

## TRAQ APP SYNCING &amp; TROUBLESHOOTING

**Where do I download the TRAQ by Alegria<sup>®</sup> app?**

You can download the free app from the Apple App store and from Google Play Store.

**Can I pair Alegria shoes with the app?**

Only TRAQ by Alegria<sup>®</sup> shoes that contain the Q-Chip<sup>™</sup> can be paired with the app.

**How do I connect another pair of TRAQ by Alegria<sup>®</sup> shoes?**

In order to add another pair of TRAQ shoes onto your app click on the '+' on the top right corner of the 'My Shoes' tab screen, and shake your left shoe. Once the shoe style appears on your screen, click on the name and follow prompts to connect the shoe onto your device.

**Can I go through airport security with TRAQ by Alegria<sup>®</sup> shoes?**

TRAQ by Alegria<sup>®</sup> shoes have been tested and are TSA compliant. The Q-Chip<sup>™</sup> contains a small CR2032 battery that typically does not set off metal detectors.

**Where can I see my daily steps?**

To view the daily steps click on the 'Dashboard' tab. Daily step count will be displayed on the screen.

**What if the steps recorded by my TRAQ by Alegria<sup>®</sup> shoes app are inaccurate?**

Try the following:

- Force close the app and reopen. Allow 5-10 seconds for the app to read data from your shoes.
- Re-sync your TRAQ shoes by disconnecting and then connect the shoes again. (Please note doing this it may reset your daily step activity.)
- Log off your account, force close the app and log in again to refresh.

**What to do if the steps are not syncing?**

Shake left shoe while on the 'Dashboard' tab, the grey dot above shoe will turn green and the circle around your step data should then start pulsing. This indicates the device is receiving the signal from your shoe. The steps should then upload / sync onto your device.

**How does the shoe know I stopped walking?**

The advanced technology found in the Q-Chip<sup>™</sup> can detect your movement when you are walking and when you have stopped. To preserve battery life the Q-Chip<sup>™</sup> is only activated when there is movement.

**How do I share my steps?**

Click on the upload icon (📷) which is to the left of our TRAQ logo. You will then be allowed to choose how you would like to share the screenshot of your 'Dashboard' step count of the day. You can share with most major social media platforms.

**What are badges/achievements?**

Achievements, which you can view on the bottom of your 'Dashboard' tab screen, are small goals that award your step walking activities. If you wish to view all the badges you could earn click on the badges that are visible on the bottom of your screen for the full list.

**On the 'Group' tab, what is the heart beside the step count mean?**

You can show your support by clicking on the heart icon next to the steps, to give your fellow walker a 'like'. Achieve the 'Giving' badge by hearting your fellow walkers 500 times.

**How do I edit my Profile Info?**

If you would like to edit your information or profile picture, click on the grey circle to the left of your name and lifetime step data. Click on the info you would like to update. To update your profile photo, click on the grey circle on the top of your screen to choose which photo you would like to use.

## BATTERY

**How long will the battery last?**

Based on an average of 8 hours of daily continuous use, the battery will last for 3 years. No recharging of the battery is necessary.

**How do I change the battery on the shoe?**

The battery is non-replaceable, and is meant to last for the same average lifetime as your shoes.

## GPS

**Is it a GPS sensor, or does it have GPS tracking capabilities?**

The Q-Chip<sup>™</sup> does not have GPS sensors. It only keeps track of your step activity.

## PHONE / APP CONNECTIVITY

**Do the shoes have wireless capability?**

The Q-Chip<sup>™</sup> connects to the TRAQ by Alegria<sup>®</sup> shoes app through Bluetooth connectivity.

**I removed my shoes, now the app does not pick up the signal?**

If the app does not detect the signal of the Q-Chip<sup>™</sup>, force close your app and 'refresh' the Bluetooth signal by turning it off and on. Go to the 'My Shoes' tab to connect your shoe on to your account once again.

Q-CHIP<sup>™</sup>**What is the Q-Chip<sup>™</sup>?**

The Q-Chip<sup>™</sup> is a smart technology used in TRAQ shoes that accurately tracks your steps and uses the TRAQ by Alegria<sup>®</sup> smartphone app to upload or sync the data.

**What data does the Q-Chip<sup>™</sup> collect?**

The Q-Chip<sup>™</sup> only collects your daily step activity and uses the smartphone app to sync the information.

**Will the Q-Chip<sup>™</sup> get damaged in water?**

The encasement for the Q-Chip<sup>™</sup> will withstand minor water contact, but we do not recommend extended contact with moisture.

**Is the Q-Chip<sup>™</sup> safe to walk through metal detectors?**

The Q-Chip<sup>™</sup> is powered by a flat cell battery type CR2032 and is safe for airports and metal detectors.

**Where is the Q-Chip<sup>™</sup> located on the shoe?**

The Q-Chip<sup>™</sup> is located in the middle of the sole of the left shoe.

**The Q-Chip<sup>™</sup> is not working, what do I do?**

For more help on how to connect the Q-Chip<sup>™</sup> email [info@traqshoes.com](mailto:info@traqshoes.com) or call us (833) 763-2212 Mon-Fri 9:00 A.M-4:30 PM PST.

## MATERIAL &amp; CARE

**Will my TRAQ by Alegria<sup>®</sup> shoes stretch?**

TRAQ shoes are made in a variety of mixed materials, each with varying characteristics. Genuine leathers will tend to stretch over time; our man-made knit uppers are very stretchy and accommodating; woven textiles offer minimal stretch.

**My hook-and-loop strap is no longer holding can that be replaced?**

The loops portion of the strap has most likely become too fuzzy; your local shoe repair may be able to provide further assistance with having it replaced.

**How should I store my shoes?**

Store your shoes away from extreme changes in temperature, in cool to room temperature conditions. To prevent odors, make sure shoes are dry and the surface is cleaned before storing for an extended period of time.

**How do I clean my TRAQ by Alegria<sup>®</sup> shoes?**

TRAQ shoes are made from combinations of genuine leathers, man-made knit uppers and textile materials, we recommend using appropriate shoe cleaners for the coordinating material.

**Are TRAQ by Alegria<sup>®</sup> shoes machine washable?**

No, do not attempt to wash TRAQ shoes in the washing machine. Shoe uppers may be surface cleaned with the appropriate cleaners.

## FOOTBEDS

**How do I clean my TRAQ by Alegria<sup>®</sup> footbeds?**

TRAQ footbeds can be hand or gentle cycle washed using mild detergent and water, and air dried. We recommend the footbed be completely dry before replacing back into the shoes.

**Can I use a different footbed in the shoes?**

For maximum comfort and support, we recommend using only the TRAQ by Alegria<sup>®</sup> footbeds.

**How do I replace the footbed?**

The footbeds are not meant to be replaced and should last for the lifetime of your TRAQ by Alegria<sup>®</sup> shoes.

**Can I use custom orthotics with TRAQ by Alegria<sup>®</sup> shoes?**

Due to the custom nature of orthotics, we recommend trying your TRAQ shoes on with your orthotics to ensure a good fit.

## CONTACT US

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