

Schwinn Journey 1.0: Why won't my heart rate monitor connect?^{ID: 12314.1}

Follow this troubleshooting guide to help resolve issues involving the heart rate monitors for the Schwinn Journey 1.0 upright bike. To troubleshoot the heart rate contact grips, please see [Schwinn Journey 1.0: Why aren't the heart rate sensors working on my bike?](#) to troubleshoot.

Some common complaints may include:

- Heart rate not registering
- Heart rate monitor not connecting

Follow these steps to troubleshoot the issue

1. Ensure the chest strap is "POLAR" compatible and uncoded. Place the heart rate chest strap against bare skin, just below the chest muscles, and buckle it [\[12314.A\]](#).
2. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[12314.B\]](#).
3. Ensure the strap is facing up and the contact areas are damp. If the strap is dirty, remove it and clean it with mild soap and water. Thoroughly dry once clean. Do not submerge the strap in water [\[12314.C\]](#).
4. Move the machine away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc. [\[12314.D\]](#).
5. If your bike has a User Profile option that allows you to disable the WIRELESS HR setting, verify the WIRELESS HR setting is enabled. Reference the Owner's Manual for instructions on enabling this option. User manuals can be found [online here](#) [\[12314.E\]](#).
6. Test the heart rate monitor for operation. Moisten fingers and hold the back of the strap tight. While holding center part to your ear, there should be a faint ticking noise like a watch. If no ticking, try replacing the batteries. If the issue persists, replace the heart rate monitor (see [Heart Rate Monitor Compatibility by Model](#)) [\[12314.F\]](#).

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