Schwinn 190 & 290 Bikes: Bike will not update using JRNY

ID: 14676.2

Follow this troubleshooting guide to help resolve issues while syncing/connecting your device to your Schwinn 190 or 290 bike through the JRNY mobile app.

<u>*Some common complaints may include:*</u>

- *Phone won't connect to bike*
- *Can't connect to JRNY*
- *Bike not syncing with app*
- *JRNY isn't working*
- *0F error*

Please note: The Schwinn 190 and 290 are both standalone bikes that can be used even if JRNY is not working

Follow these steps to troubleshoot the issue

1. Power cycle your machine - unplug the power adapter from both the bike and the wall. Leave the adapter removed for around 2 minutes, then plug both ends of the adapter back in. Once the bike is powered on, try connecting to JRNY again to see if the issue is resolved **[14676.A]**.

2. If the issue persists, make sure that the JRNY app is updated to the latest version. You can check for app updates on the JRNY page in the App Store or Google Play Store. Download and install any available updates. Once updates are finished installing, try connecting to JRNY again to see if the issue is resolved **[14676.B]**.

3. If the issue persists, confirm that you are pairing through the JRNY app and not through your device's Bluetooth settings. If your machine isn't paired through the JRNY app, your machine and device will not be able to communicate workout data **[14676.C]**.

4. If the issue persists, test JRNY on a device with a different operating system (iOS or Android) than the one you currently use **[14676.D]**.

5. If the issue persists, update the firmware using a USB flash drive, following the instructions below **[14676.E]**. Please note that the update will cause the screen to be dark and appear to be off during the update process.

   a. [Click here to download a copy of the Schwinn 190 and 290 Bike Firmware Update](#).
   b. Open the zip file and drag both files into the root folder of a FAT32 USB drive.
   c. Unplug the power cord from your machine before inserting the USB stick.
   d. Once the USB stick is firmly inserted, plug your machine back into power.
   e. When your machine reboots, it will automatically select the correct firmware update to install based on its modality.
   f. Your console should not do anything (including light up) for approximately 60 seconds - this indicates the update has begun and is completely normal.
   g. After approximately 1 minute, the screen will briefly come on to display "THANKS FOR CHOOSING SCHWINN CARDIO"
   h. After approximately 15 seconds, your machine will begin installing the update. The display will change from "UPDATING BLE" to "UPDATING SOUND", and then to "UPDATING SENSOR."
   i. When all updates are complete, the screen will go dark for a few seconds, then reboot to the Power-Up Mode screen.
      - The USB stick can be removed from the USB port.
      - Failure to remove the USB stick will cause your bike to attempt firmware updates each time it is powered on.
   j. Customers may be required to perform a second console firmware update after pairing JRNY to their bike:
      - UPDATE REQUIRED will be displayed
      - Connect the JRNY Android app to your bike's console

- Follow the prompts displayed to complete the firmware update.
- Instructions for completing the update are located in the BYOD + Updates section of JRNY Basic App Troubleshooting

6. If your console lights up within a few seconds instead of being totally dark for 60 seconds, the update isn't being installed. Try to install the firmware update again, making sure that the power cord is unplugged from your machine and the USB stick is firmly inserted **[14676.G]**.

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 Parts Reference Table

Model & Part Description	Part SKU
Console	**8026988**
Firmware Update Kit	**8030553**

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**