Quantrax App

1. App did not install onto your mobile device correctly.
   - Retry installation.
   - Reboot phone and retry.
   - If no luck email support@quantrax.co.uk with mobile device type & firmware version and any particular error messages that you receive.

2. Not receive SMS code for registration.
   - Ensure you selected the correct country from the dropdown menu.
   - Ensure you removed the zero (0) from the mobile/cell phone number.
   - In some regions the app will automatically insert the SMS code so please check the app as it may have already progressed to the registration page.
   - If no luck email support@quantrax.co.uk with phone type and any particular error messages that you receive.

3. App not finding/connecting to Quantrax GPS unit.
   - Once you have placed the Quantrax App into download mode – leave it in this mode for a few seconds prior to searching for the unit within the App.
   - If no unit found – just repress search and after 2-3 attempts it should find the unit.
   - If no unit found then close down the App, restart and repeat.
   - If still no unit found please email support@Quantrax.co.uk with App version number (listed at bottom of Menu) and any particular messages that you receive.

4. App not receiving data from Quantrax

   - If your unit connects to the App but the data doesn't download, try to reboot your Quantrax App and repeat.
   - If this still doesnot connect then ensure that you have the latest version installed
   - Your mobile phone may ask for a password if it does then input the default GPS unit password (12345678)

1. App not showing latest session in Dashboard.
   - If you have successfully downloaded the data from the Quantrax unit to the App and the App has attempted to upload the data to the Quantrax Analytics server but you receive no session data:
     i. Go to the App Menu and select "Manual File Upload".
   - If this does not fix the issue – then please email support@Quantrax.co.uk stating that you attempted fixes with no success and provide any particular error messages that you may have receive

GPS Unit

1. Unit not turning on.
   - Unit may not be charged adequately. Place on charger for 30 minutes.
   - Unit may have a fault with the On/Off switch – repeat the 4-6 second On/Off press function several times
   - Place unit on charger for 10 seconds then take off and leave for 5 seconds before attempting to turn on
   - if no response then please email support@quantrax.co.uk stating that you attempted these possible fixes with no success.

2. Unit On/Off unresponsive.
   - This can be a low battery state (place on charger for up to 30 minutes)
   - Might be a fault with the On/Off switch itself. Repeat the 4-6 second On/Off press function several times
   - Place unit on charger for 10 seconds then take off and leave for 5 seconds before attempting to turn on
   - if still no response please email support@quantrax.co.uk stating that you attempted to recharge and multiple On/Off presses with no success.

3. Unit not finding satellites.
   - Ensure you are outside with a clear view of the sky.
   - From a cold start this can occasionally take a minute
   - Keep away from built up areas such as high rise buildings or densely populated forests.
   - Ensure the unit is facing upwards or vertical
   - **Try turning the unit off (place on charger for 1-second to reset) and turn back on.**
   - Try the unit again at a later time (GPS satellite configuration changes regularly).
   - If none of the above work please email support@quantrax.co.uk stating that you attempted these fixes with no success.

4. Unit turning off before end of session.
   - Most likely a battery charge issue – ensure you charge your unit prior to using (this will ensure that the battery is charged).
   - If when turn unit on it flashes red fast and then turns off this indicates low battery

- If you fully charge the battery but the unit continues to turn off - please email support@quantrax.co.uk stating that you fully charged the unit but the problems persists.

5. Unit not connecting to the App for download.
- Please give the units a few seconds in download mode before you try to connect via the App.
- Please retry the App connection several times (it sometimes takes more than one attempt to connect).
- Close down the App, turn back on and try to connect again.
- Follow the trouble shooting guides in the IOS and Android how to guides
- If the connection is not working please email support@quantrax.co.uk stating that you have tried all the above but the problems persists.

6. Unit not turning off after download complete.
- place the unit on charge and then repeat the download process.

7. Unit not charging.
- You will know this is the case if the charging LED doesn't glow green. Ensure no debris or tape preventing the charger to work effectively.
- If there is no charge please email support@quantrax.co.uk stating that the unit is not charging when placed on the wireless charging platform.

8. Unit jumps to different mode during a session/game.
- Occasionally a unit can receive a "false On/Off signal" if the unit is jostled in a certain way when on a player's back.
- This issue is most prevalent if the unit is being worn in a non-standard Quantrax GPS pouch (some pouches that are sewn into the player's jerseys can create static electricity that can potentially trigger a false On/Off button press).
- If this is occurring regularly try the unit in the provided Quantrax vest and if this doesn't solve the problem please email support@quantrax.co.uk stating that the unit is automatically changing On/Off mode during training/games

Quantrax Analytics Website

1. Can't log in using my username and password.
    a. Please refresh the page and input both username and password.
    b. Ensure your spelling is correct of both username and password.
    c. If the problem persists please click on the right side tab (Feedback), complete the form and submit (This will be sent directly to the Quantrax help desk).

2. Site slow to load.
    a) Could be a poor internet connection – try to reset this connection.
    b) Could be your computer needs rebooting.
    c) Could be that Quantrax is updating the site.
    d) If the problem persists please email support@quantrax.co.uk stating the problem with the website.

3. Site not showing most recent session.
    a) Refresh the webpage.
    b) Check that you are looking at the correct date within the Calendar
    c) Check on your App to make sure the session was uploaded (you might need to manually upload the session from the App via the Menu ("Manual File Upload").
    d) If no success - please email support@quantrax.co.uk stating the problem with the current session not being displayed.

4. Exporting function not working.
    a) Check to see if you have Microsoft Excel installed on your computer.
    b) Refresh the web page and retry.
    c) If you have Excel and have refreshed with no luck please email support@quantrax.co.uk stating that you have tried both potential solutions with no success.

5. Some menu items not working properly.
    a) Quantrax is constantly upgrading the site – any time a menu item is not working as expected it is most likely that this section of the site is being upgraded. Please try again at a later time.
    b) If after a couple of days you are still having issues with a certain aspect of the site please email support@quantrax.co.uk stating which section of the site isn't working as you would have expected.