BowFlex Max Trainer SE: Button issues

ID: 15498.2

Common issue descriptions:

> Buttons do not respond when pressed
> Nothing happens when pushing buttons
> Buttons don't work or are not responding
> Can't adjust settings using console buttons
> Can't adjust settings mid-workout

Tools used in this guide: None
Estimated time to complete: Less than 10 minutes.

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

1. [Verify the console powers on](#)
2. [Inspect the console for damage](#)
3. [Additional troubleshooting](#)

Verify the console is receiving power

Tools Required:	Estimated Time to Complete:
None	Less than 3 minutes

1. Check if the console of your machine turns on.
2. **If the screen is dark**, please visit [BowFlex Max Trainer SE: Power Issues](#) to continue troubleshooting.
3. **If the screen is on or lights up**, power cycle your machine using the power cord:
   a. Unplug the power cord from your machine
   b. Wait 30 seconds (this step is important, as it allows the machine to completely power down)
   c. Plug the power cord back into your machine
   d. Do not press any buttons while your machine starts back up.
4. Test if the issue persists [15498.A].
5. If the issue persists, continue troubleshooting in the next section.

Inspect the console for damage

Tools Required:	Estimated Time to Complete:
None	Less than 3 minutes

1. Check the console for any visible signs of damage, such as a cracked screen or damaged housing.
2. If the console is damaged, order a **Console** [15498.B].
3. If no damage is present, continue troubleshooting in the next section.

Additional troubleshooting

Tools Required:	Estimated Time to Complete:
None	Less than 3 minutes

1. Check if the console screen displays "App Connected".

- **"App Connected" is displayed**:
  - Your machine is connected to an App (such as JRNY or Explore the World). While connected:
    - Workout metrics will be displayed on the machine's console.
    - The buttons on the console cannot select, start, or stop a workout.
    - Select a workout in JRNY - follow the prompts in the app to begin the workout.
    - During your workout, you can still use the console buttons to adjust the resistance settings [15498.C].
- **"App Connected" is not displayed**:
  - Your machine is not connected to an App.
  - To connect your Max Trainer to JRNY, please visit JRNY Basic App Troubleshooting or www.JRNY.com/customer-service.
  - If "App Connected" is not displayed when you are connected to JRNY, press the START button on your console to check if the workout will begin.
  - If the START button does not begin a workout, order a **Console** [15498.D].

2. If you are able to select and start a workout but cannot adjust the resistance controls, please visit BowFlex Max Trainer SE: Resistance Issues to continue troubleshooting.

3. If the issue persists after all troubleshooting has been completed, please contact Customer Care to submit an Advanced Troubleshooting case to research this issue further. Our contact information is located at the bottom of this page.

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

Part Description	Part SKU
Console	**8027023**

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**