Schwinn 490 Elliptical: Heart Rate Monitor issues

ID: 15340.1

Common issue descriptions:

>Heart rate monitor does not work
>
>Heart rate monitor will not connect
>
>Can't pair heart rate device to the machine
>
>Heart rate from Bluetooth® monitor doesn't display on the console
>
>No heart rate is shown on the console when using a heart rate armband

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.
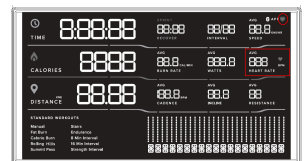
1. [How to pair a heart rate monitor](#)
2. [Heart rate monitor](#)

How to pair a heart rate monitor

Tools Required:	Estimated Time to Complete:
None	Less than 5 minutes

1. Before we begin, the Bluetooth® Low Energy (BLE) heart rate monitor should be disconnected from any previously paired devices, such as other exercise equipment or a phone/tablet:

   Steps 4 and 5

   - Unpair the heart rate monitor using the manufacturer's instructions, or we can turn Bluetooth® settings off on the other device.
   - If the heart rate monitor is not unpaired, it will connect to the other device instead of your elliptical.
2. Let's start with your machine plugged in and ready to start a workout.
3. Put on your Bluetooth® Low Energy (BLE) heart rate monitor and turn it on/activate it.
4. Do not press the on/off or activation button on the monitor more than once during the pairing process. Otherwise, the console may not be able to find your monitor.
5. The console will actively search for any nearby heart rate monitors.
   - While searching, the Bluetooth® Heart Rate Monitor Connected icon will rapidly flash in the upper right corner of the screen.
   - Any heart rate devices previously connected to the elliptical will be disconnected during this process.
   - If a previously connected device is powered on and within range, the console may find it again if unable to locate the monitor we are trying to pair with now. Return to Step 1 to disconnect the heart rate monitor and attempt pairing again.
6. When connected, the Bluetooth® Heart Rate Monitor Connected icon will flash with your pulse, and your current heart rate value will be displayed on the console [15340.A]. You are now ready to work out!

Check the heart rate monitor

Tools Required:	Estimated Time to Complete:
None	Less than 5 minutes

1. Check that the heart rate monitor can power on [15340.B].
    - If the monitor has a rechargeable battery, plug it in and allow it to charge for several hours before attempting to pair it with your machine.
    - If the monitor has replaceable batteries, install new batteries and test if it will connect to the machine.
2. If the issue persists, refer to the manufacturer's troubleshooting for the heart rate monitor for additional instructions [15340.C].

Need additional assistance?

1 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**