

# BowFlex Max Trainer SE: Speed/RPM/Burn Rate metric and 3rd Party App issues

ID: 15733.3

## Common issue descriptions:

- Speed and/or RPM is displayed incorrectly in a paired app
- Speed and/or RPM are missing from displayed metrics
- Low burn rate is displayed
- Lower burn rate than expected

**Tools used in this guide:** Mobile device with the JRNY app installed

**Estimated time to complete:** 15 to 20 minutes

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

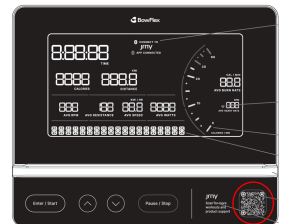
1. [Update the firmware](#)

## Update the console firmware

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
Mobile device with JRNY installed	15 to 20 minutes

Your Max Trainer uses the JRNY app to update the console firmware. If you don't already have a JRNY account, you can create a free account by scanning the QR code in the lower right corner of the console.

### Step 1



1. Instructions for [performing firmware updates](#) are available on JRNY.com.
2. If you do not already have a JRNY membership, we will need to [create a JRNY account](#) to download the update.
3. Download the JRNY app from the App Store or Google Play Store. Once downloaded, open the JRNY app and log into your profile using the credentials from Step 2.
4. Next, we will connect your mobile device to your equipment:
  - a. In the JRNY app, tap the Bluetooth icon in the upper right corner of the screen.
  - b. Select your machine from the list to begin the pairing process.
5. Once your machine is connected to the JRNY app, we're ready to start the firmware update:
  - a. Follow the prompts in the JRNY app on your phone or tablet.
  - b. Your phone should have at least 50% battery or be plugged in during this process.
  - c. Please keep your device within 10 feet (3 meters) of your machine.
  - d. The update process will take approximately 10 to 15 minutes to complete [\[15733.A\]](#).
6. If the firmware update will still not download, we can attempt to update the firmware via a USB drive using either option below:
  - o 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 \[15733.B\]](#).

### **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>
<b>USB Firmware Update Kit</b>	<b>8031464</b>

## 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**