB drive using either option below:
 - Follow the [Firmware Update via USB Instructions](#) (step 4 of *IC Bike/Max Trainer SE Update Will Not Complete* topic) to download a copy of the firmware update file and email it to the customer.
 - [Order a USB Firmware Update Kit \[15732.B\]](#).

Need to order replacement parts?

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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
USB Firmware Update Kit	8031464

3 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](#)