

Q: I don't see the Trex software on my computer?

Windows

Try: Look for a shortcut on your desktop, or in the Start menu.

Not there? Resolution: Re-install Trex following the install instructions; send a link to download software if needed.

OS X

Try: Is the ModusTrex.app package into your Applications folder?

Not there? Move the ModusTrex.app package into the Applications folder, send a link to download software if needed.

Q: I opened the Trex software and received a message about the dock not being detected.

Try: Is the dock plugged in?

Resolution: Close the software, plug the dock in, wait 30 seconds, open the software.

Try: If the dock is plugged in, did you wait 30 seconds after plugging in the dock before opening the software?

Resolution: Close the software, reopen the software.

Try: Restart the computer.

Still not working? Hand off to tech support.

Q: My StepWatch doesn't fit in the dock!

Resolution: Remove the blue front cover from the StepWatch before placing it into the dock.

Q: I get communication error messages when I try and read the StepWatch to display my Trex report.

Try: Has the front red face of the StepWatch (under the blue plastic cover) been marked up with marker, tape, paint, etc?

Yes: Remove the material with 70% isopropyl alcohol.

No: Hand off to tech support.

Q: When I read my StepWatch, I get a message about not having five days of data.

Resolution: Ensure the StepWatch has been worn for at least five complete days before viewing the Trex report. After attempting to read the report without five days of data, the five days START OVER from that point.

Q: When I view my Trex report, some days are missing data even though I wore the StepWatch on those days!

Resolution: Was the StepWatch worn upside down? Ensure the StepWatch is always worn with the logo (or the arrow on the back label) facing up.

Q: I wore my StepWatch in the shower/tub/pool, then remembered it's not waterproof. Did I damage it?

Resolution: Likely not, the StepWatch is sealed. However, it should not be submersed or subjected to large amounts of water. If the StepWatch does not appear to be collecting data after being used in water, return to the provider.