BowFlex Max Trainer SE: Heart Rate Monitor issues

ID: 15496.4

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 my 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. [Console settings](#)
2. [How to pair a heart rate monitor](#)
3. [Heart rate monitor power](#)

Check the console settings

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

Are you pairing your Max Trainer to an app, such as JRNY, Peloton, or Zwift?

Your Max Trainer SE can establish one Bluetooth connection at a time, either to your heart rate monitor or the app. Depending on how you're pairing, the AUTO CONNECT HR setting may need to be updated.

Max Trainer is connected to an app

1. Please visit [BowFlex Max Trainer SE: JRNY/other app disconnects, metrics do not update, or firmware will not update](#) to <u>disable</u> the AUTO CONNECT HR setting on the console, then return to this guide.
2. Once the settings are updated:
   a. Pair the desired app with your bike
   b. Pair the heart rate monitor through the app
   c. During a workout, your heart rate will be displayed in the app [15496.D].
3. If the issue persists, [continue troubleshooting in the **Check the heart rate monitor** section](#).

Max Trainer is not connected to an app

We will need to check if the heart rate monitor auto-connect setting on your Max Trainer's console is disabled:

1. Power up the Console and make sure it is on the home screen - "PRESS START" will be displayed.

2. <u>Press and hold the **Enter/Start** button for 3 seconds</u> to enter the Console Setup Mode.

3. <u>Press the **Enter/Start** button **four times**</u> until **AUTO CONNECT HR YES** or **AUTO CONNECT HR NO** is displayed.
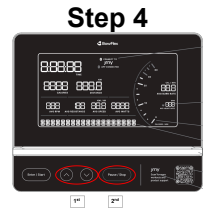
4. If **AUTO CONNECT HR NO** is displayed:

Step 1

Steps 2 - 3

Step 4

a. Press the **Increase/Decrease** button to change the option to **AUTO CONNECT HR YES**.

b. Press the **Pause/Stop** button to save and exit the System Menu.

c. The Console will display "SETTINGS SAVED" and then exit to the home screen.

5. Power cycle your machine to enable the new settings [15496.E]:

a. Unplug the power cord from your machine.

b. Wait 30 seconds (this step is important, as it allows the machine to power down completely).

c. Plug the power cord back into your machine.

Note: The Console will not search for an app to pair with while in this state; you will not be able to connect to JRNY or another app. Your heart rate will be displayed inside the Tachometer on the Console display.

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:
   - 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 Max Trainer.
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.
   Make sure the strap is placed directly against the skin and the contact area is damp for best results.
4. Do not press the on/off or activation button on the heart rate monitor more than once during the pairing process. Otherwise, the console may not be able to find your device.
5. The console will actively search for any nearby heart rate monitors.
   - Any heart rate devices previously connected to your Max Trainer 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 be displayed in the Tachometer [15496.A]. You are now ready to work out!

Steps 5 & 6
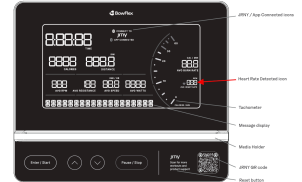
Check the heart rate monitor

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

1. Check that the heart rate monitor can power on [15496.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 [15496.C].

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**](#)