

# Max Trainer Max Total: Why isn't my heart rate monitor working?

ID: 12096.3

Follow this troubleshooting guide to help resolve issues involving Bluetooth heart rate monitors on the Max Trainer Max Total. Troubleshooting for the heart rate contact plate sensors on the Max Trainer M6 can be found here: [Max Trainer Max Total: Why aren't the heart rate contact plates working?](#)

Some common complaints may include:

- Heart rate monitor won't connect
- Heart rate monitor working intermittently
- Bluetooth not working
- Heart rate freezing during workout

## Follow these steps to troubleshoot the issue

1. Check that the heart rate monitor you are using is Bluetooth-enabled. Please see the manual included with your device for the manufacturer's instructions [\[12096.A\]](#). The BowFlex heart rate strap instructions can be [found here](#).
2. Check if the battery needs to be charged. Press the On/Off LED button on the strap. Observe the color of the LED button. If the battery is low, the strap will flash red several times. If the battery is empty, the button will not flash at all. In either case, please charge the heart rate monitor and attempt to connect once fully charged [\[12096.B\]](#).
3. If the issue persists, check the optical sensor in the clear window on the underside of the strap. The heart rate monitors ships with a plastic protective sheet over the optical sensor. Please remove the sheet if you have not done so already [\[12096.C\]](#).
4. Wipe the optical sensor with a clean, dry cloth and put the strap back on. The strap should be placed on the underside of your forearm with the optical sensor contacting bare skin. Once connected, the flashing blue light should slow to match your heart rate [\[12096.D\]](#).
1. Ensure that the Bluetooth settings are enabled on the console. Press and hold the **User** button to enter the settings menu. Press and hold the **ENTER/START** button until the display reads **ENABLE BLE HR**. Use the **Resistance Level** increase or decrease buttons to adjust the value to **YES**. Press **ENTER/START** to apply the changes [\[12096.E\]](#).
2. If the Bluetooth setting 'ENABLE BLE HR' continues to turn itself off, an update is required. Update the BowFlex JRNY app on your device (phone/tablet). Use the JRNY app on your device to sync to your machine and update the firmware [\[12096.F\]](#)
3. If the issue persists, unplug your machine from power and plug it back in. The heart rate should begin working normally again [\[12096.G\]](#).
4. If you are still unable to pair your heart rate monitor with your machine, please contact the manufacturer of your device for further assistance [\[12096.H\]](#).

## 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**