

Troubleshooting Guide- EyeRIS IntelliSpace- Ubuntu

FAQ 1: Sometimes after IntelliSpace Crash and trying to open IntelliSpace, and notification comes (shown below), but IntelliSpace does not open.

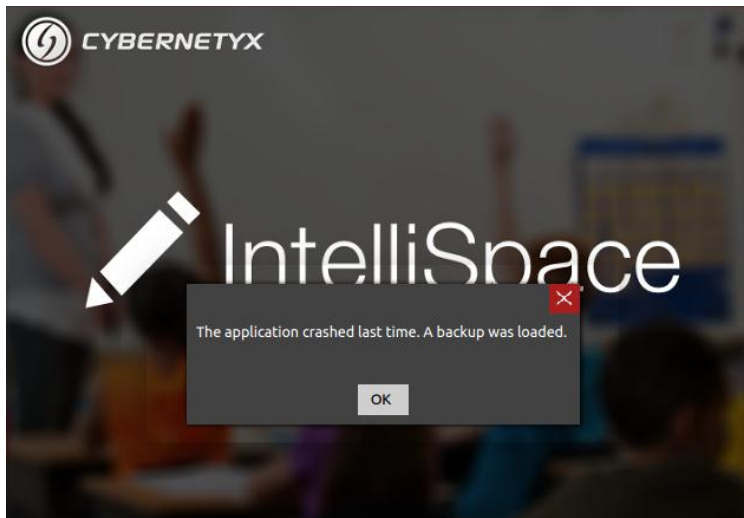


Fig 1: Showing application crashed last time notification

Tips:

Go to file System → Home → EyeRIS IntelliSpace → Projects, you will find the last backed up project folder name Temp move this folder to some known location if you want keep you data else delete it. Reopen IntellliSpace again.

FAQ 2: EyeRIS not working.

Tips:

- a. Recheck the USB connections and in case EyeRIS is connected with a desktop make sure to connect EyeRIS to the back side of the CPU.
- b. In SensorViewer application, click on IR filter and notice the change in the view of EyeRIS (as shown below) along with the clicking sound of filter. If the filter is not switching/ the view is not changing, than EyeRIS is faulty (contact Cybernetyx Support via email or phone for Replacement).



Fig 2: Sensor Viewer Application view in default Visible filter Mode

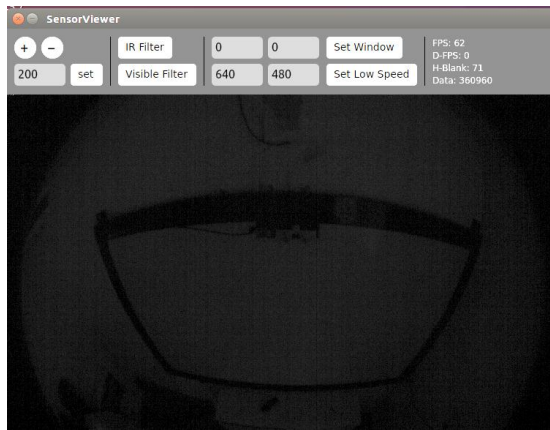


Fig 3: Sensor Viewer Application view in IR filter Mode

- c. Restart the machine and check again.

FAQ 3: Auto Calibration Fails.

Tips:

- Make sure EyeRIS is mounted in the centre of the board. Open SensorViewer application and make sure EyeRIS is covering the complete projection, if not try adjusting the angle of EyeRIS to cover it.
- Open Sensor Viewer, and check for any ambient light in “Visible Filter Mode” (as shown below) falling directly on the board. If it is, than try to close the ambient light source or use curtain if sunlight falling directly on board.



Fig 4: Sensor Viewer Visible Filter view to check ambient light

- c. In Sensor Viewer, click on IR filter and notice the change in the view of EyeRIS (as shown below) along with the clicking sound of filter. If the filter is not switching/ the view is not changing, than EyeRIS is faulty (contact Cybernetyx for Replacement).
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FAQ 4: Touch not working after Auto-Calibration.**Tips:**

- a. Check for Stylus charging, try charging stylus with provided USB cable for 3 min and try again.
- b. In the SensorViewer application click on IR filter and then touch stylus on the board observe the stylus glow in the SensorViewer (as shown below).

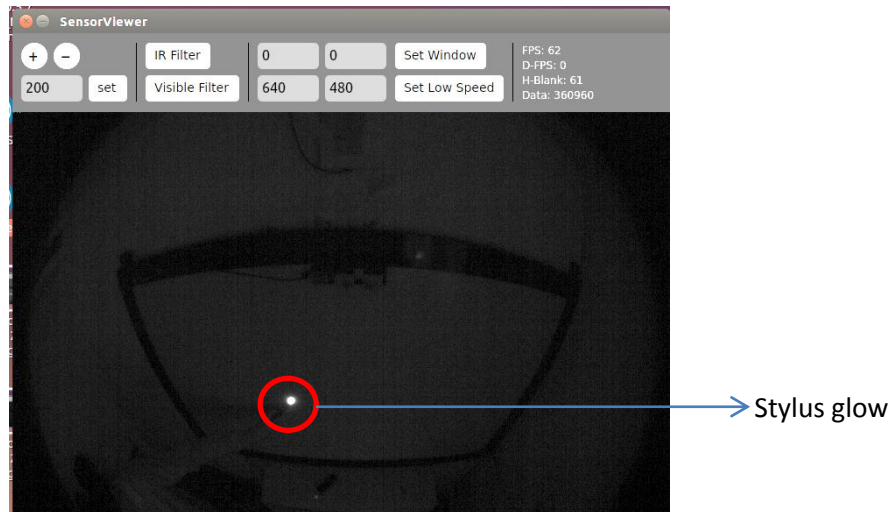


Fig 5: Stylus glow in IR filter mode

- c. Restart the machine and check again.
- d. In case still not working contact Cybernetyx Support via email or phone.