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Welcome

Chapter 1
1. Welcome

The *myGaze Assistive System* consists of *myGaze® EyeMouse Play* and *myGaze® Assistive Eye Tracker*, both developed by Visual Interaction GmbH. With a few easy steps, this system can be setup and running to assist users with varying abilities to interact with Windows-based applications using only their eye gaze.

In this User Guide you will find a description of the system and procedures to install and configure myGaze EyeMouse Play.

*myGaze™* is documented in the *myGaze® User Manual*.

For more information as well as access to additional support information and downloads, visit the myGaze website at [www.mygaze.com](http://www.mygaze.com)

**Document Information**

Release Date: July 2017  
myGaze eyeMouse Play Software Version: 1.9

Copyright © 2017 Visual Interaction (VI). All other product names are copyright of their respective owners.

See [License Agreement and Warranty](#) for rights and responsibilities of the use of this product.

Please read this manual carefully to ensure best results when working with myGaze® EyeMouse Play.
1.1 Contacting Visual Interaction GmbH

Visual Interaction GmbH (VI)
Behlertstraße 3a/Haus B2
D-14467 Potsdam
Germany

Phone +49 (331) 235 21 52
Fax +49 (331) 235 22 22
e-mail info@mygaze.com

To contact Visual Interaction Technical Support:
support@mygaze.com.

Please also visit our homepage: www.mygaze.com.
## 1.2 System Requirements

To achieve the best performance with myGaze and myGaze EyeMouse Play, we strongly recommend that your PC or Laptop have the following minimum system requirements:

<table>
<thead>
<tr>
<th>System Item</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Microsoft® Windows® 7 or later (Windows 8, 8.1 and Windows 10 are supported).</td>
</tr>
<tr>
<td></td>
<td><strong>⚠️ Microsoft® Windows® XP is not supported.</strong></td>
</tr>
<tr>
<td>CPU</td>
<td>Recommended: <strong>Intel i3 or Intel CPU with superior performance (i5 / i7).</strong></td>
</tr>
<tr>
<td>RAM</td>
<td>2GB RAM</td>
</tr>
<tr>
<td>Microsoft DirectX</td>
<td>Version 9.0c or later</td>
</tr>
<tr>
<td></td>
<td><strong>ℹ️ This is installed by default in Windows. If necessary, check Microsoft Support to learn how to determine version.</strong></td>
</tr>
<tr>
<td>USB port</td>
<td><strong>myGaze Assistive 2:</strong> USB 2.0 (Windows 7 and later), USB 3.0 (Windows 8 and later)</td>
</tr>
<tr>
<td></td>
<td><strong>myGaze n Assistive:</strong> USB 3.0 (Windows 7 and later)</td>
</tr>
<tr>
<td></td>
<td><strong>⚠️ When using a USB 2.0 port, and if all ports on the PC or Laptop are under a common USB 3.0 Host Controller, it will be necessary to disable USB 3.0 in the BIOS</strong></td>
</tr>
<tr>
<td>System Item</td>
<td>Requirement</td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>(before booting into Windows OS). Alternatively, if using a USB 3.0 port, keep in mind that USB 3.0 support should not be disabled in the BIOS. For more information, contact <a href="mailto:support@mygaze.com">support@mygaze.com</a></td>
</tr>
<tr>
<td>Monitor/Display</td>
<td>myGaze Assistive 2: 10&quot; - 24&quot;</td>
</tr>
<tr>
<td></td>
<td>myGaze n Assistive: 10&quot; - 27&quot;</td>
</tr>
</tbody>
</table>

For more information see the *myGaze™ User Guide*. 
1.3 Required Software

Ensure that you have downloaded the latest myGaze EyeMouse Play installer (1.9) from your own myGaze customer account at www.myGaze.com, under My instant Downloads. The downloaded file is required to install the myGaze EyeMouse Play application and to run the myGaze EyeMouse Eye Tracker.

The installer filename is myGaze EyeMouse Play.msi.

See Downloading the myGaze EyeMouse Play Installer.
1.4 Document Conventions

The following document conventions are used in this manual:

*Italic* Indicates filenames and file extensions.

*Bold* Used for user interface buttons, selections, checkboxes and application windows and screen names.

*Underlined* In the PDF and Online Help version of this manual, indicates references to a related topic in this manual or to internet addresses. In the printed version, page numbers are provided for references. It also refers to product names and additional documentation.

Hint icon which provides additional information.

Warning icon to pay careful attention to the information.

Reference icon to a related topic. In the printed version, page numbers are shown next to topic title.
About myGaze Assistive
2. About myGaze Assistive

The myGaze Assistive bundle consists of a software component, myGaze® EyeMouse Play, and a hardware component, myGaze® Assistive Eye Tracker. This section provides a brief overview of both components of the system.

2.1 About myGaze EyeMouse Play

myGaze® EyeMouse Play allows users of varying abilities to access and control Windows-based programs using only their eye gaze. With myGaze® EyeMouse Play, tasks such as launching applications with a "double-click", selecting menu items with a "single-click" or "typing" using an on-screen keyboard can be easily performed.

⚠️ Note that the latest EyeMouse Play 1.9 supports 2 different myGaze® Assistive Eye Trackers, myGaze Assistive 2 (MA2) and myGaze n Assistive (MA3). See the Table below and next section About Assistive Eye Tracker for more details.

**myGaze EyeMouse Play software, compatible Eye Trackers and system requirements**

<table>
<thead>
<tr>
<th>EyeMouse Play version</th>
<th>Free software updates *</th>
<th>Compatible myGaze® Assistive Eye Tracker</th>
<th>System requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.9</td>
<td>Yes</td>
<td>MA2 and MA3</td>
<td>MA2: USB 2.0 (Windows 7) and USB 3.0 (Windows 8)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MA3: USB 3.0</td>
</tr>
</tbody>
</table>
About myGaze Assistive

<table>
<thead>
<tr>
<th>EyeMouse Play version</th>
<th>Free software updates*</th>
<th>Compatible myGaze® Assistive Eye Tracker</th>
<th>System requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>MA2</td>
<td>(Windows 7 and newer)</td>
</tr>
<tr>
<td>1.4.23</td>
<td>Yes</td>
<td>MA2</td>
<td>USB 2.0 (Windows 7) and USB 3.0 (Windows 8)</td>
</tr>
<tr>
<td>1.3.20</td>
<td>No</td>
<td>MA1</td>
<td>USB 2.0 (Windows 7)</td>
</tr>
</tbody>
</table>

*Connection to the internet is required for updates. See Section [Software Update](#) for details on this process.

**myGaze EyeMouse Play Features**

myGaze EyeMouse Play consists of an Access button and the myGaze Menu. The following figure shows a typical Windows 7 screen with myGaze EyeMouse Play running. The Access button is shown at the top of the screen while the myGaze Menu is shown in the center of the screen. The screen also is dimmed so that the user can focus on using the myGaze Menu.
The myGaze Menu consists of a set of five selections:

- **Pause** button
- **Left Click** button
- **Double Click** button
- **Click and Hold** button
- **Configuration Settings** button

**Status Colors - Red, Orange and Green**

It also includes a **Positioning Guide** which assists the user to position themselves correctly before making a selection from the **myGaze Menu**.

Three status colors are provided to assist users to position themselves correctly:
• Red - Incorrect Position

Access button - red status

• Orange - Better Position

Access button - orange status

• Green - Correct Position

Access button - green status

Gaze Positioning Icon

A Gaze Positioning icon is provided in the system tray as a status indicator. It shows the same status colors as the Access button. For more details, see Positioning Users Correctly.
Physical Mouse and myGaze EyeMouse Play Priority

The mouse takes precedence over myGaze EyeMouse Play. When a mouse is used, it takes control over the cursor. After two seconds of inactivity, control returns to myGaze EyeMouse Play. This feature is important in student-caregiver interactions.

Further Information

For installation instructions, see Installing myGaze EyeMouse Play.

For configuration instructions, see Configuring EyeMouse Play.

For usage instructions, see Using myGaze EyeMouse Play.
2.2 About myGaze Assistive Eye Tracker

Complete details of the installation and use of the myGaze Assistive Eye Tracker are available in the myGaze User Manual.

There are two myGaze® Assistive Eye Tracker models which differ in several key features including the type of USB connection. myGaze Assistive Eye Trackers and the required components are delivered in a sturdy box to protect them during shipping and to store the components when not in use. A soft carrying case is provided for the Eye Tracker to protect it when not in use.

myGaze Assistive Eye Tracker components

The following tables list all the components provided with the myGaze Assistive Eye Tracker.

### myGaze Assistive 2

<table>
<thead>
<tr>
<th>Component</th>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>myGaze Eye Tracking Device</td>
<td>1</td>
<td>Handle the myGaze Assistive Eye Tracker with care as it is a sophisticated electronic device with sensitive cameras.</td>
</tr>
<tr>
<td>USB 2.0 extension cable</td>
<td>1</td>
<td>78.7&quot; (200 cm) long extension cable to connect myGaze Assistive Eye Tracker to a USB port on a Laptop or Desktop.</td>
</tr>
<tr>
<td>20° Angle mounting Bracket</td>
<td>1</td>
<td>Metal bracket with sticky tape on one side is provided for attaching the myGaze Assistive Eye Tracker at the hinge area of a Laptop or on top of Desktop Monitor lower frame.</td>
</tr>
</tbody>
</table>
### myGaze® EyeMouse Play User Guide

#### Component Table

<table>
<thead>
<tr>
<th>Component</th>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microfibre cleaning cloth</td>
<td>1</td>
<td>Used to clean the face of the myGaze Assistive Eye Tracker.</td>
</tr>
<tr>
<td>Neoprene Soft Protective Case</td>
<td>1</td>
<td>Used to safely store the myGaze Eye Tracking Device and to protect the device from scratches when stored.</td>
</tr>
<tr>
<td>Metal plate</td>
<td>1</td>
<td>Replacement metal plate for attaching device to the 20° Angle mounting Bracket.</td>
</tr>
</tbody>
</table>

#### myGaze n Assistive

<table>
<thead>
<tr>
<th>Component</th>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>myGaze Eye Tracking Device</td>
<td>1</td>
<td>Handle the myGaze Assistive Eye Tracker with care as it is a sophisticated electronic device with sensitive cameras.</td>
</tr>
<tr>
<td>USB 3.0 main cable</td>
<td>1</td>
<td>78.7&quot; (200 cm) long cable to connect myGaze Assistive Eye Tracker to a USB 3.0 port on a Laptop or Desktop.</td>
</tr>
<tr>
<td>20° Angle mounting Bracket</td>
<td>1</td>
<td>Metal bracket with sticky tape on one side is provided for attaching the myGaze Assistive Eye Tracker at the hinge area of a Laptop or on top of Desktop Monitor lower frame.</td>
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<tr>
<td>Microfibre cleaning cloth</td>
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</tr>
<tr>
<td>Metal plate</td>
<td>1</td>
<td>Replacement metal plate for attaching device to the 20° Angle mounting Bracket.</td>
</tr>
</tbody>
</table>
myGaze Assistive 2

myGaze Assistive 2 mounted on laptop display (left) or external monitor (right)

myGaze n Assistive

myGaze Assistive 3 mounted on laptop display
2.2.1 Optimal User Conditions

The myGaze Assistive Eye Trackers are optical camera systems based on infrared technology. Therefore, to ensure the myGaze Assistive Eye Tracker is operated safely and under optimal conditions, do the following:

- The user should sit at a distance of between 19.7" and 31.5" (50cm - 80cm) for myGaze Assistive 2 and between 15.7" and 39.4" (40cm - 100cm) for myGaze n Assistive from a Monitor or Laptop.

- Minimize any interference from direct sunlight on the myGaze Assistive Eye Tracker.

- Do not use the myGaze Assistive Eye Tracker in conditions where the user's pupils would dilate and contract frequently, such as bright lights switching on and off.

- Do not cover or block the myGaze Assistive Eye Tracker when it is powered up and is connected to the PC.

- When a user is wearing glasses, make sure the glasses are clean and free of streaks so that light does not reflect off the glasses and become
visible.

- Do not use a Monitor larger than 22 inches for **myGaze Assistive 2** and 27 inches for **myGaze n Assistive**.

- For best results, the brightness of the background color of the calibration test should be similar to the mean brightness of the stimuli shown during the experiment. This is important as to avoid large variations in the pupils of the user's eyes during the experiment, to achieve best data accuracy.

### 2.2.2 Safety Information Regarding Magnets

The **myGaze Assistive Eye Tracker** contains Neodymium magnets (Rare Earth magnets). This allows **myGaze Assistive Eye Tracker** to be quickly connected to the Mounting Bracket which is attached to a Monitor. However, this type of magnet is extremely strong and must, therefore, be handled with extreme care.

![Warning Sign](image)

**Handling Warnings**

- Do not confuse Neodymium magnets with standard "fridge magnets". Neodymium magnets can cause injury if not used properly.

- Do not place your fingers between the two magnets while connecting the **myGaze Assistive Eye Tracker** to the Mounting Bracket. Two attracting magnets have enormous strength and can severely pinch your fingers if
placed between the magnets while connecting the myGaze Assistive Eye Tracker.

- Do not let the myGaze Assistive Eye Tracker freely connect to the Mounting Bracket. Although Neodymium magnets have high strength, they are also very brittle and prone to cracking and chipping. If connected too quickly, or if the myGaze Assistive Eye Tracker is dropped, the magnets may shatter and scatter shards of the magnet, possibly even towards the user's eyes.

- Neodymium magnets have strong magnetic fields and likely to cause damage to magnetic media devices. Therefore, keep the myGaze Assistive Eye Tracker away from magnetic media such as hard drives, memory sticks, credit cards, magnetic I.D. cards, or other magnetic media. KEEP THE DEVICE IN THE STORAGE CASE WHEN NOT IN USE.

- Do not place metal items near the magnets on the myGaze Assistive Eye Tracker. Metal items such as keys, knives, or tools may cause the magnet to shatter.

- Do not leave the myGaze Assistive Eye Tracker near an open flame or a heat source. Not only will the device be destroyed, but the Neodymium magnets will ignite, burn and create toxic fumes.

**Health Warnings**

- Neodymium magnets should NEVER be used near a person who uses medical aids such as a pacemaker. The magnet can cause the medical aid to malfunction. Individuals with pacemakers or internal medical devices should use caution when handling the myGaze Assistive Eye Tracker and the Mounting Bracket. Magnetic fields may affect the operation of these devices. Consult your physician and the manufacturer of your medical device to determine its susceptibility to static magnetic fields prior to handling themyGaze Assistive Eye Tracker and the Mounting Bracket. All of our magnetic products should be kept at a safe distance from individuals with these devices.

- Do not handle the myGaze Assistive Eye Tracker while eating. The metal
compounds in the magnets may be toxic when ingested after handling food.

**Warnings Regarding Children and Magnets**

**NEODYMIUM MAGNETS (RARE-EARTH) MAGNETS SHOULD BE KEPT OUT OF REACH OF CHILDREN. RARE-EARTH MAGNETS ARE NOT TOYS.**

Children should not be allowed to handle or play with rare-earth magnets. Small magnets pose a choking hazard. Children and adults should not ingest magnets or place magnets in any body orifice such as the ear, nose or mouth. Ingestion of magnets is very hazardous. If magnets are ingested or aspirated to the lungs, immediate medical attention is required. Swallowed magnets can stick together across intestines causing serious infections and death. Seek immediate medical attention if magnets are swallowed or inhaled. Children under 3 should not handle magnets, in any case.

**Transportation**

The International Air Transport Association (IATA) Dangerous Goods Regulations provide guidelines for the identification, classification, and testing of potentially hazardous materials offered for transports by air. IATA Packing Instruction 902 defines the acceptance criteria and provides packaging guidelines for magnetized material. These instructions should be consulted prior to transporting magnetic material by air. These regulations also apply to magnets built-in to products such as the myGaze Assistive Eye Tracker and the Mounting Bracket.

**2.2.3 Liability**

Visual Interaction GmbH (VI) does not assume liability for resultant damages to property or personal injury if the product has been misused in any way or damaged by improper use or failure to observe these operating instructions. In addition, any unauthorized modifications or repairs of the device will render the warranty null and void!

Make sure the presented visual stimuli or the environment in which you
conduct your study do not harm or injure your participants. Visual Interaction GmbH (VI) is in no way responsible for the experiments you develop, execute, and analyze. Furthermore, do not offend your participant's cultural background, age or psychological condition.

### 2.2.4 Maintenance

To keep the myGaze Assistive Eye Tracker in good working order, we highly recommend that you:

- Regularly clean the shield (the front glass) of the myGaze Assistive Eye Tracker using the supplied microfiber cloth.

- After using the myGaze Assistive Eye Tracker, store it safely in the case provided.

- Do not leave the myGaze Assistive Eye Tracker sitting on the desk in direct sunlight, even when not in use. Store it away.

- Keep liquids and other contaminants away from the myGaze Assistive Eye Tracker.

Should the myGaze Assistive Eye Tracker become damaged, we highly recommend that you:

- Immediately unplug it from the USB port.

- Do not use the myGaze Assistive Eye Tracker until it has been repaired or replaced.

> Do not attempt to repair the myGaze Assistive Eye Tracker by yourself. There are no user-serviceable parts in the device. Servicing, adjustment or repair should only be done by a certified distributor or by Visual Interaction GmbH (VI).
Chapter 3

Setting Up myGaze Assistive
3. Setting Up myGaze Assistive

Only a few easy steps are required to setup the myGaze Assistive System.

1. Ensure your PC, Laptop, or Tablet meets the minimum system requirements.
   
   See System Requirements.

2. Mount the myGaze Eye Tracker and connect it to a free USB port.

   See Mounting the myGaze Eye Tracker.

3. Obtain the myGaze EyeMouse Play installer (myGaze EyeMouse Play.msi) from the download section of the Visual Interaction website.

   See Required Software.

4. Install myGaze® EyeMouse Play.

   See Installing myGaze EyeMouse Play.

5. Unhide the Gaze Positioning icon, if necessary.

   See Unhiding the Gaze Positioning Icon

6. Start myGaze EyeMouse Play to begin using myGaze Assistive.

   See Using myGaze EyeMouse Play
3.1 Mounting the myGaze Assistive Eye Tracker

Before using myGaze EyeMouse Play, the myGaze Assistive Eye Tracker should be mounted on your PC or Laptop and connected to a free USB port.

Use the 20° Angle magnetic mounting Bracket to place the device in the hinge area of the Laptop or bottom of Desktop monitor.
A reference point is provided to assist you in mounting the device. See Reference Point.

### 3.1.1 Reference Point

To ensure the device is mounted correctly, a reference point has been provided on the top side of the Eye Tracker. This point is highlighted in the figure below.
3.1.2 Mounting on a Laptop

A 20° Angle mounting Bracket is provided to mount the myGaze Assistive Eye Tracker with a PC Monitor or Laptop Display. Before mounting, you will need the Angle Bracket and a ruler (not included).

To place the myGaze Assistive Eye Tracker on a Laptop:

1. Locate the horizontal center point of the laptop screen (including the frame) using a ruler.
2. Remove the paper cover from the sticky side of the metal strip.

3. Carefully attach the metal strip onto the lower edge of the Laptop.
screen's frame.

⚠️ Please take great care to attach the metal strip well-centered and in middle of the display's lower frame. Once attached, the metal strip can not be moved.

Metal strip mounted on the lower frame of the Laptop display.

4. Place the Angle Bracket in the hinge area of the Laptop using the sticky side of the metal strip, or if the metal strip is attached (as shown above), attach the Angle Bracket to the strip.

ℹ️ To correctly orient the device, make sure the small hole of the mounting Bracket (shown below) is towards the "TOP" after attaching to the hinge of the laptop display.
5. Attach the myGaze Assistive Eye Tracker to the 20° Angle mounting Bracket which consists of a high-strength magnet. Ensure the USB cable is to the right and the Reference Point is on top.

The high-strength magnets in the mounting Bracket should be handled with care. See Safety Information Regarding Magnets.

6. You can adjust the angle of the myGaze Assistive Eye Tracker further upwards towards the eyes of the user by bending the Laptop display backwards.

7. Connect the myGaze Eye Tracker to the Laptop via the USB cable.

8. The following shows a completed setup of the myGaze Eye Tracker on a Laptop.
3.1.3 Mounting on a Desktop Monitor

The myGaze Assistive Eye Trackers can only be used with Monitor screen sizes between 10” to 22” (Assistive 2) or 10” to 27” (Assistive 3)

A metal strip with sticky tape and a 20° Angle mounting Bracket are provided to attach the myGaze Assistive Eye Tracker to the bottom edge of a Monitor or hinge area of Laptop display. Attaching the device takes only a few minutes.

The metal strip and 20° Angle mounting Bracket must be carefully positioned at the Monitor's center point and attached on the bottom of the Monitor's frame. Clean the frame before mounting the bracket to ensure good adhesion.

To mount the bracket on a Monitor:

1. Locate the horizontal center point of the Monitor (including the frame).
2. Remove the protective cover from the adhesive strip on the bracket.

A replacement adhesive metal strip is provided in the kit for
later use if you plan on using the device on another Monitor.

3. Attach the Mounting Bracket at the center point and on the bottom side of the Monitor frame using the adhesive side of the metal strip. Press and hold for a few moments to ensure adhesion to the frame. High-strength magnets on the Mounting Bracket securely attach the myGaze Assistive Eye Tracker to the bracket.

These magnets should be handled with care. See Safety Information Regarding Magnets.

4. Ensure the USB cable is to the right and the Reference Point is on top, as shown in Step 8 of section "Mounting on a Laptop".

5. Attach the myGaze Assistive Eye Tracker to the Mounting Bracket as
shown in Steps 8 of section "Mounting on a Laptop".

6. Connect the Eye Tracker to the PC via the USB cable.

7. The following illustrates a completed setup of the myGaze Assistive 2 on a PC Monitor.

3.2 Downloading the myGaze EyeMouse Play Installer

To install the myGaze EyeMouse Play:

2. Go to the My account Tab on the right panel, and either create a “New customer” account or enter your log-in information (e-mail and password).

If you have difficulty logging in, contact Visual Interaction (see Contacting Visual Interaction).
3. Go to the **My instant downloads** section of your myGaze® Shop account.

4. Press the **Download** button to download the myGaze EyeMouse Play installer *myGaze EyeMouse Play.msi*.
As the installer is an executable, it may be possible that your browser will prevent you from downloading the installer. Check your download settings in your browser or consult your system administrator for assistance.

If the download process is interrupted in some unexpected way, the installer may be corrupted and the software installation may fail. If so, please download the installer again.

### 3.3 Installing myGaze® EyeMouse Play

To install myGaze EyeMouse Play:

1. Run the myGaze EyeMouse Play installer `myGaze EyeMouse Play.msi` to start the setup wizard.

2. On the **Welcome** page, click **Next** to continue.
3. On the **End-User License Agreement** page, check **I agree** to accept the agreement and click **Install** to continue.

4. **myGaze EyeMouse Play** will now be installed.

5. When the installation has completed, click **Finish** to dismiss the setup wizard.
6. A shortcut will be placed on the desktop and a Gaze Positioning icon will be added in the system tray.

If the Gaze Positioning icon did not appear in the system tray, see Unhiding the Gaze Positioning Icon

7. Next, ensure the myGaze Assistive Eye Tracker has been mounted properly on your PC or Laptop. See Mounting the myGaze Eye Tracker.
3.4 Unhiding the Gaze Positioning Icon

The EyeMouse Play provides a Gaze Positioning icon in the system tray. This may not be displayed by default. The Notifications area of Windows is used to show the icon in the system tray.

To show the Gaze Positioning icon:

1. Go to Control Panel > Appearance and Personalization > Customize icons in the task bar.

2. Locate the myGaze EyeMouse Play dropdown and select Show icon and notifications.
Using myGaze EyeMouse Play

Chapter 4
4. Using myGaze EyeMouse Play

Once the myGaze Assistive Eye Tracker has been mounted on your PC, Laptop or Tablet and myGaze EyeMouse Play has been installed, you are ready to use myGaze Assistive.

The **myGaze Menu** provides access to the myGaze EyeMouse Play functions. The following shows the function of each button/guide.

- **Pause** - Stops gaze control of the mouse.

- **Left Click** - Allows the user to issue a mouse-click command after fixating on an object for a pre-defined length time using "Dwell", "Blink" or "Switch" modes.

- **Positioning Guide** - Provides a visual cue to the user to position themselves at the optimal position and distance from the PC Monitor or
Laptop Display.

- **Double Click** - Allows the user to perform a double-click mouse action where required, such as launching an application.

- **Click and Hold** - Allows the user to click and hold an object after a dwell period.

- **Configuration Settings** - Used to configure myGaze EyeMouse Play for specific users and conditions.

**Desktop Shortcut and Gaze positioning Icon**

During installation of myGaze EyeMouse Play, a shortcut will have been placed on the desktop.

A **Gaze Positioning** icon will be added in the system tray.
If the myGaze Positioning icon does not appear in the system tray, ensure that you unhide it manually. See Unhiding the Position Icon.

4.1 Starting myGaze EyeMouse Play

To start myGaze EyeMouse Play:

1. Ensure the myGaze Assistive Eye Tracker is connected via USB to your PC or Laptop.

2. Launch myGaze EyeMouse Play.

   The screen dimensions of the Laptop, PC or Tablet will be automatically detected.

3. The Positioning window will appear. This allows you to position the user correctly and to perform a calibration. At this point, the 0-point calibration will be applied.

   See Positioning Users Correctly.
4. You can perform a calibration (recommended) or click **Finish** to skip. If you do not perform a new calibration, a previous calibration will be loaded if one is available, otherwise the 0-point calibration will be applied.

![Positioning Window - starting myGaze Eye Tracker](image)

You can configure myGaze EyeMouse Play to always open the Positioning window immediately after myGaze Assistive Eye Tracker has been powered up and Windows has started. See **System Settings**.

For details about performing a calibration, see **Performing a Calibration**.

5. The **Access** button and the **myGaze Menu** will appear with the desktop dimmed to allow the user to focus on the **myGaze Menu**.
6. The user can now select an item using their eye gaze.

7. After making a selection, the Gaze Menu will be automatically hidden.

A user profile can be set so that on subsequent launches of EyeMouse Play, the last saved calibration will be used instead of performing another calibration.

4.2 Setting Screen Size Manually

When first starting EyeMouse Play, the software will attempt to obtain the screen dimensions automatically from the PC or laptop. In most cases, this works automatically. However, if EyeMouse Play cannot auto-detect the screen dimensions, it will display the following window:
Please carefully measure the diagonal length of the display/monitor in inches and use the slider above to set it accordingly. This can only be done once, so please ensure it is correct or very close to its real value.

4.3 Using the Access Button

The Access button is used to show the myGaze Menu, which is hidden to not interfere with the use of the computer.

Once the Assistive Eye Tracker is running, gazing at the Access button displays the myGaze Menu.
The myGaze Menu is automatically hidden after making a selection from the menu.

4.4 Selecting an Item from myGaze Menu

In the procedures in this and the following sections, select is a gaze while click is a mouse click with the physical mouse.

To select an item from the myGaze Menu:

1. Gaze at the Access button to open the myGaze Menu.

2. Gaze at one of the selections in the myGaze Menu to select it.
3. When the item is selected, a checkbox will appear in the selected icon and the Gaze Menu will be automatically hidden.

4.5 Using Gaze or Mouse to Open myGaze Menu

Users and their caregivers and teachers can access the myGaze menu in several ways:

- Using a gaze by gazing at the Access button.

- Gazing at the center area of the myGaze Assistive Eye Tracker.
These features need to be enabled in the Access Button tab of the Configuration Settings window. See Setting Access Button Properties.

- Using the Positioning Guide Icon in the System Tray. You do this by double-clicking or right-clicking the Positioning Guide icon to reveal a menu. Select Open from the menu to display the myGaze menu.
If the Positioning Guide icon is not shown in the system tray, see Unhiding the Gaze Positioning Icon.

4.6 Positioning Users Correctly

To reliably track the user’s eyes, the user needs to be positioned correctly in front of the myGaze Assistive Eye Tracker. Several guides are provided to assist users to position themselves correctly in front of the myGaze Assistive Eye Tracker.

Status Colors - Red, Orange and Green

Three status colors are provided to assist users to position themselves correctly:

- Red indicates the user is not in the correct position. Adjust the location of the user in front of the monitor by using the arrows in the Positioning Guide window in the Gaze menu until the icon turns green.

- Orange indicates the user is not in an optimal position, although the EyeMouse is functional, and can be improved (usually guided by arrows).

- Green indicates the user is in the correct position. Use the Positioning Guide in the myGaze menu to adjust the position of the user until the eye gaze appears centered in the guides.

Ensure that the myGaze Assistive Eye Tracker is oriented in such a way that it can track the user's eyes. That is, it should be facing towards the user's eyes as the user sits comfortably.

Optimal User Position

The myGaze Assistive Eye Tracker can track the user's gaze when the user sits at a distance of between 19.7" and 31.5" (50cm - 80cm) for myGaze Assistive 2 and between 15.7" and 39.4" (40cm - 100cm) for myGaze n
**Assistive** from a Monitor or Laptop. However, the optimal user position is a distance of between 23.6” and 27.6” (60cm - 70cm) away from myGaze Assistive 2 and 19.7” and 35.4” (50cm - 90cm) from myGaze n Assistive, and approximately centered facing the screen. The following shows a user sitting correctly at approximately 24.4” (62 cm) away from the myGaze Assistive 2 and centered in front of the screen.

![Positioning Guide - Green (optimal)](image)

An additional help is the **Positioning Guide** icon in the system tray. The color of this icon indicates correct positioning in front of the Assistive Eye Tracker.

Arrows are provided to assist users to move in the direction of the arrow so that the white ovals are placed within the target ovals.
Move to the right and away from the Eye Tracker

User positioned correctly

4.7 Viewing Configuration Settings

A user or teacher can configure the myGaze EyeMouse Play using the Configuration Settings window.
1. Click or gaze at the **Configuration Settings** button.

![Configuration Settings Button]

2. The **Configuration Settings** window appears.

![Configuration Settings Window]

3. For details on using the **Configuration Settings** window, see [Configuring EyeMouse Play](#).
4.8 Pausing EyeMouse Play

The **Pause EyeMouse Play** button stops gaze control of the mouse.

![Pausing EyeMouse Play](image)

4.9 Using Left-Click

The **Left-Click** button allows the user to issue a mouse click command following one of three gaze **Activation modes**:

1) Gaze fixation on an object for a defined duration (**Dwell** mode)

2) Gaze fixation on an object followed by a **Blink** event (rapid closing/opening eyes)

3) Gaze fixation on an object for a defined duration and keyboard press
(Switch mode)

For **Dwell** and **Switch** modes, fixation time is set using the **Dwell duration slider** in the Configuration menu.

See [Configuring Mouse Settings](#).

4.10 Using Double-Click

The Double-Click button allows the user to perform a double-click mouse action when gazing at an application that requires a double-click to perform some action. It can be triggered by Dwell, Blink or Switch gaze events. For more details on these events, see previous section **Using Left-Click**.
4.11 Using Click and Hold

The **Click and Hold** button allows the user to click and hold on an object after a dwell period. The object then moves following the gaze. For example, in a paint program, a user could paint by moving a "paint brush" around with their eyes to draw a picture. It can be triggered by Dwell, Blink or Switch gaze events. For more details on these events, see previous section **Using Left-Click**.
4.12 Switching to Cursor Mode

The default mode is the **Cursor** mode. This allows the user to control the movements of the cursor using only the eye gaze.

To switch between **Cursor** mode and any other mode:

1. Unselect the current mode by Left Click on that one function in **myGaze Menu**.

2. The checkmark on the button will disappear indicating the mode is unselected.

3. Cursor mode will then be activated by default.

4. The **myGaze Menu** will automatically disappear.
5. Move the cursor around the screen as required.

4.13 Overriding EyeMouse Play with PC Mouse

A caregiver or teacher can always override EyeMouse Play by simply using the PC mouse. This ensures a caregiver or teacher can assist the user whenever problems occur or a user cannot select an item in an application. Control returns to the EyeMouse Play after the PC mouse has become inactive for two (2) seconds.

4.14 Shutting Down myGaze EyeMouse Play

To shut down myGaze EyeMouse Play:
1. Right-click on the **Positioning Guide** in the system tray.

Select Exit to shut down myGaze EyeMouse Play

2. Click or select **Exit**.
Configuring EyeMouse Play
5. Configuring EyeMouse Play

The **Configuration Settings** window is used to set up a profile and configure EyeMouse Play for specific users and conditions.

- Setting up a Profile - see [Managing Profiles](#)
- Running a Calibration - see [Performing a Calibration](#)
- Managing User Profiles - see [Managing Profiles](#)
- Configuring Mouse settings - see [Configuring Mouse Settings](#)
- Keyboard shortcuts - see [Setting Keyboard Shortcuts](#)
System Settings - see System Settings

You can disable gaze access to the configuration menu by clicking the eye icon on the title bar.

5.1 Managing Profiles

The default user profile includes a number of settings that are suitable for most users. However, you can create a user profile so that on subsequent launches of EyeMouse Play, the last saved calibration will be used instead of performing another calibration. You can easily switch between profiles without having to re-enter the settings.

To create a user profile:

1. Click the Default button to open the Select profile dialog.
Select profile dialog

2. Click **Add** to open the **Add new profile** window

3. Enter a new profile name and click **OK**.

4. You can now modify the settings for this new profile.

**Switching between profiles**

To switch between profiles:

1. Click the currently set profile to open the **Select a Profile** dialog.

2. Select an available profile to load the settings of this profile.

**Deleting a Profile**
Note: you cannot delete the currently loaded profile. You need to change to another profile before deleting a profile.

To delete a profile:

1. Change to another profile, as described above.

2. Click the **Delete** button to open the **Select profile** dialog.

3. All available profiles that can be deleted will be shown.

4. Click the profile you want to delete and click **Delete**.

5. All the settings and profile name will be deleted.

### 5.2 Performing a Calibration

Calibration is used by the myGaze® Eye Tracking device to adapt the software to the unique characteristics of a user's eyes to achieve the best possible data accuracy.

Simply put, a successful calibration ensures that the myGaze® Eye Tracking device accurately tracks where the user is looking on the screen. For the user, this easy process means observing a series of targets that will be sequentially displayed on the screen.

#### 5.2.1 Calibration Methods

myGaze EyeMouse Play provides five different calibration methods with increasing accuracy as more fixation points are provided:

- **0-Point Calibration** (Calibration-free mode) - This mode uses pre-set data. This mode can be used for most users and is the simplest to
operate.

- **1-Point Calibration** - This mode uses a single fixation point on the display at which the user focuses on to calibrate the eye gaze.

- **2-Point Calibration** - This mode uses two fixation points on the display that the user focuses on in succession to calibrate the eye gaze.
- **5-Point Calibration** - This mode uses a set of five fixation points on the display that the user focuses on in succession to calibrate the eye gaze.
• **9-Point Calibration** - This mode uses a set of nine fixation points and provides optimal accuracy.

**Cascading Points**

To assist the participant in locating and fixating on the points, the point cascades from a large circle to a small circle. When the participant has correctly fixated on the point, calibration stops when the point is at its smallest and the next point is displayed. The following shows a typical cascading point.

![Cascading points](image)

### 5.2.2 Setting Up Calibration

To set up calibration properties and to run a calibration:

1. In the **myGaze Menu**, click the **Configuration Settings** button to open the **Configuration Settings** window.

2. Select the **Calibration** tab.
3. Click or select the **Select Calibration Method** button to open the **Select Calibration Method** dialog.
4. Select from the available calibration methods. The dialog closes automatically after selecting a method.

For more details, see Calibration Methods.

5. In the Select Calibration Method dialog, click or select a calibration method. This window will close after selection is made.

6. Set the remaining options, as required.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calibration Point</td>
<td>Select from Circle, Crosshair, Star, or an Image.</td>
</tr>
<tr>
<td>Colour</td>
<td>Select from seven predefined colors.</td>
</tr>
<tr>
<td>Sound</td>
<td>Select to play a ping sound when a</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Fixation point has been accepted. Default is Play a sound.</td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Select from Binocular, Monocular Left or Monocular Right.</td>
</tr>
<tr>
<td>Accept Points Automatically</td>
<td>Select to set automatic acceptance. Clear to set manual acceptance.</td>
</tr>
<tr>
<td></td>
<td>If set to automatic, the point is accepted when the software identifies that the user gaze has fixated on a point at the moment when it is at its smallest size.</td>
</tr>
<tr>
<td></td>
<td>If set to manual, the user must press the space key on the keyboard to accept a point.</td>
</tr>
<tr>
<td></td>
<td>Default setting is <strong>Automatic</strong>.</td>
</tr>
<tr>
<td>Always calibrate at startup</td>
<td>Select to perform calibration each time myGaze EyeMouse Play is started. Clear to use last saved calibration.</td>
</tr>
<tr>
<td></td>
<td>Default setting is <strong>Always calibrate at startup</strong>.</td>
</tr>
</tbody>
</table>

7. Click Calibrate to begin the calibration. See [Running Calibration](#).

### 5.2.3 Running a Calibration

Running a calibration can be set to **Always calibrate on startup**.
See Setting Up Calibration

When you run a calibration, the myGaze EyeMouse Play goes into full screen mode. You can select from calibration modes and then click or select Calibrate to begin the calibration.

To run a calibration:

1. From the Configuration Settings window, select the Calibration tab.
2. Click Calibrate.
3. The Positioning window displays the currently selected calibration method.
4. Position the user so that the white ovals are within green outline ovals. This indicates the user is sitting in the correct position in front of the myGaze Assistive Eye Tracker and the user's gaze can be tracked.
   Visual cues, including arrows and colors are provided to help the user sit in the correct position. see Positioning Users Correctly.
5. Calibrate to begin the calibration.
6. After several seconds, fixation points will be displayed in succession on the screen, depending on which calibration mode was selected. The user must focus on each point as it is displayed. The following shows five fixation points for a 5-point calibration.
It is important that the user keeps the eye gaze focused on these points. If the results are unusual or inadequate, run the calibration test again while ensuring the user keeps a focus on each point as it appears.

7. If Accept Points Manually was set in the Configuration Settings window (that is, Accept points automatically was deselected), click the space bar to accept a point when the circle is at the smallest size. If Accept points automatically was set (the default setting), acceptance is done when the software determines that the user has correctly fixated on the point.

See Setting Up Calibration.

8. After calibration has been completed, the myGaze menu will appear.
5.3 Configuring Mouse Settings

You can configure the gaze mouse settings according to the needs and abilities of the user.

To configure the EyeMouse settings:

1. In the myGaze Menu, click the Configuration Settings button to open the Configuration Settings window.

2. Select the Mouse tab.
<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smooth</td>
<td>This setting assists the user in gazing around a screen. If smoothing is set to a lower value, then the gaze cursor will have a more abrupt movement across the screen. A higher smoothing value will make the gaze cursor have a more stable, less jumpy movement.</td>
</tr>
<tr>
<td>Activation method</td>
<td>You can choose from:</td>
</tr>
<tr>
<td></td>
<td>Dwell - a mouse action will occur after the set dwell time.</td>
</tr>
<tr>
<td></td>
<td>Blink - a mouse action will occur after the user blinks.</td>
</tr>
<tr>
<td></td>
<td>Switch - a mouse action will occur after a user hits a switch. This alternate click method uses a keyboard shortcut. When selecting Switch, an option appears to set a keyboard shortcut.</td>
</tr>
<tr>
<td></td>
<td>See image below for selection.</td>
</tr>
<tr>
<td>Size</td>
<td>The size of the Dwell, Blink or Switch circle can set between 10 px and 160 px.</td>
</tr>
<tr>
<td>Delay</td>
<td>The delay is the amount of time that must elapse before a gaze dwell period starts. That is, if the delay is set to 2 seconds, then the dwell duration will only begin after the user has gazed at a button or menu item for 2 seconds.</td>
</tr>
<tr>
<td>Duration</td>
<td>The duration of the dwell can be increased/decreased from a quick pulse of 0.4 seconds to 2.0 seconds.</td>
</tr>
<tr>
<td></td>
<td>This is the amount of time the gaze of the user may stay on a selection item before it is activated. For example, if this is set to 1 second, a user must gazes at a button or menu item for 1 second before the application responds to the user request.</td>
</tr>
</tbody>
</table>
Live Feedback Window

The **Live Feedback** window shows in real time how a change to a selection affects the dwell process.
5.4 Setting Access Button Properties

You can set the properties of the Access Button.

To set Access button properties:

1. In the myGaze Menu, click the Configuration Settings button to open the Configuration Settings window.

2. Select the Access tab.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaze at</td>
<td>Select to use the center of the myGaze Assistive Eye</td>
</tr>
<tr>
<td>Setting</td>
<td>Description</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------</td>
</tr>
<tr>
<td>camera</td>
<td>Tracker to perform Show / Hide functions of the Access Button. It is set by default.</td>
</tr>
<tr>
<td>Access Button</td>
<td>You can place the Access button at the most convenient location on the screen. Selections include Off, Top, Bottom, Left, Right. If you do not want to use the Access button but only the Eye Tracker camera, you can select Off to hide the Access button.</td>
</tr>
<tr>
<td>Size</td>
<td>Set the size of the Access button. Use the slider to change the size.</td>
</tr>
</tbody>
</table>

### 5.5 Setting Keyboard Shortcuts

You can set keyboard shortcuts for a number of functions of myGaze EyeMouse Play. In addition to allowing the user an alternative click mode method, a caregiver or teacher can manage the settings on the EyeMouse Play menu without interrupting the program or activities of the user. For instance, dwell time can be reduced or increased while the user continues with the game or activity uninterrupted.

Be careful which key is chosen as a keyboard shortcut. Some keys may be reserved for some applications and when pressed during the use of such an application can cause unexpected behaviors. Check for reserved keys for specific applications before setting.

To set a keyboard shortcut:

1. In the myGaze Menu, click the Configuration Settings button to open the Configuration Settings window.
2. Select the **Shortcuts** tab.

3. Click the dropdown to the right of one of the options. **None** indicates that no keyboard shortcut has been assigned. Whatever key has been assigned to an option will be displayed as the label of this button.

<table>
<thead>
<tr>
<th>Option</th>
<th>Shortcut</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause</td>
<td>(none)</td>
</tr>
<tr>
<td>Left click</td>
<td>(none)</td>
</tr>
<tr>
<td>Double click</td>
<td>(none)</td>
</tr>
<tr>
<td>Positioning guide</td>
<td>(none)</td>
</tr>
<tr>
<td>Calibration</td>
<td>(none)</td>
</tr>
<tr>
<td>Dwell Duration +</td>
<td>(none)</td>
</tr>
<tr>
<td>Dwell Duration -</td>
<td>(none)</td>
</tr>
</tbody>
</table>

4. Press any key to set the shortcut.

### 5.6 System Settings

myGaze EyeMouse Play can be immediately started after the myGaze Assistive Eye Tracker has been powered up and Windows has started. If more than one monitor is used, you can select which monitor will be used by the myGaze EyeMouse Play.
To set system properties:

1. In the **myGaze Menu**, click the **Configuration Settings** button to open the **Configuration Settings** window.

2. Select the **System** tab.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Launch at Windows startup</td>
<td>Select to start myGaze EyeMouse Play after Windows has started and the myGaze Assistive Eye Tracker has been powered up and running.</td>
</tr>
<tr>
<td>Display</td>
<td>If you are using two monitors, you can select either</td>
</tr>
</tbody>
</table>
### Setting | Description
--- | ---
Primary or Secondary monitor and EyeMouse Play will automatically set the geometry values.
Language | English (default), German, and Chinese (simplified)

## 5.7 Software Update

When a new update of EyeMouse Play is released, it will be automatically available for download through the software. In such instances the user will receive a notification on the gaze menu.
Upon clicking at the notification icon or going to System in Configuration Settings, the user can find out more information and install the update. The update installation process is automatic and does not require uninstalling the previous software or restarting the device.
### System Update

**Available Update**

1.5.23

- automatic update
- smoothing option
- bug fixes
- small improvements on the user experience

**Update**
Chapter 6

EyeMouse Play and third-party software
6. **EyeMouse Play and third-party software**

myGaze Assistive works well with a variety of third-party assistive programs for curriculum study, basic learning, AAC (Augmentative and Alternative Communication), leisure and rehabilitation activities, and more.

This section describes Grid 2 and 3 AAC software, popular AAC programs from SmartBox ([https://thinksmartbox.com/products/our-software/](https://thinksmartbox.com/products/our-software/)).

See **Grid 2 AAC Overlay**, and **Grid 3 AAC Integration**.

More information about suitable third party programs can be found on **www.myGaze.com** as well as from our global reseller network.

### 6.1 Grid 2 AAC Overlay

myGaze Assistive works out-of-the box with *The Grid 2* software, a popular AAC (Augmentative and Alternative Communication) program from Smartbox ([https://thinksmartbox.com](https://thinksmartbox.com)). With this program, a user can rely on myGaze EyeMouse Play to access Grid 2 functions through their eye gaze.

**Using Grid 2 with myGaze EyeMouse Play**

MyGaze EyeMouse Play has only two modes within the Grid 2:

- Paused mode - cannot issue any click commands to Grid 2.
Paused Mode

- Active mode - any one of Left-Click, Double-Click, Click and Hold to issue a single or double click event to Grid 2. The default Cursor mode is also available in Grid 2.

To use Grid 2 AAC Overlays with myGaze EyeMouse Play:

1. Select Left-Click mode in the myGaze Menu. Note that all other modes in the myGaze Menu will also issue a Left-Click command to the Grid 2.

2. Select a suitable gaze Activation mode to issue mouse Left-Click events to Grid 2.

3. Select a button on the Grid 2 on-screen keyboard by looking at the button.

4. When the gaze event is complete (Dwell, Blink or Switch), a click will occur.
Independently accessing the myGaze Menu in The Grid 2

Accessing myGaze Menu in Grid 2 can be done through the two standard options:

- Gazing at the myGaze Assistive Eye Tracking camera.
- Using the Access button

See Using Gaze or Mouse to Open myGaze Menu.

If you choose the Access button option:

- In the myGaze Menu, select the Access button properties tab and set the size and location of the Access button so it will not interfere with the onscreen grid.

Customizing the Landing Grid

In addition to the standard access options, a user can also easily customize the landing grid for myGaze EyeMouse Play. This is done by adding grid buttons for all or some of the EyeMouse Play commands:

- Calibration
- Positioning guide
- Gaze menu
- Configuration

A standard myGaze grid created by Visual Interaction is available for installation in the myGaze EyeMouse Play folder after EyeMouse Play has been installed.
6.2  Grid 3 AAC Integration

myGaze® EyeMouse Play 1.9 and myGaze® Assistive Eye Trackers have been tightly integrated into a new version of the Grid AAC software, The Grid 3, from Smartbox.

In this case, setting up and running the myGaze Assistive Eye Trackers is done entirely via The Grid 3 interface. For more details, see https://thinksmartbox.com.
Appendix
7. Appendix

7.1 Troubleshooting

When first installing/running EyeMouse Play, some users need help with the following issues:

- **Deficient EyeMouse Play software installation**

  When running the *myGaze EyeMouse Play.msi* installer, the following error may appear: "The installation package could not be opened. Contact the application vendor to verify that this is a valid Windows Installer package".

  In such a case, or if one suspects an incomplete/corrupt installation (e.g., files missing in the folder *C:\Program Files (x86)\Visual Interaction \myGaze EyeMouse Play*), please Download the MSI installer again.

- **PC system incompatibility**

  EyeMouse Play software may appear not to start after clicking the Desktop icon, but still shows under the Windows Task Manager. Alternatively, the error "*the performance of the computer is insufficient*" may appear.

  This is often due to the PC or Laptop not matching the minimum CPU or USB port requirements. Check first minimum CPU and USB port requirements.

- **Incompatibility of myGaze Assistive device with version of myGaze EyeMouse Play**

  "*license invalid*" error may appear. If so, ensure you have the correct version of EyeMouse Play installed. If not, please Download the installer again.

- **Failure to correctly recognize and load the necessary USB driver for the myGaze Assistive device**
Please be aware that myGaze EyeMouse Play needs time to start up and configure the device and start emulation of the mouse via gaze. We highly recommend the following steps:

1) Install EyeMouse Play. Wait until installation has been fully completed (i.e., an EyeMouse Play icon has been created on the Desktop)

2) Plug in the myGaze Assistive device to the correct USB port and wait until the USB driver is loaded and the firmware recognized

3) Start myGaze EyeMouse Play

4) Wait until the red LEDs are flashing so that IR illumination can be used to track the user's gaze

5) EyeMouse Play is now ready for use

- Incorrect USB port used

If "USB 3 port is supported on Windows 8 or later only" error appears, make sure that you are plugging myGaze Assistive 2 device to a PC with Windows 8 or higher.

If "A USB 3 port is required' error appears, make sure that you are plugging myGaze Assistive device to a USB 3.0 port (typically with blue inner lining).

- Insufficient USB bandwidth

The errors "the performance of the computer is insufficient" or "failed to start eye tracker" occur when attempting to plug in additional USB devices (e.g., external USB monitor) that use too much bandwidth. In such cases, please unplug the additional USB device.

- Interruption of the myGaze Eye Tracking device or its server
If the tracker has been accidentally unplugged or the server has been interrupted, it is probably best to simply quit the myGaze EyeMouse Play application and restart it again.

- **Monitor detection and dual monitor issues**

  In some rare cases, monitor dimensions may not be detected automatically, and if so, EyeMouse Play will ask the user to set the dimensions manually. It's important to enter the correct values, otherwise, the Calibration and display will not work.

  The myGaze EyeMouse Play application is able to use a dual monitor setup. Be sure that the calibration of the Eye Tracking device will be performed on the same monitor which will be used by the user.

- **Expired license**

  If "license expired" error appears, please contact support@mygaze.com.

- **myGaze Eye Tracking Software issues**

  For any questions regarding the myGaze Eye Tracking software please read the manuals delivered with the corresponding software. For more information, contact support@mygaze.com.

### 7.2 Technical Specifications

This section lists the technical specifications of the myGaze Assistive Eye Trackers.
### 7.2.1 myGaze Assistive 2 Technical Specifications

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</tr>
<tr>
<td><strong>Interface setup</strong></td>
<td>Use with monitor/tablet/laptop (10&quot; to 24&quot;)</td>
</tr>
<tr>
<td><strong>PC interface / power</strong></td>
<td>1x USB 2.0 / Power over USB (2.6W) (USB 3.0 supported in Windows 8 and newer)</td>
</tr>
<tr>
<td><strong>Gaze position accuracy</strong></td>
<td>0.4°</td>
</tr>
<tr>
<td><strong>Spatial resolution (RMS)</strong></td>
<td>0.05°</td>
</tr>
<tr>
<td><strong>Eye tracking mode</strong></td>
<td>Binocular / Monocular</td>
</tr>
<tr>
<td><strong>Operating distance</strong></td>
<td>19.7&quot;– 31.5&quot; (50cm – 80cm)</td>
</tr>
<tr>
<td><strong>Tracking range (head box)</strong></td>
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</tr>
<tr>
<td><strong>Calibration mode</strong></td>
<td>Calibrationless and 1/2/5/9 points</td>
</tr>
<tr>
<td><strong>Head movement velocity (max)</strong></td>
<td>5.9&quot; (15cm)/s</td>
</tr>
<tr>
<td><strong>System latency (end to end)</strong></td>
<td>&lt;40ms</td>
</tr>
<tr>
<td><strong>Blink recovery time (max)</strong></td>
<td>33ms</td>
</tr>
<tr>
<td><strong>Tracking recovery time (max)</strong></td>
<td>250ms</td>
</tr>
<tr>
<td><strong>Dimensions (Width x Height x Depth)</strong></td>
<td>9.4&quot; × 0.98&quot; × 1.3&quot; (24cm × 2.5cm × 3.3cm)</td>
</tr>
<tr>
<td><strong>Weight</strong></td>
<td>0.29 pounds (130 g) incl. USB cable</td>
</tr>
<tr>
<td><strong>Eyewear Compatibility</strong></td>
<td>Works with most glasses and lenses</td>
</tr>
<tr>
<td>Data</td>
<td>Timestamp</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
</tr>
<tr>
<td></td>
<td>Gaze data (x/y screen coordinate)</td>
</tr>
<tr>
<td></td>
<td>3D eye position</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<th>C function call based DLL</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
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<th>Microsoft Windows 7 / 8 / 8.1 / 10 (32/64 Bit)</th>
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<table>
<thead>
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<table>
<thead>
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<th>CE / FCC</th>
</tr>
</thead>
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<td></td>
<td>Eye Safety EN62471:2008</td>
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</tr>
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<td>AMD CPUs of the Bulldozer family (2011)</td>
</tr>
<tr>
<td></td>
<td>or newer. Recommended: Intel i3 or newer (i5/i7)</td>
</tr>
<tr>
<td></td>
<td>Go to <a href="http://www.mygaze.com/support/faq/system-requirements">http://www.mygaze.com/support/faq/system-requirements</a> for more details</td>
</tr>
</tbody>
</table>

### 7.2.2 myGaze n Assistive Technical Specifications

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<thead>
<tr>
<th>Sampling rate</th>
<th>30Hz</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Interface setup</th>
<th>Use with monitor or laptop (10” to 27”)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>PC interface / power</th>
<th>1x USB 3.0 / Power over USB (max. 4.5W)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaze position accuracy</td>
<td>0.4°</td>
</tr>
<tr>
<td>------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Spatial resolution (RMS)</td>
<td>0.05°</td>
</tr>
<tr>
<td>Eye tracking mode</td>
<td>Binocular / Monocular</td>
</tr>
<tr>
<td>Operating distance</td>
<td>15.7&quot; – 39.4&quot; (40cm – 100cm)</td>
</tr>
<tr>
<td>Tracking range (head box)</td>
<td>19.7&quot; × 11.8&quot; (50cm × 30cm) @ 25.6&quot; (65cm) distance</td>
</tr>
<tr>
<td>Calibration mode</td>
<td>Calibrationless and 1/2/5/9 points</td>
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<td>33ms</td>
</tr>
<tr>
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<td>66ms</td>
</tr>
<tr>
<td>Dimensions (Width x Height x Depth)</td>
<td>11.7&quot; × 0.7&quot; × 0.5&quot; (29.9cm × 1.8cm × 1.3cm)</td>
</tr>
<tr>
<td>Weight</td>
<td>0.15 pounds (70 g) module</td>
</tr>
<tr>
<td>Eyewear Compatibility</td>
<td>Works with most glasses and lenses</td>
</tr>
<tr>
<td>Data</td>
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<td></td>
<td>Go to <a href="http://www.mygaze.com/support/faq/system-requirements">http://www.mygaze.com/support/faq/system-requirements</a> for more details</td>
</tr>
</tbody>
</table>

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This software is based on zlib/libpng library (http://www.libpng.org/ / http://www.zlib.net/). Copyright (C) 1995-2015 Jean-loup Gailly and Mark Adler

7.5 About Visual Interaction

Visual Interaction GmbH (VI)

Visual Interaction (VI) is dedicated to making gaze-based interaction hardware, multimodal user interfaces and analysis software commonplace and affordable. Based on leading technology from SMI, a leader in the eye tracking field for 20 years, VI brings to market myGaze, an easy to use and cost-efficient stationary gaze tracking system specifically designed for gaze-based interactive solutions. For more information, see www.myGaze.com.
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