

BowFlex Max Trainer SE: Console displays sample workout data or workout ends after five minutes

ID: 15505.1

Common issue descriptions:

- Console demo mode
- Console displays sample workout data
- Console displays "Connect to JRNY app" and "Get more workouts"
- Manual workout ends after exactly five minutes

Tools used in this guide: - None -

Estimated time to complete: Less than 5 minutes

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

- [Exit Console Demonstration Mode](#)

Turn off Console Demonstration Mode

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

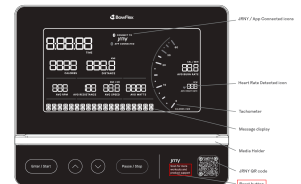
- We can determine whether Console Demonstration Mode is active with a couple of different methods:

- The console continuously displays sample workout information. Two prompts will also be displayed - "Connect to JRNY app" and "Get more workouts."
- A manual workout ends without user input after five minutes.

- To exit Demonstration mode:

- There is a hidden button on your machine's console; it is centered in the text to the left of the JRNY QR code.
- Press and hold the hidden button for three seconds.
- The settings will update the next time the machine goes to sleep [\[15505.A\]](#).

Step 2



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