

# Weight Watchers® *PointsPlus*® Pedometer FAQs

Congratulations on your *PointsPlus* Pedometer purchase – you’ve taken the first step towards increasing your activity level and reaching your weight-loss goal.

Please read through the following Frequently Asked Questions to see if your question is answered. If you still require help with your pedometer or have any other pedometer related questions, please call **1-877-633-2903**.

## 1. Why is my pedometer counting steps when I am not walking or running?

The *PointsPlus* Pedometer has a digital sensor which recognizes movement and translates that motion into steps. While your pedometer is equipped with a false step filter designed to sense movements that are not steps, it is a very sensitive tool and it is some times possible for your step count to increase from non-walking movements. Examples include continuous shifting while sitting or standing up, driving in a vehicle, riding a bike, or performing an activity that is not walking or running oriented. In such cases, it is important to pause your pedometer. To do this, simply press and hold the PAUSE button located on the top of the unit when in the Step, *PointsPlus*, or Distance screen. When paused, the word “PAUSE” appears on the screen. When you are ready to count steps again, simply press and release the PAUSE button, and the word “PAUSE” will disappear and steps will accumulate again. (See page 13 of User Guide)

## 2. My pedometer is counting too many steps or not enough steps, what do I do?

We suggest you try the pedometer test for determining accuracy. Set your step count to zero, walk 100 steps while counting them off. After 100 steps are taken, your unit should show between 95-105 steps on the screen (note: a 5% variance is standard for any pedometer.) If your pedometer is accurate after performing the test, you may be getting excess movement from activities that are not walking or running oriented. If so, please try using the Pause button whenever necessary (see Question 1). If you have performed this test and continue to have concerns, please call **1- 877-633-2903** for further assistance.

## 3. My pedometer is not counting any steps, or has stopped counting steps, what do I do?

First check to make sure the battery is properly positioned or does not need to be replaced (see page 19 of User Guide.) If your pedometer is still not properly counting steps, it could be a result of the pedometer’s sensor malfunctioning. The pedometer contains a sensitive digital sensor and any direct force to the sensor, often caused from dropping the unit, can result in freezing of the step counting function. If this occurs, please call **1-877-633-2903** for further assistance.

## 4. How many steps does it take to earn an activity *PointsPlus* value?

There is no set value for the number of steps taken to earn an activity *PointsPlus* value and the number of steps will vary by person and is calculated based on their profile information entered on the pedometer (gender, weight, stride length.)

## 5. What is the difference between “Active” mode and “All Day” mode?

All Day mode is designed to track all of your steps throughout the course of the entire day. You’ll use All Day mode is you wear your pedometer all day and steps as part of your daily life are counted; this may include walking the kids to school, in your office, or any exercise activity. You need to take a qualifying number of steps in order to begin earning an activity *PointsPlus* value in All Day mode because these qualifying steps are already counted as part of your daily *PointsPlus* target and part of everyday life. If you wear your pedometer throughout the day, whether you exercise or not, you should still select All Day mode.

Active mode should be used if you do not plan on wearing the pedometer throughout the day. If you plan on only using the pedometer to track a specific exercise activity, Active mode should be selected. Active mode bypasses the number of qualifying steps as part of your daily *PointsPlus* target since in Active mode the pedometer assumes you are already taking the qualifying steps as part of your everyday life. See page 10-11 of the User Guide for more information.

6. **Why am I seeing a difference in activity *PointsPlus* values if I switch between Active and All Day modes?**

All Day Mode requires that you take a certain number of qualifying steps (based on your personal information) in order for you to start progressing towards an activity *PointsPlus* value. The number of steps will vary by person because of their profile information entered. Because Active mode is only tracking that specific activity, you start earning activity *PointsPlus* values as soon as you begin to use the pedometer in Active mode. For the most accurate results, it is recommended that you select All Day OR Active mode for an entire day rather than switch between the two.

7. **My pedometer is adding extra activity *PointsPlus* values overnight, why is this?**

If you find this is happening, please contact **1-877-633-2903** for further assistance.

8. **How do I measure my stride length?**

The easiest way to measure your stride length is to start by marking a spot on the ground, take 10 normal steps (as you would walk when wearing the pedometer), and then mark the end of your 10<sup>th</sup> step. Finally, measure the distance you traveled, and then divide by 10 to get your stride length in inches.

The pedometer provides you an estimated stride when you initially set up your pedometer based on your profile settings but if you prefer to measure, see above or page 8 of the User Guide.

9. **How can I go back and adjust the personal information I first entered on my pedometer?**

Press the DATA button to scroll screen to either Step, PointsPlus, or Distance. Press Update.

- Select Active or All Day mode by pressing + or – button, press UPDATE to confirm mode.
- To change WEIGHT, press the + or – button. Press UPDATE to confirm or set your current weight.
- To adjust stride, press UPDATE, then press + or – button to new stride length. Press UPDATE to confirm or set.

Refer to page 17 of the User Guide for more information.

10. **I can not get my history data, or the pedometer is going back to the initial setup, what do I do?**

Please double check that your battery is installed properly, including lining up the cover properly so that the clip rests flush on the back of the pedometer. If you are having trouble doing so, look to see if the arrow on the battery cover is lined up with the arrow in the closed position. If you have checked that the battery cover is on properly and the issue is not resolved, please call **1-877-633-2903**.

11. **My pedometer just reset during the day, what do I do?**

Be sure the time you entered on your pedometer is correct, including AM or PM. Because your pedometer automatically resets every night at midnight so each day starts fresh, it is important AM or PM is properly displayed so your pedometer does not reset midday.

To reset time properly, scroll to the TIME display by pressing the DATA button. Flip open the back clip to expose the reset button. Press RESET to change the time.

- If you want to adjust the time format (12 or 24 hours), press + or – button to change. Press UPDATE when you want to confirm the time format.
- You can then adjust hour by using the + or – button. Press UPDATE to change hour. Then update minute by pressing + or – (again, make sure you see A or P on the side for correct AM or PM settings.)

**For any other pedometer usage questions or quality issues,  
please call 1-877-633-2903.**