BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Peloton & Connected Exercise Equipment

Peloton, iFIT on NordicTrack & ProForm, and BowFlex JRNY — explained in plain English, one step at a time

A plain-English guide for home exercisers and their families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Peloton, NordicTrack, ProForm, BowFlex & similar machines · facts current November 2026

What's Inside

This is your guide to exercise machines with screens: Peloton bikes and treadmills, NordicTrack and ProForm machines with iFIT, BowFlex with JRNY, and the apps that bring classes to any machine. Read it in any order and at your own pace — there is no test, and you can't fall behind. Every feature comes with what it actually does *for you*, and every job comes with slow, numbered steps. Before starting any new exercise, talk to your doctor.

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PART 1

Getting Started

What "connected" exercise equipment really is, the Peloton machines on sale today, and what the memberships cost and include.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe there's a Peloton Bike in the spare room that hasn't been ridden since the family member who bought it moved out. Maybe you're thinking about a treadmill with a screen so you can walk through the winter without slipping on the ice. Or maybe your doctor said "get moving" and the grandkids said "get a Peloton." Whichever it is, this guide is for **you**.

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks here in Portage County feel at home with theirs. Exercise machines have quietly become computers: they have touchscreens, Wi-Fi, accounts, passwords, monthly bills and software updates. I wrote this guide the way I'd explain it standing next to your bike: patiently, in plain English, and without trying to sell you anything.

What this guide will do for you

- Explain what Peloton, iFIT (on NordicTrack and ProForm machines) and BowFlex's JRNY app actually are, and what each one costs as of November 2026.
- Walk you through Wi-Fi, profiles for everyone in the house, and taking your first class.
- Show you how to connect a heart-rate monitor or watch, and what the numbers on the screen do and don't mean.
- Explain what still works if you stop paying, and how to pause or cancel a membership.
- Help you buy (or sell) used equipment without surprise fees or scams.
- Cover the safety basics, especially treadmills around children and pets.

The big promise: you can't break it

Tapping the wrong thing on the screen won't hurt the machine. If a class isn't right for you, tap **End** or simply stop pedaling. If the screen freezes, a restart almost always fixes it. The few things that truly matter for safety — the treadmill safety key, children and pets near moving parts, and listening to your body — I'll mark clearly.

STAY SAFE

Before you start any new exercise

Talk to your doctor before starting a new exercise routine, especially if you have a heart condition, high blood pressure, joint problems, balance trouble or have been inactive for a while. The machine and its app don't diagnose anything, and the numbers on the screen are estimates. If you feel chest pain, severe shortness of breath or faintness, stop and call 911.

WHAT THIS DOES FOR YOU

Why this matters

A machine at home means you can exercise in any weather, at any hour, at your own pace, with an instructor cheering you on. Once the technology stops being in the way, it's much easier to keep the habit.

And I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question, especially about a screen that keeps asking for a password you never set.

Let's start with what "connected" really means.

— Bill

CHAPTER 2

What "Connected" Exercise Equipment Means

A **connected** exercise machine is a bike, treadmill, rower or other machine with a screen and an internet connection. The machine itself works much like any other. What's new is the screen: it streams live and recorded classes, keeps track of your workouts, and on some models changes the resistance or incline for you.

The three pieces

- **The machine** — the bike, treadmill or rower. You buy it once.
- **The membership** — a monthly or yearly subscription that unlocks the classes. This is the part that keeps costing money.
- **The account** — an email address and password that ties your workouts and your membership together. Each person in the house can have their own profile.

The main names you'll hear

Name	What it is	Classes come from
Peloton	Bikes, treadmills (Tread) and a rower, plus the Peloton App	Peloton All-Access or app memberships
NordicTrack & ProForm	Treadmills, bikes, ellipticals and rowers made by iFIT Health & Fitness	iFIT membership (Train or Pro)
BowFlex & Schwinn	Bikes, treadmills and strength gear, owned by Johnson Health Tech since 2024	JRNY membership on JRNY-compatible machines
Others	Echelon, Hydrow, Tonal and many more	Each brand's own app

The question to ask first

Before buying anything, ask: **what does this machine do if I stop paying the membership?** Some machines work fine on their own, with a basic "just ride" or manual mode. Others become a much plainer machine without the subscription. Chapter 17 explains what works without one.

GOOD TO KNOW

A word on screens and cameras

Some newer machines include a camera for features like counting your strength reps. It's worth knowing it's there and how to cover it or turn the feature off. Chapter 23 covers privacy.

WHAT THIS DOES FOR YOU

What this does for you

Knowing that the machine, the membership and the account are three separate things makes every later decision easier: which to buy, what to cancel, and what to keep.

CHAPTER 3

The Peloton Lineup & What It Costs

In October 2025 Peloton replaced its machines with a new **Cross Training Series**. The older models are now called the **Original Series**; many are still in homes and still work with the membership. Here's the current family in plain words.

Machine	What it is	List price at launch (Oct 2025)
Bike	Indoor cycling bike with a screen; you turn a knob to change resistance	$1,695
Bike+	Bigger screen that swivels for floor workouts; can change resistance for you	$2,695
Tread	Treadmill with a screen	$3,295
Tread+	Larger treadmill with a slatted belt	$6,695
Row+	Rowing machine with a screen	Varies; check onepeloton.com

Peloton runs sales often. During its 2026 Labor Day sale, for example, the Bike sold for $1,445 and the Bike+ for $1,995. Treat the prices above as a starting point, not a quote, and check **onepeloton.com** on the day you shop. Delivery, accessories (shoes, weights, a mat) and the membership are extra.

Peloton IQ

The new machines come with **Peloton IQ**, Peloton's name for its personalized coaching features: suggested plans and classes, and estimates of how you're doing. On the Plus models, a built-in camera can count strength repetitions and give feedback on form. You don't need any of it to take a class.

Which one makes sense?

- **Bike** — gentlest on the knees and hips for most people; the easiest to get on and off safely; takes about the space of a small desk.
- **Tread** — good for walking indoors, but think hard about balance and about children or pets in the house (Chapter 21).
- **Rower** — a full-body workout, but you sit low to the floor; getting up and down matters.
- **No machine at all** — the Peloton App works on a phone or tablet for walking, strength, yoga and stretching (Chapter 4).

TIP

Try before you buy

If you can, try a machine in a store or at a friend's house before spending thousands. Sit on the bike, check that you can reach the screen, and make sure you can step on and off comfortably.

HEADS UP

Financing adds up

Machines are often advertised as a monthly payment. Remember to add the membership on top, and read the financing terms. A low monthly figure can hide a long commitment.

CHAPTER 4

Peloton Memberships Explained

Peloton sells several memberships. The names are confusing, so here they are side by side. Prices went up in October 2025 and are shown as of November 2026.

Membership	About	What it's for
All-Access	$49.99 a month	For a Peloton Bike, Tread or Row in your home. Everyone in the household can have a profile.
App+	$28.99 a month	The Peloton App on a phone, tablet or TV, including cycling, running and rowing classes on any equipment.
App One	About $13–$16 a month	The Peloton App for floor workouts: strength, yoga, walking, stretching and more.
Strength+	$9.99 a month	Strength workouts only, in a separate app.

Which one do you need?

- **You own a Peloton Bike, Tread or Row** and want classes on its screen: **All-Access**.
- **You have a different brand of bike or treadmill** (or a gym membership) and want Peloton classes on a phone or tablet: **App+**.
- **You don't have a machine** and want walking, strength, stretching or yoga at home: **App One**.

GOOD TO KNOW

One household, one All-Access

All-Access covers the people who live at one home address, with up to 20 profiles. It isn't meant to be shared with family who live elsewhere. Chapter 7 covers profiles.

TIP

Yearly can cost less

Peloton offers yearly billing on some memberships, which works out cheaper than paying monthly. Only choose it if you're confident you'll keep going for a year.

HEADS UP

Where you sign up decides where you cancel

If you start an app membership through the Apple App Store or Google Play, you cancel it there, not on Peloton's website. Chapter 19 walks through both.

WHAT THIS DOES FOR YOU

What this does for you

Picking the right membership can save you real money every month. Many people who never ride a bike only need the smaller app membership.

PART 2

Setting Up Your Peloton

Where to put the machine, getting it on your Wi-Fi, a profile for each person in the house, and finding a class that suits you.

CHAPTER 5

Where It Goes & Turning It On the First Time

New Peloton machines are usually delivered and set up for you; the delivery team assembles the machine and places it. Whether it's new or used, a few minutes of thought about where it lives makes every workout easier and safer.

Pick the spot

- A level, solid floor. A mat underneath protects the floor and keeps the machine from creeping.
- Near a wall outlet, so the power cord doesn't cross a walkway. Avoid extension cords for treadmills.
- Good Wi-Fi. Check that your phone gets a strong signal in that spot before the machine arrives.
- Clear space around it: room to get on and off without twisting, and extra room behind a treadmill (Chapter 20).
- Somewhere you'll actually use it. A machine in a bright room you pass every day gets used more than one in a cold basement corner.

The first time you turn it on

1. Plug the machine into the wall and turn it on. On a Bike, the power button is usually on the back or top of the screen.
2. Wait for the screen to start up. The first start can take a few minutes, especially if it needs a software update.
3. Choose your language and connect to Wi-Fi (Chapter 6).
4. Sign in with the Peloton account email and password used when the machine was bought, or create a new account if you bought it used (Chapter 18).
5. Follow the screen to activate the membership. On a new machine bought from Peloton, it's usually linked to the buyer's account already.
6. Create your own profile: a name, a photo if you like, and your weight and height, which the screen uses for its estimates.

TIP

Write it down now

Write the account email, the password and the machine's serial number on the Cheat-Sheet in Chapter 25. You'll need them for support, for a used-equipment activation, and if you ever sell it.

STAY SAFE

Bike shoes and clips

Peloton Bikes use clip-in pedals. Practice clipping in and out a few times while holding the handlebars before your first class, and ask about pedals or shoes that suit you if clipping in is hard on your knees or ankles.

WHAT THIS DOES FOR YOU

What this does for you

A safe, well-lit spot with good Wi-Fi means fewer frozen classes, fewer trips over cords, and a machine you're more likely to use.

CHAPTER 6

Getting Your Machine on Wi-Fi

Every class streams over the internet, so a steady Wi-Fi connection matters more than anything else. The good news: Peloton's screens are easy to connect.

What the machine needs

- Your home Wi-Fi name and password. Peloton screens work on both **2.4 GHz and 5 GHz** Wi-Fi.
- A connection that can handle video. Peloton recommends at least about 10–15 Mbps for the Tread and Bike+; most home internet plans are far faster.
- A normal home network. Wi-Fi that makes you sign in on a web page first — common in hotels, some apartment buildings and senior communities — is **not supported**.

Connecting, step by step

1. On the machine's screen, open the Wi-Fi settings. During first setup you're taken there automatically; later, look for the Wi-Fi symbol or **Settings**.
2. Tap the name of your home Wi-Fi in the list.
3. Type the password carefully. Capital letters matter. Tap the eye symbol, if there is one, to see what you typed.
4. Tap **Connect** and wait. A check mark or "Connected" means you're done.

Wired is even steadier

If the machine sits far from the router, a network cable can help. Peloton recommends a wired connection where possible; the Bike+ needs a USB-C to Ethernet adapter, which isn't included. A mesh Wi-Fi system with a unit near the machine is another good fix.

> **TIP**
>
> **If the Wi-Fi name isn't in the list**
>
> Move a phone next to the machine and see whether it gets a signal there. If the phone struggles, the machine will too. Restart the router (unplug it for 30 seconds), then restart the machine and try again. Chapter 16 has more fixes.

WHAT THIS DOES FOR YOU

What this does for you

A solid connection means classes that don't freeze halfway up a hill, and workouts that save properly to your history.

CHAPTER 7

Profiles for Everyone in the House

With an All-Access membership, everyone who lives in your home can have their own profile on the same machine — up to 20 in all. Each profile keeps its own class history, settings and progress, so your numbers don't get mixed up with your spouse's.

Adding a person

1. If someone is signed in, sign out first (tap the profile picture, then **Log Out**).
2. On the login screen, tap **Add Profile**.
3. If the person already has a Peloton account (for example, from using the Peloton App), sign in with their email and password.
4. If not, choose **Create Account** and follow the steps. They'll need their own email address.
5. Next time, each person simply taps their own picture on the login screen.

The rules

- All-Access covers members of one household at one home address, with up to 20 profiles.
- App memberships (App One, App+) are for one person.
- A machine used without any membership allows one profile.

TIP

Set your own weight

Each profile stores its own weight and height, which feed the calorie estimate. Update yours now and then so the numbers stay as sensible as an estimate can be.

HEADS UP

Grandkids and profiles

Children shouldn't use the machines (Chapter 21). If an older teenager in the house does, give them their own profile so their workouts and leaderboard name aren't attached to yours.

WHAT THIS DOES FOR YOU

What this does for you

Everyone gets credit for their own workouts, and nobody accidentally changes your settings or erases your streak.

CHAPTER 8

Finding & Taking a Class

The classes are the heart of a Peloton. There are thousands of recorded classes, plus live ones on a schedule. You don't need to keep up with the instructor; you can go at your own pace.

Live or on demand

- **Live** classes happen at a set time. Other members ride along, and the instructor may call out names.
- **On-demand** classes are recordings you can start any time and pause when you need to.

Narrowing down the list

The list of classes can be overwhelming. Use the **filters** (often a funnel symbol or a **Filter** button) to choose:

- **Duration** — start with 5, 10 or 20 minutes.
- **Class type** — look for words like "Low Impact," "Beginner," "Walking" or "Recovery."
- **Instructor** — once you find one you like, you can follow them.
- **Music** — some people pick by decade or genre.

Taking your first class

1. Pick a short beginner or low-impact class.
2. Tap the class to see a preview, then tap **Start**.
3. Warm up gently. Ignore any number the instructor calls out that feels too hard; go easier.
4. Tap the screen to pause if you need a break or a drink of water.
5. When you're done, cool down for a few minutes before getting off, and hold the handlebars or rails as you step down.

> **TIP**
>
> **"Just Ride" and "Just Run"**
>
> If you don't want a class at all, look for **Just Ride** on the Bike or **Just Run** on the Tread. It's an open workout where you set the pace and the screen simply shows your numbers. Chapter 17 explains which features work without a membership.

STAY SAFE

You're the boss of the pace

Instructors are motivating, but they don't know your body. It's always fine to slow down, lower the resistance or stop. Dizziness, chest pain or unusual shortness of breath means stop now, and call 911 if it doesn't pass quickly.

WHAT THIS DOES FOR YOU

What this does for you

A short, gentle class at your own pace is how habits start. Five minutes counts.

PART 3

NordicTrack, ProForm, BowFlex & Other Machines

iFIT memberships, using a NordicTrack or ProForm with or without iFIT, what changed at BowFlex, and using the Peloton App on someone else's machine.

CHAPTER 9

iFIT Memberships: Train & Pro

NordicTrack and **ProForm** machines are made by the same company, iFIT Health & Fitness. Their screens run **iFIT**, a service with trainer-led workouts, scenic walks and runs filmed around the world, and machines that can change speed, incline and resistance for you during a workout.

The two plans

In March 2024 iFIT replaced its old Individual and Family plans with two new ones, **Train** and **Pro**. People who were already members kept their existing price.

Plan	About (as of November 2026)	In short
iFIT Train	About $15 a month, or $144 a year	The basic plan for using iFIT workouts.
iFIT Pro	About $39 a month, or $396 a year	The fuller plan, with more equipment and people covered.

iFIT often runs sales and multi-year offers, and a new machine usually comes with a trial or a bundled membership. Check **ifit.com** for today's price and exactly what each plan covers before you renew.

The words you'll see on screen

- **SmartAdjust** — the machine learns from your workouts and adjusts the difficulty.
- **ActivePulse** — uses a heart-rate monitor to adjust speed or resistance to keep your heart rate in a target zone (Chapter 15).
- **AI Coach** — iFIT's personalized suggestions and plans.

HEADS UP

Auto-renewal

Many machines come with a free year of iFIT that turns into a paid membership automatically. Put the renewal date on your calendar and decide before it arrives. Chapter 19 shows how to cancel.

WHAT THIS DOES FOR YOU

What this does for you

Knowing what each plan includes means you pay for what you'll really use, not for features you never touch.

CHAPTER 10

Using a NordicTrack or ProForm

The most reassuring fact about these machines: **a NordicTrack treadmill always works in manual mode**, with or without an iFIT membership. iFIT is needed only for the coached, interactive workouts.

A simple manual workout

1. Stand on the side rails, not the belt. Clip the safety key to your clothing and insert the key (Chapter 21).
2. Press **Start** on the console. The belt begins slowly.
3. Step on carefully while holding the handrails.
4. Use the **speed** and **incline** buttons (or the quick-pick numbers) to set a pace that feels comfortable. The screen shows your time and distance.
5. When you're done, lower the speed gradually, press **Stop**, and wait for the belt to stop completely before stepping off.

Using iFIT workouts

1. Connect the machine to your Wi-Fi from the console's settings (the gear symbol on most touchscreens).
2. Sign in with your iFIT account email and password.
3. Browse workouts by type, length or trainer, or pick a scenic walk.
4. Tap **Start**. If the workout changes speed or incline on its own, you can always override it with the buttons — the machine follows you.

> **TIP**
>
> **If iFIT changes the speed too much**
>
> Pressing the speed or incline buttons during a workout overrides the trainer's setting. If that happens often, choose easier workouts, or turn off automatic adjustment in the workout settings if your model offers it.

GOOD TO KNOW

Without a membership

If you let iFIT lapse, you keep manual mode and a limited set of workouts. You lose the trainer classes, scenic videos and automatic adjustments.

WHAT THIS DOES FOR YOU

What this does for you

You never have to pay a subscription just to walk on your own treadmill. The membership is an extra you can try, keep or drop.

CHAPTER 11

BowFlex & the JRNY App After the 2024 Sale

BowFlex (the company used to be called Nautilus) makes treadmills, bikes, the Max Trainer and its well-known strength gear. If you own one, you may have heard it went bankrupt. Here's what actually happened, in plain words.

What changed

- In March 2024 BowFlex filed for Chapter 11 bankruptcy.
- In April 2024 its brands — **BowFlex**, **Schwinn** fitness and the **JRNY** app — were sold to **Johnson Health Tech**, a large fitness-equipment maker.
- The new owner kept the product line and the JRNY app running, but took on only limited responsibility for the old company's obligations.

What JRNY is

JRNY is BowFlex's app and membership for its connected machines. It offers coached workouts on the machine's screen or on a tablet, depending on the model. One membership covers up to five JRNY-compatible machines in your home.

In the App Store, as of 2026, JRNY plans listed at roughly **$12 to $20 a month**, or about **$149 a year** for the fuller plan. Prices vary, so check the JRNY app or BowFlex's website before you sign up.

If you own older BowFlex gear

- Dumbbells, home gyms and many Schwinn bikes don't need JRNY at all.
- Keep your receipt and serial number. If you have a warranty question, contact BowFlex support through bowflex.com and ask how your warranty is being handled.
- Keep the JRNY app updated so it continues to work with your machine.

HEADS UP

"BowFlex refund" calls and emails

News of the bankruptcy is the kind of thing scammers use. Nobody legitimate will call to offer a "bankruptcy refund" in exchange for your card number or a fee. Hang up and look up BowFlex's contact details yourself.

WHAT THIS DOES FOR YOU

What this does for you

You can stop worrying that your BowFlex will suddenly stop working. The brand and the app carry on under a new owner.

CHAPTER 12

The Peloton App on Other Equipment

You don't need a Peloton machine to take Peloton classes. The **Peloton App** runs on an iPhone, an Android phone, a tablet, and many smart TVs and streaming boxes. With **App+** (Chapter 4), you can follow cycling, running and rowing classes on whatever bike, treadmill or rower you already have.

Setting it up

1. Install the **Peloton** app from the App Store (iPhone or iPad) or Google Play (Android). Check that the developer is Peloton.
2. Open it and sign in, or create an account.
3. Choose a membership. If you subscribe inside the app, the charge goes through Apple or Google.
4. Prop the phone or tablet where you can see it safely, or open the Peloton App on your TV.
5. Pick a class and follow along, setting your own machine's speed or resistance by feel.

Some other brands work with the Peloton App directly. BowFlex, for example, publishes steps for using its C6 bike with the Peloton App.

GOOD TO KNOW

Different numbers

On another brand's machine, Peloton's "resistance" and "output" numbers won't match your machine's dial. Go by how it feels: easy, moderate, hard.

HEADS UP

Mount the screen safely

Don't balance a tablet on a treadmill's handrail where it can slide off under your feet. Use a proper holder, or watch on a TV in front of you.

WHAT THIS DOES FOR YOU

What this does for you

If you already own a perfectly good bike or treadmill, the app gives you the classes for a fraction of the cost of a new machine.

PART 4

Your Numbers & Your Health

Starting safely, what the numbers on the screen mean (and don't), and connecting a heart-rate monitor or watch.

CHAPTER 13

Talk to Your Doctor First

This is the shortest chapter in the guide and maybe the most important. A connected machine makes exercise easy to start. That's wonderful — and it's also why it's worth a quick conversation with your doctor before you dive in.

Questions worth asking your doctor

- Is this kind of exercise (cycling, walking, rowing, strength) right for me?
- How hard should I push, and for how long, to start?
- Is there a heart rate I should stay under? Do any of my medicines affect my heart rate?
- Are there movements I should avoid because of my joints, back, balance or a recent surgery?
- What symptoms mean I should stop?

STAY SAFE

Machines don't diagnose anything

A bike, treadmill, watch or app can show numbers, but none of them can tell you whether your heart is healthy or whether a symptom is serious. Only your doctor can. If you have chest pain, pressure or tightness, severe shortness of breath, fainting, or sudden weakness on one side, stop and call 911.

Listen to your body

- You should be able to talk in short sentences during most of your workout.
- Warm up and cool down for a few minutes each time.
- Drink water, and don't exercise right after a heavy meal.
- Rest days are part of the plan, not a failure.
- If something hurts in a sharp or unusual way, stop.

TIP

Write down what your doctor says

Put any heart-rate limit or advice from your doctor on the Cheat-Sheet in Chapter 25, so you can set your machine and watch to match.

WHAT THIS DOES FOR YOU

What this does for you

A five-minute talk with your doctor means you can exercise with confidence, knowing what's right for you.

CHAPTER 14

What the Numbers on the Screen Mean

The screen is full of numbers, and it's easy to feel you're being graded. You're not. Here's what the common ones mean, and why most of them are **estimates**.

Number	What it means	How exact is it?
Cadence (bike)	How fast your legs turn, in revolutions per minute	Measured; fairly accurate
Resistance (bike)	How hard it is to pedal, as a percentage	Measured; differs from machine to machine
Output (bike)	Your effort in watts, worked out from cadence and resistance	Calculated; useful for comparing your own rides
Speed & incline (treadmill)	How fast the belt moves; how steep it is	Set by the machine; accurate
Distance	Worked out from speed or cadence	An estimate on a bike
Calories	Energy you burned	A rough estimate; often off by a lot
Heart rate	Beats per minute, only with a monitor or watch	Good with a chest strap; less exact from a wrist

The leaderboard

During many Peloton classes, a **leaderboard** lists everyone taking the class and ranks them by output. Some people love it; some find it stressful. You can hide it on the screen, and it doesn't change your workout at all.

Compare yourself only with yourself

The useful thing about the numbers is watching **your own** trend over weeks: riding a little longer, walking a little faster, or feeling the same ride get easier. That's real progress, whatever anyone else's number says.

GOOD TO KNOW

Why calories are only a guess

Machines estimate calories from your weight, age and effort. Two machines can show very different calories for the same workout. Don't use the number to decide how much to eat; ask your doctor or a dietitian if that matters for your health.

WHAT THIS DOES FOR YOU

What this does for you

Understanding the numbers takes the pressure off. You can use them as encouragement, not as a test.

CHAPTER 15

Heart-Rate Monitors & Watches

A **heart-rate monitor** shows your heart rate on the machine's screen while you exercise. Some people find it helpful for staying in a comfortable range their doctor suggested. It isn't required, and it isn't a medical device.

Your choices

- **A chest strap** — a soft band worn around the chest under your shirt. It's usually the most accurate kind during exercise. Look for one that says **Bluetooth**.
- **An arm band** — worn on the upper or lower arm; comfortable and easy to put on.
- **A smartwatch** — Apple Watch works with Peloton Bikes and Treads through the Peloton app on the watch. Many Garmin watches can "broadcast" heart rate to a machine; iFIT also works with Garmin and Samsung Galaxy watches.

Pairing with a Peloton

1. Put the strap or band on and make sure it's awake (most wake up when they touch your skin). For an Apple Watch, install the Peloton app on the iPhone and the watch first.
2. On the Peloton screen, open a class preview, or tap the heart-rate symbol or Bluetooth settings.
3. Choose your monitor or watch from the list of devices and tap **Connect**.
4. Your heart rate appears on the screen within a few seconds.

Pairing with a NordicTrack or ProForm

1. Put the monitor on and make sure it's reading your pulse.
2. On the console, open the Bluetooth or heart-rate settings. The button or menu name varies by model; your machine's manual has the exact steps.
3. Wait for it to find the monitor. iFIT says scanning can take up to 30 seconds.
4. Choose the monitor. To use **ActivePulse** (Chapter 9), the monitor must be connected first.

TIP

Heart rate disappeared mid-workout?

The most common reason is a dead battery in the strap or a watch that needs charging. Replace or charge it, and it usually reconnects. If not, restart the machine and pair again.

STAY SAFE

The number isn't a diagnosis

A high or odd reading during exercise could be a loose strap or a weak signal — or it could matter. Slow down if you feel unwell, regardless of the number. Talk to your doctor about any reading that worries you, and call 911 for chest pain or fainting.

WHAT THIS DOES FOR YOU

What this does for you

If your doctor gave you a heart-rate range, a monitor lets you see at a glance that you're in it, so you can exercise with more confidence.

PART 5

Money, Memberships & Keeping It Running

Updates and frozen screens, what still works without a subscription, buying or selling used equipment, and how to pause or cancel.

CHAPTER 16

Updates, Frozen Screens & Wi-Fi Trouble

The screen on your machine is a small computer, and like any computer it gets software updates and sometimes gets stuck. Nearly every problem is fixed by one of the steps below, in this order.

Software updates

Peloton, iFIT and JRNY screens update themselves from time to time, usually when you turn the machine on. Let an update finish: don't unplug the machine while the screen says it's updating. An update can take several minutes on a slow connection.

When the screen freezes or a class won't load

1. Wait a minute. A class may just be loading.
2. Restart the screen: hold the power button until a menu appears, then choose restart or power off. If nothing responds, hold the power button until the screen goes dark, wait 30 seconds, and turn it on again.
3. Check the Wi-Fi: is the symbol showing a connection? If not, work through Chapter 6.
4. Restart your router by unplugging it for 30 seconds. Wait for its lights to settle, then restart the machine.
5. Check whether the service itself is having trouble. Peloton posts outages at **status.onepeloton.com**.
6. Still stuck? Contact the maker's support from its official website, or call me.

Wi-Fi keeps dropping

- Move the router, or add a mesh Wi-Fi unit, closer to the machine.
- Use a network cable if you can (Chapter 6).
- If your Wi-Fi password changed, the machine needs the new one. Open Wi-Fi settings, choose your network and enter the new password.
- Got a new router or new internet company? The machine needs to be connected to the new network, just like your phone.

HEADS UP

Factory reset is a last resort

A factory reset erases the screen's settings and signs everyone out. Some members fixed a stuck update this way, but only try it if the maker's support tells you to, and have your account email and password ready first.

WHAT THIS DOES FOR YOU

What this does for you

Most "it stopped working" moments take two minutes to fix once you know the order: wait, restart, check Wi-Fi, restart the router.

CHAPTER 17

What Works Without a Subscription

Memberships cost real money, and it's fair to ask what you keep if you stop paying. The answer depends on the brand.

Machine	Without a membership	What you lose
Peloton Bike / Bike+	"Just Ride": pedal with your numbers shown on the screen	Classes, saved history and most features
Peloton Tread	"Just Run" and Tread Lock still work	Classes, saved history and most features
NordicTrack & ProForm	Manual mode always works; a limited set of workouts	Trainer classes, scenic videos, automatic adjustment
BowFlex strength gear, many Schwinn bikes	Everything; they don't need JRNY	Nothing
BowFlex JRNY machines	Basic use varies by model; check your manual	Coached, adaptive workouts

Cheaper ways to keep classes

- **Pause** instead of canceling if you'll be away or recovering (Chapter 19).
- Switch from All-Access to an app membership and follow classes on a tablet — but only if you no longer need the machine's built-in screen features.
- Free workout videos on YouTube or your local library's streaming services, played on a tablet or TV.
- Ask whether your Medicare Advantage or other health plan includes a fitness benefit; some do. Bill's SilverSneakers & fitness apps guide covers those programs.

HEADS UP

Sounds-too-good "unlock" tricks

You'll find videos and websites promising to "unlock" a Peloton or iFIT screen without paying, often by installing unknown apps. These can break the machine's software, void the warranty and install harmful software. Don't.

WHAT THIS DOES FOR YOU

What this does for you

Knowing what you keep makes the cancel-or-keep decision a calm one. A lot of people find the plain machine is all they need.

CHAPTER 18

Buying or Selling Used Equipment

Used bikes and treadmills are everywhere on Facebook Marketplace, Craigslist and eBay, often for a fraction of the new price. They can be a real bargain, if you know the hidden costs and the checks.

Peloton's used-equipment activation fee

If you buy a Peloton from a previous owner and want an All-Access membership on it, Peloton charges a one-time **Used Equipment Activation Fee of $95** in the U.S. Peloton introduced it in 2024. It doesn't apply to Peloton's own Certified Refurbished machines. For a used Bike or Bike+, the fee includes a virtual fitting session.

Safer ways to buy used

- **Peloton Certified Refurbished** — inspected, repaired and tested by Peloton, with a 12-month limited warranty, delivery and setup.
- **Peloton Repowered** — Peloton's official resale marketplace, where owners sell to buyers with some extra checks.
- **A local seller** — usually the cheapest, but with no warranty. Use the checklist below.

Checklist before you pay a private seller

1. See it in person, plugged in and turned on. Ride it or walk on it for a few minutes.
2. Listen for grinding, clicking or a belt that slips or jerks.
3. Ask for the serial number and check for recalls on **cpsc.gov** and the maker's website (Chapter 21).
4. Ask the seller to **remove the machine from their account** and do a factory reset, so it isn't tied to them.
5. Ask whether a membership is paid up. You'll need your own; memberships don't transfer with the machine.
6. Plan how you'll move it. Treadmills are very heavy; a hand truck and two strong helpers are a must.
7. Pay only when you have the machine, in a safe public place or with a friend present at the pickup.

Selling yours

- Cancel or transfer your membership first, so you don't keep paying.
- Remove the machine from your account and factory reset the screen, so the buyer can't see your history.
- Tell buyers honestly about the activation fee and any recall repairs.

SCAM ALERT

Deposit and shipping scams

Be wary of a "seller" who won't let you see the machine, asks for a deposit to "hold" it, or wants payment by gift card, wire transfer or a payment app before you pick up. The Better Business Bureau says most Marketplace complaints are about items paid for and never delivered. Pay at pickup.

WHAT THIS DOES FOR YOU

What this does for you

A careful used purchase can save you well over a thousand dollars, without surprises later.

CHAPTER 19

Pausing & Canceling a Membership

Whether you're traveling, recovering from surgery or simply done, you can pause or end a membership. The key is to cancel in the **same place you signed up**.

First: where are you being charged?

Look at your card or bank statement. If the charge says Apple or Google, you signed up through an app store and must cancel there. If it says Peloton, iFIT or JRNY directly, you cancel on that company's website.

Peloton All-Access

1. Only the **primary account holder** (the person who pays) can pause or cancel.
2. On a computer or phone browser, go to **onepeloton.com** and sign in.
3. Open your account settings and find **Membership**.
4. Choose **Pause** (for a set time) or **Cancel**. Peloton will likely offer a discount or a pause first; decline it if you've decided.
5. Keep the confirmation email. You can generally keep using the membership until the end of the period you've paid for.

If you can't find the option, contact Peloton Support through **onepeloton.com**. Don't use a phone number from a search result; scam sites post fake ones.

> GOOD TO KNOW
> **Pauses end on their own**
> When a pause ends, billing starts again automatically. Put the end date on your calendar.

iFIT (NordicTrack and ProForm)

1. On a computer, go to **ifit.com** and sign in.
2. Point to your name at the top right and click **Settings**.
3. Click **Membership Plan** on the left, and follow the cancel steps.
4. Your membership keeps working until its expiration date, then doesn't renew.

Memberships through Apple or Google

- **iPhone or iPad**: **Settings** > your name > **Subscriptions**, choose the app, then **Cancel Subscription**.
- **Android**: open the **Google Play Store**, tap your profile picture, then **Payments & subscriptions** > **Subscriptions**, choose the app and tap **Cancel subscription**.
- Deleting the app does **not** cancel the subscription.

TIP

JRNY and others

For BowFlex JRNY, cancel in the JRNY account settings, or through Apple or Google if you subscribed there. Bill's Subscriptions guide has more on finding and stopping charges.

WHAT THIS DOES FOR YOU

What this does for you

You stay in control of the monthly bill. Pausing for a few months, or stopping altogether, is your call.

PART 6

Safety, Recalls, Scams & Privacy

A safe workout space, treadmills around children and pets, checking for recalls, the scams that follow fitness gear, and your privacy.

CHAPTER 20

Setting Up a Safe Workout Space

Most exercise-machine injuries at home come from the space around the machine: cords, clutter, poor lighting and machines placed too close to walls. A few minutes here prevents a lot of trouble.

The space

- **Clear floor** all around the machine: no rugs that slide, no pet toys, no exercise balls.
- **Room behind a treadmill.** If you slip, you need open floor behind you, not a wall, furniture or stairs. Your treadmill's manual lists how much space it needs.
- **Good light**, so you can see the pedals, the belt edges and the floor.
- **The cord** runs straight to a wall outlet, out of the walkway.
- **Something sturdy** to hold while getting on and off: the handlebars or the treadmill rails.
- **A phone within reach**, in case you need help.

Your body

- Proper shoes, not socks or slippers.
- A water bottle and a towel within reach before you start.
- Get on and off slowly, especially after a hard workout, when you might feel lightheaded.

STAY SAFE

If you live alone

Tell someone when you usually exercise, keep your phone nearby, and consider a medical alert button or a watch with fall detection. Fall detection can miss falls, so don't rely on it alone.

WHAT THIS DOES FOR YOU

What this does for you

A safe space lets you focus on the workout, not on what you might trip over.

CHAPTER 21

Treadmill Safety, Kids, Pets & Recalls

Treadmills deserve their own chapter. A moving belt can pull in a small child, a pet or an object in an instant. In 2021 the U.S. Consumer Product Safety Commission (CPSC) warned about the Peloton Tread+ after children and a pet were pulled under the back of it, and a six-year-old child died. Peloton recalled the Tread+ that year. These risks apply to **any** treadmill.

The safety key

Treadmills come with a **safety key** on a cord with a clip. Clip it to your clothing every time. If you stumble and fall back, the key pulls out and the belt stops quickly.

1. Clip the key to your waistband or shirt before you start.
2. Insert the key into its slot on the treadmill.
3. Exercise as usual.
4. When you finish, **remove the key** and put it somewhere children can't reach.

Tread Lock on Peloton treadmills

Peloton Treads also have **Tread Lock**, which requires a 4-digit passcode before the belt can move. Everyone in the house uses the same passcode. To change it, tap the **...** (more) symbol on the home screen and choose **Tread Lock**. If you forget the passcode, Peloton Support (support.onepeloton.com) has reset instructions. The Tread+ locks itself automatically after a short time unused.

When grandkids or pets visit

- Children should never use or play on a treadmill or exercise bike.
- When you're not using it, **unplug it**, take the safety key out, and store the key out of reach.
- If possible, keep the room closed or locked. The CPSC noted a child was hurt while a parent was running, so don't exercise on a treadmill while small children are in the room.
- Keep pets out of the room during workouts.
- Bikes have heavy flywheels and pedals that keep turning; keep little fingers away.

Checking for recalls

Peloton has had several recalls. As of November 2026, the main ones are:

Year	Machine	Problem and fix
2021	Tread+	Children, pets and objects could be pulled under the rear; Peloton offered refunds (ask Peloton about current options)
2023	Original Bike (model PL01)	Seat post could break; free replacement seat post
2025	Original Series Bike+ (serial number starting with "T", made Dec 2019–July 2022)	Seat post could break; free replacement seat post you can install yourself

The newer Cross Training Series machines aren't part of the 2025 recall. To check any machine, from any brand:

1. Find the serial number and model number (often on a sticker near the front or under the seat).
2. Go to **cpsc.gov/Recalls** and search for the brand.
3. Compare the model and serial numbers with the recall notice.
4. If yours is included, stop using it and follow the remedy on the maker's official recall page.

SCAM ALERT

Recall messages with a link

A text or email saying "your Peloton has been recalled, pay shipping to get your replacement" is a scam. Real recall remedies are free. Go to cpsc.gov or the maker's website yourself instead of tapping a link.

WHAT THIS DOES FOR YOU

What this does for you

A key in a drawer and a quick recall check are the two simplest things you can do to keep everyone in your home safe.

CHAPTER 22

Scams Around Fitness Equipment

Expensive equipment and monthly memberships attract scammers. The tricks are old ones dressed up with a famous brand name. Here's what to watch for.

The common ones

- **Fake "support" numbers.** You search for Peloton or iFIT support and call a number from an ad or a strange website. The "agent" asks to connect to your computer or wants a gift card.
- **Too-cheap listings.** A "brand new Peloton for $300" on social media or a look-alike website. You pay and nothing arrives.
- **Deposit requests.** A seller who won't meet in person asks for a deposit or shipping fee by gift card, wire or payment app.
- **"Your membership has expired" emails** with a link to "update your payment." They lead to a fake sign-in page that steals your password and card number.
- **Giveaway and survey scams.** "You've won a free bike — just pay shipping."
- **"Unlock" software.** Offers to unlock a machine's classes for a one-time fee.

SCAM ALERT

The fake support number

Get support only by typing the company's address yourself: **onepeloton.com**, **ifit.com**, **nordictrack.com**, **proform.com** or **bowflex.com**. Real support never asks for gift cards and never needs remote control of your computer to fix a bike.

SCAM ALERT

"Update your payment" emails

Don't tap the link. Open the app or type the company's website yourself and check your membership there. If it says everything is fine, the email was fake.

If you already paid or clicked

1. Call your bank or card company using the number on the back of your card, and tell them.
2. If you gave a password, change it right away, on the real website.

3. If someone connected to your computer, turn it off and get it checked before banking on it again.
4. Report it at **ReportFraud.ftc.gov**.
5. Call me if you'd like a hand cleaning things up.

WHAT THIS DOES FOR YOU

What this does for you

Knowing the patterns lets you spot a fake in seconds and keep your money where it belongs.

CHAPTER 23

Privacy: Cameras, Microphones & Leaderboards

A connected machine knows when you exercise, for how long, and sometimes your heart rate and weight. Some have cameras and microphones. None of that is cause for alarm, but you deserve to know and to choose.

Your leaderboard name and profile

- Your **leaderboard name** is visible to other members during classes. Pick something that doesn't include your full name or where you live.
- Look in your profile's privacy settings for an option to make your profile **private**, so only people you approve can see your workout history.
- Think before linking the machine to social media.

Cameras and microphones

- Some machines, including the Plus models in Peloton's Cross Training Series, have a camera for features such as counting strength reps. If yours has a camera, find out how to cover it or turn the feature off when you're not using it.
- If you don't use camera features, keeping the camera covered gives peace of mind.

Your health information

Heart rate, weight and workout history are personal. Share them only with apps you trust, and review which apps (Apple Health, Garmin, Strava and others) are connected to your account in its settings. Remove any you no longer use.

> **TIP**
>
> **A strong, unique password**
>
> Use a password for your fitness account that you don't use anywhere else, and keep the email account it's linked to secure. That email is the key to the membership and your card on file.

WHAT THIS DOES FOR YOU

What this does for you

A few settings let you enjoy the community side of classes while keeping the personal details personal.

PART 7

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary to keep near your machine.

CHAPTER 24

When to Call Bill

Most of what's in this guide you can do yourself, at your own pace. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

Times it's well worth a call

- **Getting the machine on the Wi-Fi** when the signal is weak in that room, or adding a mesh unit or network cable so classes stop freezing.
- **Sorting out accounts and memberships** — who's the primary account holder, which membership you actually need, and stopping a charge you don't recognize.
- **Setting up profiles** for everyone in the house, and pairing a heart-rate monitor or watch.
- **Checking out a used machine** before you buy it, or preparing yours to sell: removing it from your account, resetting it, and checking for recalls.
- **A message you're not sure about** — a recall text, a "payment failed" email, or a support number you found online.
- **Helping a parent** with a machine a family member set up: making it simple, writing out the steps, and making sure the treadmill key is stored safely.

What I don't do

I'm a technology helper, not an exercise-equipment repair shop, a trainer or a doctor. For a machine that's damaged or making grinding noises, contact the maker. For questions about what exercise is right for you, your doctor comes first.

What working with me is like

I work at your pace, explain what I'm doing in plain words, and never talk down to anyone. I'll tell you honestly when something isn't worth your money, including a membership you don't need. I've been doing this kind of work for more than 30 years, and I serve Portage County, Ohio, in person, and folks farther away by remote help.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is yours to keep for free; if you'd like a hand, I'm only a phone call away.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you might be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. A real person — me — does the actual help.

Thank you for taking the time to learn your machine. Start gently, check with your doctor, and enjoy the ride.

— Bill

CHAPTER 25

Your Connected Exercise Cheat-Sheet

Keep just this page near your machine. The whole guide, boiled down.

The essentials

Topic	Remember
Before you start	Talk to your doctor. Screens don't diagnose; numbers are estimates.
Emergency	Chest pain, fainting, severe breathlessness: stop and call 911.
Peloton All-Access	$49.99 a month (as of November 2026); one household, up to 20 profiles.
Peloton app plans	App+ $28.99 · App One about $13–$16 · Strength+ $9.99 a month.
iFIT plans	Train about $15 a month · Pro about $39 a month.
Used Peloton	$95 activation fee from a private seller; none for Certified Refurbished.
No membership?	Peloton Just Ride / Just Run; NordicTrack and ProForm manual mode.
Wi-Fi	Peloton: 2.4 or 5 GHz; no sign-in-page Wi-Fi. Restart router, then machine.
Treadmill	Clip the safety key on. Remove it after. Unplug when kids visit.
Recalls	cpsc.gov/Recalls — search the brand, compare model and serial numbers.
Cancel	Where you signed up: the company's website, or Apple / Google subscriptions.
Support	Type the company's website yourself. Never a number from an ad.

Write it down once

Keep handy	
Machine brand, model & serial number	_____
Date bought & where	_____
Account email (primary account holder)	_____
Membership & renewal date	_____
Charged through (company / Apple / Google)	_____
Wi-Fi name the machine uses	_____
Tread Lock passcode (keep private)	_____
Where the safety key is kept	_____
My doctor's heart-rate advice	_____

When something's wrong, in order

1. Feel unwell? Stop. Call 911 for chest pain, fainting or severe breathlessness.
2. Treadmill trouble? Pull the safety key; the belt stops.
3. Screen frozen? Wait a minute, then restart the screen.
4. No classes? Check the Wi-Fi symbol, restart the router, then the machine (Chapter 16).
5. Check the maker's status page for an outage.
6. Strange charge or message? Check your membership by typing the company's website yourself.
7. Still stuck? Call Bill at (330) 200-8042.