

# Frequently Asked Questions: myGaze Assistive 2

Watch the [Quick-start Video](#) or read the short instruction visual that came with your myGaze Assistive 2 system.

Read about myGaze Assistive 2 Tech Specs [here](#) – beware the monitor screen size, operating system and CPU requirements.

## Who developed myGaze Assistive 2?

myGaze Assistive 2 is a product of Visual Interaction GmbH, developed in Germany.

## Can I use myGaze Assistive 2 on big screens?

myGaze Assistive 2 is recommended for screens of up to 24”.

## How do I know that I am calibrated?

You are always calibrated with EyeMouse Play.

The EyeMouse Play gives you the option in its configuration menu to either always calibrate or restore last calibration at start-up. If you select to calibrate, you are offered the various calibration method to choose from. Even if you press “Finish” without calibrating the system performs 0-point calibration.

## Can I perform multiple calibrations?

You can perform as many calibrations as you wish using various calibration methods. The last calibration you perform is then applied.

## Where do I have to install the ET device when I use a second display?

Second display does not mean a separate computer. Please install the device on the computer that serves both displays. You can choose to place the shortcut icon and the visual clue icon on the display of your choice.

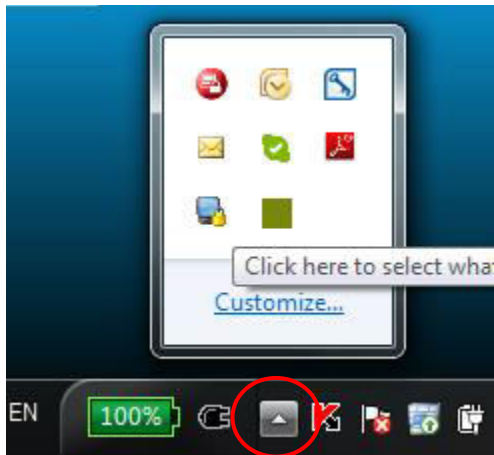
## How could I quit the program?

You right click on the icon in the Windows System tray and choose exit.

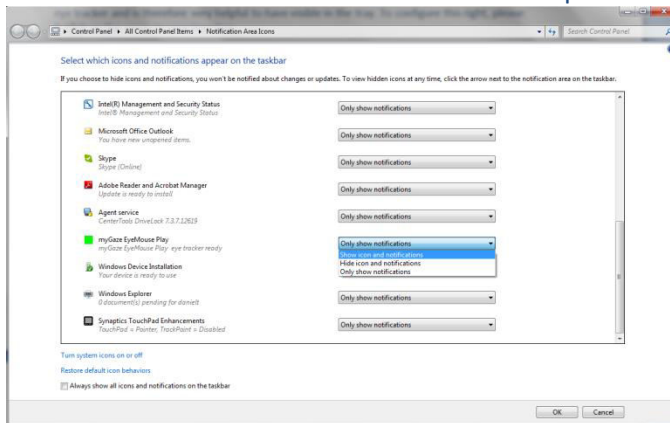
## How do I make the EyeMouse positioning guide icon visible in the tray so that I can make sure I am always well positioned?

The EyeMouse icon changes colors relevant to how well the user is positioned in front of the myGaze Assistive 2 eye tracker and is therefore very helpful to have visible in the tray. To configure this right, in Windows 7, please:

1. Click on the arrow in your icon tray



2. Click on 'Customize'
3. Select 'Show icon and notification' in the drop-down menu against EyeMouse Play.



4. Press 'OK' and verify the results:



### Can I use USB 3.0?

Yes, you can use myGaze Assistive 2 with USB 3.0 on Windows 8 and later versions. On Windows 7, the myGaze Assistive 2 eye tracker must be connected to a native USB 2.0 port. *When using a USB 2.0 port that is under the control of a USB 3.0 Host Controller, it will be necessary to disable USB 3.0 support in the BIOS before booting into the Windows OS.*

### What should I do when I terminate the program from Task Manager but the LED lights are still on?

Sometimes terminating the program from the task manager may not fully shut down the eye tracking server. If you notice that the LED lights are still on, please close down the program from the icon tray. You can also plug out and in the USB cable.

**Can I use it with glasses?**

The myGaze Assistive 2 system can track users with 1 or 2 eyes, contact lenses and glasses. In rare cases of specific type of a prescription glass with varying diopter values, accuracy may be lower.

**Do you have an application you use to measure USB throughput in real-time?**

Measuring USB compatibility is not always accurate. One can take a large external hard disk, transfer a large file through the USB and track the transfer speed.

**Compatibility:****1. Which type of devices can I use myGaze Assistive 2 on?**

myGaze Assistive 2 is compatible with Intel CPUs starting from Core 2 Duo (2006) and AMD CPUs of the Bulldozer family (2011) or newer. We highly recommend Intel i3 or Intel CPUs with superior performance (i5 / i7). Please visit <http://www.mygaze.com/support/faq/system-requirements/> for more details.

**2. With which applications can I use EyeMouse Play?**

You can use the myGaze EyeMouse Play software with any assistive or standard application that runs on Windows®.

**Can I Use EyeMouse on a Linux or Mac system?**

Not at the moment.

**Can I use EyeMouse Play on Tablets?**

Yes, Intel or AMD based tablets running Microsoft Windows® such as Surface.