

Will my TRAQ by Alegria[®] 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 upper is 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 do I clean my TRAQ by Alegria[®] footbed?

TRAQ footbeds may be hand washed or machine washed delicate cycle using mild detergent and water, and then air dried. We recommend the footbeds be completely dry before inserting them back into the shoes.

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[®] shoes?

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

Can I use a different footbed in the shoes?

For maximum comfort and support, we recommend using only the TRAQ by Alegria[®] 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[®] shoes.

Are TRAQ by Alegria[®] 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.

Where do I download the TRAQ by Alegria[®] app?

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

What is the Q-Chip™?

The Q-Chip™ is a smart technology used in TRAQ shoes that accurately tracks your steps and uses the TRAQ by Alegria[®] smartphone app to sync the data.

What data does the Q-Chip™ collect?

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

Will the Q-Chip™ get damaged in water?

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

Is the Q-Chip™ safe to walk through metal detectors?

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

Where is the Q-Chip™ located on the shoe?

The Q-Chip™ is located in the middle of the sole of the left shoe.

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

The Q-Chip™ does not have GPS sensors. It only tracks your step activity.

How long will the battery last?

Based on 8 hours of 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.

Do the shoes have a Bluetooth connection?

Yes, the Q-Chip™ connects to the TRAQ by Alegria[®] shoes through Bluetooth.

How do I know if my shoes have been properly connected?

Under the ‘My Shoes’ tab, you will see an image of your shoes paired to the app. If your shoes are active and counting steps to your app it will have a teal indicator on the top left corner.

What if the footprints on the ‘Dashboard’ tab don’t shift from left to right?

Click on the ‘My Shoes’ tab and shake your left shoe, the dot on the top left corner of the picture of your shoe should turn teal. If it doesn’t, go ahead and remove your shoe from the device, force close the app and reconnect your shoe.

I removed my shoes, now the Bluetooth doesn’t pick up the signal?

If the Bluetooth does not detect the signal of the Q-Chip™, force close your app and ‘refresh’ the Bluetooth signal by turning it off and on, go to ‘My Shoes’ tab to connect your shoe onto your account once again.

Can I pair Alegria[®] shoes with the app?

Only TRAQ by Alegria[®] shoes that contain the Q-Chip™ can be paired with the app.

How do I connect another pair of TRAQ by Alegria[®] shoes?

In order to add another pair of TRAQ shoes onto your app click on the ‘+’ on the top right corner of our screen, and shake your left shoe.

Android- It sees my shoe, why does it keep ‘scanning’?

If you see your shoe on your devices screen, go ahead and click on the shoe style name to add onto your account.

What if the steps recorded by my TRAQ by Alegria[®] shoes 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 connect the shoes again. (Please note doing this step may reset your daily step activity.)
- Log off your account and log in again to refresh.

What to do if the steps are not syncing?

Shake left shoe while on the ‘Dashboard’ tab, the footprints on the top should be shifting from left to right. This indicates the device is receiving the signal from your shoe. The steps should then sync onto your device.

How does the shoe know I stopped walking?

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

Can I go through airport security with TRAQ by Alegria[®] shoes?

TRAQ by Alegria[®] shoes have been tested and are TSA compliant. The Q-Chip™ 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, the top of the screen will show the date on which the steps were taken.

Can I use custom orthotics with TRAQ by Alegria[®] shoes?

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

What activities are TRAQ by Alegria[®] shoes best for?

We recommend using TRAQ shoes for mostly walking and light jogging.