Getting a Tobii Eye Tracker to Work

 This guide is based on using a Windows XP operating system, a Tobii eye tracker

 (T60) and Eprime Professional 2 so these instructions will probably not work for all set-ups but can be modified. If you have any questions contact me at kd.hudson@reading.ac.uk

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1. Introduction

This guide is intended to help you get a Tobii eye tracker working as I've learnt that this is harder than it first appears and it is far from just a plug and play machine! I've also learnt that most things that will help you get a programme running aren't in manuals or technical support online. I have therefore compiled this guide to hopefully get you through any difficulties that you might come across. I hope that this guide will be useful to you and will mean that you can get experiments up and running quicker and without needing to tear your hair out!

I've tried to cover many of the problems that I came across, although I've tried to cover many issues that might arise you might also still have difficulties. Even after trying all of these steps it might be worth contacting Tobii about any problems. They're happy to do remote sessions to get eye trackers working, so hardware help is at hand. Not all problems relate to software issues as I've heard stories of people battling with Tobii eye trackers only to find that there are no software problems and that there was a dead component in the eye tracker itself.

2. Connect the Eye Tracker to the Laptop

a. Update

Ensure that you have the most up to date versions of the Tobii firmware and software (i.e. Tobii Studio) for your eye tracker. Tobii recommend that you should be running the most recent version of all software and hardware in order to minimise the likelihood of bugs and issues.

Updates for Tobii can be found at: http://www.tobii.com/en/eye-tracking-research/global/support-and-downloads/

b. Set the IP address for the eye tracker to automatic assignment

You should avoid using a fixed IP address for the eye tracker as this can cause problems. It's much better to let the eye tracker generate a new IP address every time it starts up. So, ensure that an IP address is acquired automatically and not a fixed IP address.

To do this:

- Go to Start then Connect To then Show all connections. (or go to My Network Places and then View Network Connections in the blue panel on the left, this will skip the next stage).
- 2) A new screen will appear called Network Connections.
- Right click on Wired Network Connection. Click on Properties.

ieneral Advanced		
Connect using:		
👼 1394 Net Adapter	F	Configure
This connection uses th	e following items:	
Client for Micro		6 N 2 2 4 2
File and Printer		It Networks
Install	Uninstall	Properties
C Description		otocol. The default
Transmission Control		
11 Gala 10 Gala 10 Gala	otocol that provides	
Transmission Control wide area network pr	otocol that provides	
Transmission Control wide area network pr	otocol that provides onnected networks.	communication
Transmission Control wide area network pr across diverse interco	otocol that provides onnected networks.	communication

- 4) On the General tab click on Internet Protocol (TCP/IP). Click the Properties button.
- 5) A new screen will appear called Internet Protocol (TCP/IP) Properties Make sure that a green dot is next to 'Obtain an IP address automatically' and also 'Obtain DNS server address automatically'.

Constraint (Alternate Configuration	on
this cap		ned automatically if your network supports need to ask your network administrator for
💿 OB	tain an IP address au	tomatically
OUs	e the following IP add	Iress:
IP ad	dress:	
Subn	et mask.	
Defa	ult gateway:	
📀 Ob	tain DNS server addr	ess automatically
OUs	e the following DNS s	erver addresses:
Prefe	rred DNS-server.	
Alterr	nate DNS server.	<u> </u>
		Advanced

6) Once you've done this click OK on this screen and then the Network Connections Properties screen.

The eye tracker will now generate a new IP address each time it is connected.

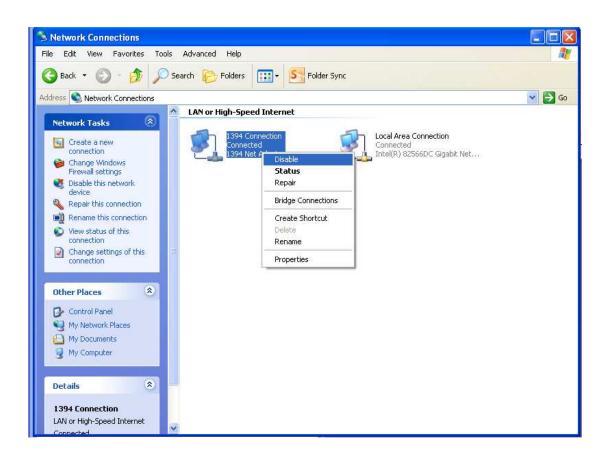
c. Disconnect all network connections except for the eye tracker

Disconnect any network connections either physical or wireless, that are not the wired connection between the eye tracker and laptop. Any network connections other than the connection to the eye tracker cause errors.

To do this:

- 1) Go to Start then Connect To then Show all connections.
- 2) A new screen will appear called Network Connections.
- Right click on any network connections e.g. wireless. Click on Disable.

(n.b. you can re-enable the network connection easily by following these instructions but click on Enable, you will not permanently remove a network connection by disabling it.)



d. Set the eye tracker as an external display (DO NOT DO THIS IF USING EPRIME)

The eye tracker needs to be set as an external screen so that images can be seen on the eye tracker's screen. To do this you simply need to set the eye tracker as an extended desktop, enabling you to display stimuli on the eye tracker screen and record data.

To do this:

- 1) Right click anywhere on the desktop and click on Properties on the screen that appears.
- 2) Click on the Settings tab.

Display Properties	? 🛛
Themes Desktop Screen Saver 4	Appearance Settings
Drag the monitor icons to match the p	physical arrangement of your monitors.
Display: 1. Plug and Play Monitor on SAPPHI Screen resolution Less More	RE Radeon X1550 Series
1280 by 1024 pixels	
Use this device as the primary mo Extend my Windows desktop onto Identify	Troubleshoot Advanced

- 3) Click on the small screen with a "2" in the middle.
- 4) Check the box that says Extend my Windows desktop onto this monitor.

Display P	ropertie	s		? 🛛
Themes	Desktop	Screen Saver 4	Appearance Setti	ngs
Drag th	e monitor ic	ons to match the p	hysical arrangemei	nt of your monitors.
Display: 2. (Def) on SAPPHIRE R	2 adeon ×1550 Serie	es Secondary 💌
Scree	n resolution	and the second s	Color quality	
Less	800 by 60	More More	Highest (32 bit).
and the second second		as the primary moi dows desktop onto Identify Ok	this monitor.	Advanced

5) Click Apply, the window will then close and the desktop should appear on the eye tracker screen.

If you still can't see anything on screen try pressing the Source button on the eye tracker, this is the left-most button on the panel on the front of the eye tracker. Press it until you see an image. If you have a VGA cable attached the source should be Analog.

3. Eprime and the Eye Tracker

a. Updates

Ensure that you have the latest updates of Eprime and also the Extensions for Eprime, these can be obtained from logging in here <u>http://www.pstnet.com/support/login.asp</u> and going to the Download section.

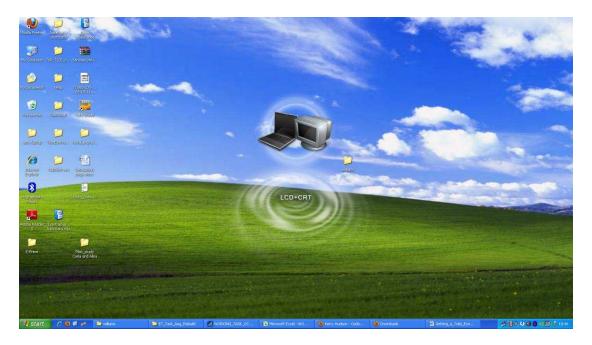
Application Areas	CHOLOGY SOFTWARE TOOLS, INC. ONS FOR RESEARCH, ASSESSMENT, AND EDUCATION Products Order Support About Partners Contact Us Store Store Login My Cart
News Support Knowledge Base Download Samples User Info	Download Area Second Se
	Privacy Terms of Use Terms and Conditions Legal Thademarks Authorized Use Quality Policy. Copyright 2011 Psychology Software Tools, Inc., All Rights Reserved Email: Info@pstinet.com Telephone: 412:449.0073 Pax: 412:449.0079
۲ ×	🖉 🕐 🔯 Now: 11*C 👟 Pric 15*C 👟 Sat: 16*C 🚗 Sate: 16*C 🚗 More: 14*C 🌧

b. Set external screen

You need to set the eye tracker monitor to mirror the desktop in order to record data, you cannot set the eye tracker to be an extended desktop as for some reason this causes errors for the HitTest that outputs which area of interest (AOI) participants are looking at.

To mirror the desktop on the ASUS machine:

- 1) Press the Fn key, which is blue and the second key from the left on the bottom row on the keyboard.
- 2) At the same time as pressing Fn press the F8 key until LCD + CRT appears on screen.



In a second or two the desktop will also appear on the eye tracker screen.

If you still can't see anything on screen try pressing the Source button on the eye tracker, this is the left-most button on the panel on the front of the eye tracker. Press it until you see an image. If you have a VGA cable attached the source should be Analog.

You will also need to check which display the experiment will be run on. The default setting in Eprime is to run the task on the primary screen (i.e. the laptop screen), but it's best to check that this is the case.

To do this:

1) Double click on Experiment Object (or go to Edit in the top bar and then Experiment).

This brings up a new window.

Pro	perties: Experime	ent Object Properties	×
G	eneral Notes Star	tup Info Data File Devices Packages	_
	Name ♥ Display ♥ Keyboard ♥ Mouse ♥ Sound	Class Display Keyboard Mouse Sound	
	Add	Remove Edit Move Up Move Down OK Cancel Apply Help	

2) Double click on Display to bring up a new window.

Edit DisplayDevice Properties
Name Display
Display Index 1
Default Background Color white
Match desktop resolution at runtime No
Settings
Width 640 💌
Height 480 🗸
Color Bit Depth 16
OK Cancel

- 3) In the drop-down box Display Index make sure you see a 1 if not select it.
- 4) Also set Match desktop resolution at runtime to yes.
- 5) Click OK on this screen and Apply on the next screen (which will be the as in step 1).

c. Ensure Tobii Extensions for Eprime are enabled

You need to make sure that Eprime and the eye tracker can communicate, this is done using Tobii Extensions for Eprime. Ensure that the Tobii Extension for Eprime are enabled so that the computer and eye tracker can communicate.

To do this:

1) Double click on Experiment Object (or go to Edit in the top bar and then Experiment).

This brings up a new window.

Properties: Experi	ment Object Properties 🛛 🔁
General Notes S	artup Info Data File Devices Packages
Name ♥ Display ♥ % Keyboard ♥ % Mouse ♥ € Sound	Class Display Keyboard Mouse Sound
Add	Remove Edit Move Up Move Down OK Cancel Apply Help

2) Click on the Add button, new window called Add Device will appear.



3) Double click on TobiiEyeTracker. This icon will then be added to the list seen in Step 2.

d. Set serial number to connect Eprime and the eye tracker

Ensure that Eprime is linking to the eye tracker for your experiment.

To do this:

1) Double click on Experiment Object (or go to Edit in the top bar and then Experiment).

This brings up a new window.

Pro	perties: Experiment Object Properties	3
G	eneral Notes Startup Info Data File Devices Packages	
	Name Class	
	✓ Display Display ✓	
	✓ ∑ Mouse Mouse ✓ 剩: Sound Sound	
	▼ t TobiiEye TobiiEyeTracker	
	Add Remove Edit Move Up Move Down	
	OK Cancel Apply Help	

2) Double click on TobiiEyeTracker. This brings up a new window.

Edit TobiiEyeTrac	kerDevice Prope 🔀
IP Address/Name:	
Port Number:	4455
Log File (Optional):	
Sync Mode:	Local
Max Count:	4096 🔽
	OK Cancel

3) In the IP Address/ Name field add the serial number of the eye tracker that you are using. If it's the T60 eye tracker then the serial number is TT060-205-

85200513 so that Eprime knows where to look the serial number has to be followed by ".local." So, using the T60 machine the IP Address/ Name field should have TT060-205-85200513.local. typed in to it.

If you don't know your eye tracker's serial number, open Tobii EyeTracker Browser select the eye tracker that you are using and click on the Copy button. The serial number and .local. can then be pasted (ctrl + p) in to the IP Address/ Name field.

6) Click OK, then click Apply on the screen that appears again that was seen in Step 1.

e. Calibrate the eye tracker in Tobii Studio

When using the eye tracker with Eprime the Tobii Extensions for Eprime offers a built-in calibration package. This can be problematic so the best option is to calibrate the eye tracker in Tobii Studio and then run your experiment in Eprime. The eye tracker retains the last calibration in "memory" so there is no need to worry that calibrating in Tobii Studio and then exiting Tobii Studio will cause a problem- the calibration will be retained.

To calibrate in Tobii Studio:

- 1) Open Tobii Studio.
- Open a project (either create a new one or use an existing experiment, this won't affect the experiment). It may take a little while for the experiment to open.
- 3) Go to Set up, a drop down menu at the top left of Tobii Studio.
- 4) Then click on Calibrate.
- 5) The calibration routine will then be run, accept the calibration if you're happy with it (the green lines are within the green dots) or reject the calibration and recalibrate.

You can change the calibration routine to a more child-friendly version by going to:

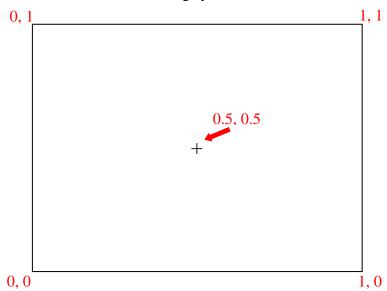
- 1) Go to the Design and Record view of Tobii Studio.
- 2) Click on Setup.
- 3) Click Settings in the drop-down list.
- 4) Click on the Calibration tab.
- 5) Change the calibration routine with the Calibration Type radio buttons. The infant routines are especially designed for children and are more appealing than the standard black and red dots used by Tobii Studio.

f. A note on screen coordinates from Eprime files

When you get an output file for an Eprime experiment from the eye tracker you might be surprised to see that the x,y coordinates for eye position are not integers. You find the x,y coordinates in the XGazePosLeftEye and YGazePosLeftEye columns (or also the XGazePosRightEye and YGazePosRightEye colums). I was certainly expecting to see values like [-250, 500]! This coordinate systems is actually a u, v coordinate systems but can be easily understood once you understand where the origin is onscreen.

B	Home	-in	sert	Page Lay	out Fo	irmulas	Data R	enew View	Developer											i) _ r
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	3	1	1 29	1.31985			440	1319796759	6987	46 0.3924617	0.4854359	0.463841		08123	2	2.79009			0	0.57
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	3			1.3198E-		100		1319796759	7487		0.4801961	0.4614995		07834		2.83428			0	0.50
	3			1.31988-			1.1.2	1319796759			0.4812105	0.4629746		01449		2.74779			0	0.44
	3			1.3198E-				1319796759	7819		0.5014799	0.4637113		02348		2.69427			0	0.46
	3			1.31988				1319796759	7986	000 CONTRACTOR 000	0.4933202	0.4633908		03759		2.70270			0	0.45
	3	1		1.3198E-		7		1319796759	8153		0.497265	0.4629975		03834		2.69866			0	0.45
	3			1.31988				1319796759	8319		0.4929444	0.4626067		03854		2.6897.			0	0.46
	3			1.3198E-				1319796759			0.4979398	0.4622611		03229		2.70965			0	0.46
	3			1.3198E-				1319796759	8652		0.4893183	0.4618666		02605		2.7000			0	0.46
	3			1.3198E-				1319796759	8819		0.4987927	0.4614825		01307		2.72108			0	0.4
	3			1.3198E				1319796759			0.4941497	0.4610504		99572		2.69649			0	0.46
	3			1.3198E				1319796759			0.4952955	0.4606263		59674		2.71044			0	0.46
	3							1319796759	9318		0.4993112	0.4602556		92146		2.67801			0	0.45
	3			1.3198E-				1319796759	9485		0.4915407	0.4599171		88488		2.66280			0	0.46
	3			1.3198E-				1319796759			0.5013729	0.4595803		84407		2.63546			0	0.46
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The coordinates that Eprime (and indeed MATLAB) gets from the eye tracker are based on the origin being at the centre of the screen and having a value of [0.5, 0.5]. The coordinates are based on the following system:



This coordinate system allows for a good degree of accuracy and more importantly use of this coordinate system means that different screens/ eye trackers can be used

for a task as the origin will always be at the centre of the screen. This is not possible where coordinates are defined from screen resolution.

4. **Presentation**

a. Installing and Licensing

The ASUS laptop is currently using Presentation and has the necessary extensions installed.

If you are not using this machine: Presentation can be downloaded at <u>http://www.neurobs.com/</u>

The necessary extensions can be found at http://www.visionspace.at/index.php?id=3&L=1

The documentation for the extension contains sample programmes that contain the code that is needed to run an experiment with the eye tracker.

b. Checking that the eye tracker and Presentation are connected

You can check that the extension is working correcting in the extension manager of Presentation. If you don't get any data through this check all connections and cables.

- 1) Go to Tools and click on Extension Manager.
- 2) Click on the Tobii extensions, and the test extension option. This will bring up a new window.
- 3) In the Send Command box, first type the serial number of the eye tracker followed by ".local" e.g. TT060-205-85200513.local. Then click send command.
- 4) In the Send Command box, type port 4455 and then click send command.
- 5) Click on the Start buttons at the top left of the window.
- 6) Click on the recording button for eye movements. This section should now fill with x,y coordinates in red if the eye tracker is recording eye movements if you are sat in front of the eye tracker. If no data fills here, check your connecting cables and that you typed the correct serial code. If values appear, you have successfully connected the eye tracker and computer.

c. Coding synchronisation with the eye tracker

The following code must be included to facilitation communication between the eye tracker and computer. Add these lines to the PCL section of your code:

get an instance of the eye tracker extension
eye_tracker Tobii = new eye_tracker("Tobii");

set the host IP address that the Tet_server runs on- remember to set the IP to generate automatically Tobii.send_command("host TT060-205-85200513.local");

set the port the Tet_Server sends the data to Tobii.send_command("port 4455");

set the screen resolution used by the Tobii eye tracker # Default: Screen Resolution settings #Tobii.send_command("width 1280"); #Tobii.send_command("height 1024");

When setting the IP address use the serial number of the machine, this can be obtained as in Step 3 above.

d. Using the mouse instead of the eye tracker for testing code

What's really handy about Presentation is that you don't need the eye tracker connected to test script as you can use the mouse to emulate eye movements. This saves the need to get hold of the eye tracker or the need to connect/ move equipment.

To use the mouse instead of the eye tracker, add these lines to your PCL section:

get an instance of the eye tracker extension
eye_tracker Tobii = new eye_tracker("Tobii");

set the host IP address that the Tet_server runs on- remember to set the IP to
generate automatically
Tobii.send_command("Mouse Test Server");

set the port the Tet_Server sends the data to
#Tobii.send_command("port 4455");

set the screen resolution used by the Tobii eye tracker # Default: Screen Resolution settings #Tobii.send_command("width 1280"); #Tobii.send_command("height 1024");

e. Calibration -setting up and changing the routine type

You have two options available to you when calibrating the eye tracker when using Presentation. You can either use the built-in routine or use Tobii Studio as in Step e of using the section above.

The built in routine consists of a five point cross-hair calibration. The programme will automatically end if calibration is inadequate. You can also change the colour and object used for calibration in the SDL section of your programme.

To run the built-in routine:

To add to the SDL section:
 #for automatic calibration
picture {
 background_color = 0,0,255;
 box { height = 10; width = 1; color = 255,0,0; };
 x = 0; y = 0;
 box { height = 1; width = 10; color = 255,0,0; };
 x = 0; y = 0;
 } et_calibration;

2) To add to the PCL section:

start calibration
tracker.calibrate(et_calibrate_default, 0.0, 0.0, 0.0);

This screenshot shows definition of the eye tracker serial number and also calibration.

• ePresentation	
Experiment Editor Tools U	kense Halp
Main Scenarios Settings	Edu
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All Files	Oct. Mon_EXPERIMENTAL_TRIAL.sos
peting processed jie noo in PEPS_C, Revised Family working_PEPS_C, Link, with working_PEPS_C, Link, with working_PEPS_C, Link, with rest, of jet al collision Pamberishon root responses sce PEPS_C, Revised Exp. Tr PEPS_C, R	<pre>242 # set the port the Tet_Server sends the data to 243 Tobil.mend_command("port 4455"): 244 245 244 245 # set the screen resolution used by the Tobil sys tracker 246 # Default: Screen Resolution settings 247 #Tobil.mend_command("width 1280"): 248 #Tobil.mend_command("height 1024"): 249 250 #set size of buffer for position data 251 Tobil.set_max_buffer_size(dt_position, 100000): 255 255 255 255 255 255 255 255 255 25</pre>

5. MATLAB and Cogent

Both MATLAB and Cogent are currently installed on the ASUS machine.

A licence and installation of MATLAB can be obtained from IT technicians or at <u>http://www.mathworks.co.uk/</u> Cogent can be found at <u>http://www.vislab.ucl.ac.uk/cogent.php</u>

I'm only just learning to use MATLAB and the eye tracker so as I learn more this section will get added to!

6. Troubleshooting

a. Check cables (especially the VGA connection)

If the eye tracker says Check Cable on its screen you probably have trouble with the VGA cable's connection. Ensure what the VGA cable is attached as many laptops (including the ASUS machine) do not have screws- the cable can be supported by a rubber or something small to lift the connector behind the laptop. This should make

the screen come on if you have seen the Check Cable message. It's probably also a good idea to check that all the cables are properly connected.

If you're still getting errors then it's sensible to try replacement cables just to check that the cable hasn't broken and is causing your problems. The cables don't need to be a specific brand or length as long as you're replacing the right cables.

You'll need: a VGA cable. an ethernet cable. a type A to B USB cable.

b. Run a sample script

A good way to test if the problem a connection is because of your experiment or something else, is to run a sample script provided by the software that you're using. If this is Eprime you can go in to File, Open, My Experiments, Tobii, Samples, TET, TETFixedPositionAOI. Then make sure that you set the IP Address/ Name field to the serial number of the eye tracker (as outlined in Step 3d).

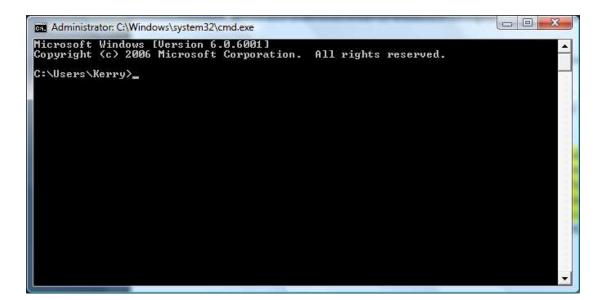
In Presentation this can be found by going to the folder for the extensions and running the SaveAndReplayDemo ensuring that you send the Tobii.send_command("host TT060-205-85200513.local"); command (or replace this with your serial number).

c. Try to send a signal to the eye tracker

To test whether there is a physical connectivity issue with the eye tracker it's a good idea to try to ping the eye tracker, if the signal is sent and received you know that the eye tracker is physically connected to the computer.

To ping the server on the eye tracker (these instructions were made on my home computer so will look different to what you see on a laptop or computer connected to the network):

- 1) Go to Start click on Run.
- 2) In the small box type cmd. This will bring up a black DOS window. Don't be worried by this, you can do no harm to the computer. All you will be doing is sending a signal to the eye tracker and see if it gets sent back.



3) Type IPconfig and press return.



This will bring up a list of wired and wireless network connections to the computer. You will see lots of numbers, there's no need to be intimidated by this.

- 4) Find the IPv4 Address for the eye tracker, it is usually connected via a wired LAN connection.
- 5) When you have found the right IPv4 Address type Ping and then the IPv4 Address for the eye tracker. Press return.

Here is an example from my home computer:

_ 0 X Administrator: C:\Windows\system32\cmd.exe Windows IP Configuration Wireless LAN adapter Wireless Network Connection: Connection-specific DNS Suffix .: cable.virginmedia.net Link-local IPv6 Address . . . : fe80::acf5:edf0:970b:6ef2%11 IPv4 Address : 192.168.1.101 Subnet Mask : 255.255.2 Default Gateway : : 192.168.1.1 Ethernet adapter Local Area Connection: Media State Media disconnected Connection-specific DNS Suffix . : Tunnel adapter Local Area Connection* 6: Media State Media disconnected Connection-specific DNS Suffix . : Tunnel adapter Local Area Connection* 7: Media State Media disconnected Connection-specific DNS Suffix . : cable.virginmedia.net Tunnel adapter Local Area Connection* 12: Media State Media disconnected Connection-specific DNS Suffix . : Tunnel adapter Local Area Connection* 13: Media State Media disconnected Connection-specific DNS Suffix . : Tunnel adapter Local Area Connection* 14: Connection-specific DNS Suffix .: IPv6 Address.....: 2001:0:5ef5:79fb:3803:34db:3f57:fe9a Link-local IPv6 Address: fe80::3803:34db:3f57:fe9a%15 Default Gateway: :: C:\Users\Kerry>ping 192.168.1.101_

You will see a number of lines appear.

- 0 Administrator: C:\Windows\system32\cmd.exe Windows IP Configuration Wireless LAN adapter Wireless Network Connection: Connection-specific DNS Suffix .: cable.virginmedia.net Link-local IPv6 Address : fe80::acf5:edf0:970b:6ef2%11 IPv4 Address : 192.168.1.101 Subnet Mask : 255.255.255.0 Default Gateway : 192.168.1.1 Ethernet adapter Local Area Connection: Media State Media disconnected Connection-specific DNS Suffix . : Tunnel adapter Local Area Connection* 6: Gonnection-specific DNS Suffix . : Tunnel adapter Local Area Connection* 7: Media State Media disconnected Connection-specific DNS Suffix . : cable.virginmedia.net Tunnel adapter Local Area Connection* 12: Media State Media disconnected Connection-specific DNS Suffix . : Tunnel adapter Local Area Connection* 13: Media State Media disconnected Connection-specific DNS Suffix . : Tunnel adapter Local Area Connection* 14: Connection-specific DNS Suffix .: IPv6 Address.....: 2001:0:5ef5:79fb:3803:34db:3f57:fe9a Link-local IPv6 Address: fe80::3803:34db:3f57:fe9ax15 Default Gateway: :: C:\Users\Kerry>ping 192.168.1.101 Pinging 192.168.1.101 with 32 bytes of data: Reply from 192.168.1.101: bytes=32 time<1ms TTL=128 Ping statistics for 192.168.1.101: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms C:\Users\Kerry>

6) If the number of packets sent and received matches (see four lines up from the bottom) then you know that the eye tracker is properly connected- your problem is not a connectivity issue.

If there is a mismatch between the number of packets sent and received your connection to the eye tracker is incomplete. Try changing cables and checking the connections are tight to the laptop and from the eye tracker.

d. Run Tobii diagnostics

Running Tobii diagnostics is another way of checking for connectivity issues.

- 1) Go to the Tobii Eyetracker Brower.
- 2) Find your eye tracker, if it's the T60 machine in the department it'll have the serial code TT060-205-85200513.

- 3) Make sure that you sit in front of the eye tracker as it will be trying to pick up your eyes.
- 4) Follow the on screen prompts to check the eye tracker's performance.

e. Try restarting the laptop and eye tracker

The TET Server running on the eye tracker can sometimes need to be reset, this can simply be done by restarting the eye tracker (connected to the laptop) and laptop at the same time. I was told by a tech support worked at Tobii that restarting three times can sometimes fix problems with the TET Server.

To do this simply restart the laptop and the eye tracker connection will be reset while the laptop restarts.