Tobii Pro Spectrum
Product Description
Tobii Pro Spectrum Product Description

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1 Introduction

Tobii Pro Spectrum is an advanced, high-frequency eye tracking platform, intended for extensive studies into human behavior and the mechanics of eye movements.

The eye tracker’s design allows the subject to move naturally during recording while still maintaining high accuracy and precision. This means that eye movements such as saccades and short fixations can be studied without using a chin rest.

Tobii Pro Spectrum delivers superior eye tracking through high-quality hardware components as well as fine-tuned algorithms that work in a variety of conditions (dark or bright environments, during head movements) resulting in excellent eye tracking quality over the entire screen. This eye tracker can be used in various setups, either with an attached monitor or in standalone form to perform eye tracking with physical objects.

In 2022, Tobii introduced eye tracking modes so that researchers can choose between human and nonhuman primate modes. Read more about Nonhuman primate modes.

1.1 Application areas

Tobii Pro Spectrum is suitable for use in areas such as:

- Neuroscience studies - for example those combining eye tracking and EEG data
- Ophthalmology studies - for example those where a large freedom of head movement is needed
- Reading studies - for example those where large freedom of movement is important
- Psychology research - for instance in developmental psychology and psycholinguistics
- Tests requiring a latency of less than 5 ms - for example, in gaze-contingency studies
- Nonhuman primate studies
- Research investigating blinks and eye closure dynamics, based on raw pupil and eye openness signal data (for example, constriction/dilation velocity, lid closure rate and acceleration)

1.2 Product versions

Tobii Pro Spectrum is available in three product versions: 1200 Hz, 600 Hz, and 300 Hz. The values denote the eye tracker’s maximum sampling frequency, but it can be used at lower settings as well. The 600 Hz and 300 Hz versions can be upgraded to a faster version. For more information, contact your sales representative or visit Tobii online.

1.3 Tobii Pro Eye Tracker Manager

Tobii Pro Eye Tracker Manager is free software available on Tobii Connect.

Pro Eye Tracker Manager helps you manage your Tobii Pro eye tracker. It lets you see which eye tracker firmware and software versions you are running and also facilitates updates (where applicable). It provides:
- Drivers and Firmware installation or updates
- Display setup
- Eye tracking mode selection
- Positioning guide
- User calibration
- Gaze visualization\(^1\)
- Eye images\(^2\)

References in product documentation to Tobii Pro Eye Tracker Manager refer to the latest version available on Tobii Pro’s website.

### 1.4 Additional software options

<table>
<thead>
<tr>
<th>Pro Lab</th>
<th>Pro Lab is a comprehensive research software platform for eye tracking designed to meet the highest demands on different research scenarios with exact timing accuracy. This software offers an efficient workflow, making it easy to design experiments, record data, analyze and visualize eye tracking data, and to sync this data with other biometric data streams.</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="tobii.com/product-listing/tobii-pro-lab/">tobii.com/product-listing/tobii-pro-lab/</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pro SDK</th>
<th>Pro SDK offers a broad set of tools that makes it simple to develop a variety of niche applications or scripts across multiple platforms, using a wide range of programming languages. This SDK gives the researcher access to the full set of relevant gaze data streams, such as 3D eye coordinates, raw data, pupil data, etc.</th>
</tr>
</thead>
</table>

| Third-party software | This term refers to any application built on Pro SDK. |

---

\(^1\)Gaze visualization in Pro Eye Tracker Manager lets you quickly evaluate the quality of the eye tracking data. The Gaze visualization overlaps data only on the Pro Eye Tracker Manager screen while Pro Eye Tracker Manager is open.

\(^2\)Applicable when Pro Eye Tracker Manager is used with eye trackers that support eye images (Tobii Pro Spectrum and Tobii Pro Fusion).
2 What's in the Tobii Pro Spectrum box

*Figure 1. The contents of the Tobii Pro Spectrum box*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Angle meter</td>
<td>I. USB cable for connection between the PC and the monitor’s integrated USB hub</td>
</tr>
<tr>
<td>B. Measuring tape</td>
<td>J. Cold shoe for mounting of a user camera</td>
</tr>
<tr>
<td>C. Power cables for monitor (UK, US, EU and Aus/China)</td>
<td>K. DisplayPort cable</td>
</tr>
<tr>
<td>D. Monitor</td>
<td>L. HDMI cable</td>
</tr>
<tr>
<td>E. Eye tracker</td>
<td>M. Cleaning cloth</td>
</tr>
<tr>
<td>F. Monitor mounting bracket</td>
<td>N. Fabric cord sleeve for collecting the cables</td>
</tr>
<tr>
<td>G. Power cables for eye tracker (UK, US, EU and Aus/ China)</td>
<td>O. Ethernet cable</td>
</tr>
</tbody>
</table>
H. Power adaptor for eye tracker
3 Technical specifications

3.1 Eye tracking specifications

The characteristics of the gaze data from an eye tracker are described in terms of accuracy and precision. Accuracy indicates the angular average distance from the actual gaze point to the one measured by the eye tracker. Gaze precision indicates the spatial variation between successive samples collected when the subject fixates at a specific point on a stimuli.

<table>
<thead>
<tr>
<th>Eye tracking technique</th>
<th>Video-based pupil- and corneal reflection eye tracking with dark and bright pupil illumination modes. Two cameras capture stereo images of both eyes for robust, accurate measurement of eye gaze and eye position in 3D space, as well as pupil diameter.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eye tracking mode</td>
<td>Tobii Pro Spectrum has three different eye tracking modes for different groups of primate species:</td>
</tr>
<tr>
<td></td>
<td>• Human</td>
</tr>
<tr>
<td></td>
<td>• Monkey</td>
</tr>
<tr>
<td></td>
<td>• Great ape</td>
</tr>
<tr>
<td></td>
<td>Read about Nonhuman primate modes.</td>
</tr>
<tr>
<td>Sampling frequency</td>
<td>60, 120, 150, 300, 600 or 1200 Hz (max. frequency depends on hardware version)</td>
</tr>
<tr>
<td>Precision*</td>
<td>0.01° RMS at optimal conditions**</td>
</tr>
<tr>
<td></td>
<td>0.06° RMS at optimal conditions (raw signal)</td>
</tr>
<tr>
<td>Accuracy*</td>
<td>0.3° at optimal conditions</td>
</tr>
<tr>
<td>Binocular eye tracking</td>
<td>Yes</td>
</tr>
<tr>
<td>Eye tracker latency***</td>
<td>Mean latency &lt; 2 ms at 1200Hz (SD &lt; 0.2 ms)</td>
</tr>
<tr>
<td>Blink recovery time</td>
<td>One frame (immediate)</td>
</tr>
<tr>
<td>Gaze recovery time</td>
<td>Less than 150 ms</td>
</tr>
<tr>
<td>Data Sample Output****</td>
<td>Timestamp</td>
</tr>
<tr>
<td></td>
<td>Gaze origin</td>
</tr>
<tr>
<td></td>
<td>Gaze point</td>
</tr>
<tr>
<td></td>
<td>Pupil diameter</td>
</tr>
</tbody>
</table>
### Eye openness data stream
Eye openness stream has the same frequency as frequency selected for the gaze stream and will have the same timestamps. Eye openness data is provided in millimeters, for each eye individually.

### Eye image data stream
Eye image stream frequency is approximately 10 Hz (one image with both eyes). Zoomed-in eye images available in tracking mode. Full-frame camera images are available in gaze recovery mode.

### TTL input stream
8-bit timestamped data (256 event codes). Event driven detection with a timestamp accuracy of 50 µs.

### Tracker and client time synchronization
Integrated between the eye tracker time domain and the client computer time domain with an accuracy of 100 µs.

* Tobii Pro uses an extensive test method to measure and report performance and quality of data with human participants. Please download the [Tobii Pro Spectrum Eye Tracker Data Quality Test Report](#) for more detailed information. To learn more about Monkey mode and Great ape mode data quality, please contact your Sales representative.

** Applying Savitzky-Golay filtering (settings listed in the [Tobii Pro Spectrum Eye Tracker Data Quality Test Report](#)).

*** Visit [Tobii Connect](#) for more information on how to optimize your Pro Spectrum setup. Note: FW v.2.2.3 and Pro SDK v.1.9 or later are required to obtain the stated performance.

**** For more information about output data and the supplementary data stream, please read the [Tobii Pro SDK documentation](#).

### 3.2 Setup

<table>
<thead>
<tr>
<th>Head movement tolerance</th>
<th>Excellent - Dual-camera system, with more images than a one camera system, gives a more accurate data calculation and the best level of precision and robustness for head movement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freedom of head movement* (at 65 cm distance)</td>
<td>Width x height: 34 cm x 26 cm (13.5” x 10”) (At least one eye tracked)</td>
</tr>
<tr>
<td>Freedom of head movement* (at 75 cm distance)</td>
<td>Width x height: 42 cm x 26 cm (16.5” x 10”) (At least one eye tracked)</td>
</tr>
<tr>
<td>Operating distance (mounted on screen)</td>
<td>55 to 75 cm (22” and 30”) from the eye tracker</td>
</tr>
<tr>
<td>Optimal screen size</td>
<td>24” (16:9 aspect ratio)</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Tracker setup options**</td>
<td><img src="image" alt="Tracker setup options" /></td>
</tr>
<tr>
<td>Recommended monitor</td>
<td>Supplied 23.8” monitor</td>
</tr>
</tbody>
</table>

* Describes the region in space where the participant can move his/her head and still have at least one eye within the eye tracker’s field of view (trackbox) at the specific distance.

** Tracker mounted on stand, allows for even larger screens and physical objects to be tracked.

### 3.3 Software compatibility

<table>
<thead>
<tr>
<th>Software and framework compatibility</th>
<th>Tobii Pro Lab</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tobii Pro Eye Tracker Manager</td>
</tr>
<tr>
<td></td>
<td>Tobii Pro SDK</td>
</tr>
<tr>
<td></td>
<td>Any applications built on Tobii Pro SDK</td>
</tr>
</tbody>
</table>

| Operating system                  | Windows, macOS, Linux |

### 3.4 Hardware versions

<table>
<thead>
<tr>
<th>300 Hz</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>600 Hz</td>
<td></td>
</tr>
<tr>
<td>1200 Hz</td>
<td></td>
</tr>
</tbody>
</table>

### 3.5 Pro Spectrum eye tracker specifications

Tobii Pro Spectrum is an integrated eye tracker with a removable 23.8” monitor. Removing the monitor transforms the integrated eye tracker into a standalone eye tracker.

**Eye tracker**

<table>
<thead>
<tr>
<th>Dimensions (L x H x W) in cm/inches</th>
<th>55 x 18 x 6 (22” x 7” x 2”)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The eye tracker is mounted on a stand, which raises it from the surface by 9 cm (approximately 4”).</td>
<td></td>
</tr>
</tbody>
</table>
### Weight

<table>
<thead>
<tr>
<th>Weight</th>
<th>5.1 kg (11.4 lbs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>With the power supply unit, the weight is 5.7 kg (12.9 lbs.)</td>
</tr>
</tbody>
</table>

### Connectors

<table>
<thead>
<tr>
<th>Connectors</th>
<th>TTL input: 8-bit (DB-9 connector)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Communication: Ethernet (RJ-45 connector)</td>
</tr>
<tr>
<td></td>
<td>Power supply: 24 VDC (5.5 mm connector)</td>
</tr>
</tbody>
</table>

### Data processing

| Data processing | Fully embedded data processing |

### Eye tracking cameras

| Eye tracking cameras | 2 |

### Illuminators

| Illuminators | Dark pupil Illumination Modules, Bright pupil Illumination Modules |

### User camera mount

| User camera mount | Standard 1/4” thread |

### Power Consumption

<table>
<thead>
<tr>
<th>Power Consumption</th>
<th>Typical power consumption: 60 W</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Max. rated power consumption: 96 W</td>
</tr>
</tbody>
</table>

### Power Options

<table>
<thead>
<tr>
<th>Power Options</th>
<th>Input: 100-240 VAC 50/60Hz</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Max. rated power consumption: 120 W</td>
</tr>
<tr>
<td></td>
<td>No load power consumption: &lt;0.15 W</td>
</tr>
<tr>
<td></td>
<td>Energy efficient level: VI</td>
</tr>
<tr>
<td></td>
<td>Complies with EISA 2007/DoE, NRCan, AU/NZ MEPS, EU ErP and CoC Version 5</td>
</tr>
</tbody>
</table>

### Monitor

<table>
<thead>
<tr>
<th>Monitor model name</th>
<th>EIZO FlexScan EV2451</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel type</td>
<td>IPS, LED backlight</td>
</tr>
<tr>
<td>Screen size (diagonal)</td>
<td>23.8”</td>
</tr>
<tr>
<td>Weight</td>
<td>3.8 kg (8.4 lbs), incl. mounting</td>
</tr>
<tr>
<td>Aspect ratio</td>
<td>16:9</td>
</tr>
<tr>
<td>Resolution</td>
<td>1920 x 1080 pixels</td>
</tr>
<tr>
<td>Screen response time</td>
<td>5 ms (gray-to-gray)</td>
</tr>
<tr>
<td>Connectors</td>
<td>DVI</td>
</tr>
<tr>
<td></td>
<td>VGA</td>
</tr>
<tr>
<td></td>
<td>HDMI</td>
</tr>
<tr>
<td></td>
<td>Display port</td>
</tr>
<tr>
<td></td>
<td>1 port for monitor control (USB 3.0)</td>
</tr>
<tr>
<td></td>
<td>2-port USB hub (USB 3.0)</td>
</tr>
<tr>
<td></td>
<td>C13 power connector</td>
</tr>
<tr>
<td></td>
<td>Audio input connector: 3.5 mm</td>
</tr>
<tr>
<td></td>
<td>Headphone jack: 3.5 mm</td>
</tr>
<tr>
<td>Built in speakers</td>
<td>1.0 W + 1.0 W</td>
</tr>
<tr>
<td>Power supply</td>
<td>100-240 VAC 50/60 Hz</td>
</tr>
<tr>
<td>------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Power</strong></td>
<td></td>
</tr>
<tr>
<td>Maximum rated power consumption: 42 W</td>
<td></td>
</tr>
<tr>
<td>Typical power consumption: 13 W</td>
<td></td>
</tr>
<tr>
<td>Power save Mode: 0.5 W</td>
<td></td>
</tr>
<tr>
<td>Power Management: Power Save (VESA DPM, Display Port- Rev 1.1a, and DVI DMPM)</td>
<td></td>
</tr>
</tbody>
</table>
4 Display settings

1. Tobii Pro Spectrum shown as delivered with the monitor mounted on the eye tracker.
2. Tobii Pro Spectrum as a standalone eye tracker without the monitor.
3. Eye tracker and monitor together on a VESA 100x100 mount.
4. Standalone with monitor.

You can use the eye tracker with another monitor, but it is not recommended. For more information, read Recommended monitor.
5 Safety

5.1 Mounting warning

Tobii Pro Spectrum should be mounted according to the instructions of the approved mounts used. Tobii Pro AB or its agents are not liable for damage or injuries to a person or its property due to Pro Spectrum falling from a mounted configuration. The mounting of Pro Spectrum is done entirely at the user’s own risk.

5.2 Emergency warning

Tobii Pro Spectrum is to be used for research purposes only. Be aware that due to the low, but possible risk of failure or distraction, Pro Spectrum should not be relied upon or used in dangerous or otherwise critical situations.

5.3 Infrared warning

When activated, Tobii Pro Spectrum emits pulsed infrared (IR) light. Certain medical devices are susceptible to disturbance by IR light and/or radiation. Do not use Pro Spectrum when in the vicinity of such susceptible medical devices as their accuracy or proper functionality could be inhibited.

5.4 Epilepsy warning

Some people with photosensitive epilepsy are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures.

A person with photosensitive epilepsy would also be likely to have problems with TV screens, some arcade games, and flickering fluorescent bulbs. Such people may have a seizure while watching certain images or patterns on a monitor, or even when exposed to the light sources of an eye tracker. It is estimated that about 3-5% of people with epilepsy have this type of photosensitive epilepsy. Many people with photosensitive epilepsy experience an “aura” or feel odd sensations before the seizure occurs. If you feel odd during use, move your eyes away from the eye tracker.
5.5 Child safety

Tobii Pro Spectrum is an advanced computer system and electronic device. As such it is composed of numerous separate, assembled parts. In the hands of a child certain of these parts have the possibility of being separated from the device, possibly constituting a choking hazard or another danger to the child.

Young children should not have access to, or use, the device without parental or guardian supervision.

5.6 Do not open Tobii Pro Spectrum

Non-compliance will result in loss of Warranty! There are no user serviceable components inside. Contact Tobii Customer Care if your Tobii Pro Spectrum is not working properly.

5.7 Environment

Tobii Pro Spectrum is designed for use in dry indoor environments. Avoid any exposure to direct sunlight as this will affect eye tracking quality and longer exposure can overheat the equipment. Avoid exposure to any liquids, gels, moist, rain, sweat or other damp materials or environments. Do not use the eye tracker near water - the device is not water resistant.

Keep the eye tracker in a clean and dust free environment. When using the equipment take adequate precautions against dust and dirt.

Do not place or use the equipment in places subject to extreme temperatures and humidity, such as on top of and or near a heating element, in a hot or damp room, or in a hot automobile in the sun.
# 6 Compliance

The certification and compliance statements in this section are only valid for the eye tracker unit. For compliance and certification of the monitor and external power supply, please see the separate compliance documentation of those.

## Safety

|                                                      | EN 62368-1:2014 +A11:2017  
|                                                      | UL 60950-1 Edition 2 +A1 +A2  
|                                                      | CSA 60950-1 Edition 2 + A1 + A2  
|                                                      | J60950-1 (H29)  
|                                                      | National differences for Australia to IEC 60950-1, 2nd Edition  
|                                                      | IEC 62471:2006 (First Edition)  
|                                                      | IEC 62368-1:2014  
| Certification and declaration of conformance:        | ETL Listed (US & Canada)  
|                                                      | CB Certificate  
|                                                      | CE  
|                                                      | UKCA  

## EMC

| EMC standards:                                        | EN 55032: 2015, Class B  
|                                                      | EN 55024: 2010 + A1  
|                                                      | EN 61000-6-1: 2007  
|                                                      | EN 61000-6-3: 2007 + A1  
|                                                      | ICES-003 Issue 6: Class B  
|                                                      | CISPR 32: 2015, Class B  
|                                                      | CISPR 35: 2016  
|                                                      | KN 32:2015, class A  
|                                                      | KN 35:2015  
|                                                      | KN 61000-4-2:2013  
|                                                      | KN 61000-4-3:2011  
|                                                      | KN 61000-4-4:2011  
|                                                      | KN 61000-4-5:2008  
|                                                      | KN 61000-4-6:2013  
|                                                      | KN 61000-4-11:2008  
| Certification and declaration of conformance:        | FCC, CAN ICES-3 (B)/NMB-3(B), ACMA (RCM), CE, UKCE,KC*  
|                                                      | *Test coverage for KC certification doesn’t include use of the TTL Input port.  

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See ETL and CB certificates for details.

**Sustainability**

| Directives: | RoHS Directive 2011/65/EU  
| REACH Directive EC 1907/2006  
| Restriction of hazardous substances (RoHS). UK SI 2012 No. 3032 |

ℹ️ This product is exempt from CCC.
7 Product care and liability

7.1 Transportation and storage
Before storage or shipping, disconnect all cables and use the travel case and packaging materials provided.

For transportation and storage, the recommended range for temperature and humidity for the device is as follows:

- **Temperature**: -40°C to 70°C (-40°F to 158°F)
- **Humidity**: 20% to 95% (no condensation on the device)

Tobii Pro Spectrum is not waterproof or water resistant. The device should not be kept in excessively humid, damp or wet conditions. Do not submerge the device in water or in any other liquid. Be careful not to spill liquids on the device.

7.2 Cleaning
Before cleaning Tobii Pro Spectrum, unplug all cables. Use a soft, slightly damp, lint-free cloth.

Avoid getting moisture in openings on the device. Don’t use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives to clean the device.

Keep in mind that scratches on the front surface of the eye tracker may cause impaired eye tracking performance.

7.3 Disinfection
The surfaces of Tobii Pro Spectrum can be cleaned with Isopropyl alcohol using a moist, soft, lint-free, non-scratching cloth. Do not let liquid Isopropyl alcohol enter into the unit. Be careful not to scratch the front filter surface as it is part of the optical system and scratches will reduce the product's performance.

7.4 Disposal of the eye tracker
Do not dispose of your Tobii Pro eye tracker in general household or office garbage receptacles. Follow your local regulations for the proper disposal of electrical and electronic equipment.

7.5 Limitation of liability
Except where prohibited by law, Tobii AB is not liable for any loss or damage arising from the use or misuse of a Tobii eye tracker or the mounting plate, whether direct, indirect, special, incidental or consequential, regardless of the legal theory asserted, including warranty, contract, negligence, or strict liability.
Appendix A  Nonhuman primate modes

Tobii worked closely with primate labs around the world to develop new image collections to train our systems and continually develop our software. By capturing eye movements while unres-trained and with naturalistic head movement, primates can choose for themselves whether to interact with the screen or not during an eye tracking study. The improved calibration process makes it easier to calibrate energetic participants.

Tobii Pro Spectrum has different eye tracking modes for different groups of nonhuman primate species, due to differences in physical appearance (facial and eye features). Each eye tracking mode was developed using data from the respective species or group of species.

A1  Monkey

The following species are currently supported by Tobii Pro Spectrum:

- **Rhesus macaque** (Macaca mulatta) - adults and infants
- **Long-tail macaque** (Macaca fascicularis) - adults

A2  Great ape

The following species are currently supported by Tobii Pro Spectrum:

- **Chimpanzee** (Pan troglodytes) - adults
- **Bonobo** (Pan paniscus) - adults
- **Gorilla** (Gorilla gorilla) - adults
- **Orangutang** (Pongo abelii) - adults
Appendix B  Recommended monitor

Tobii Pro Spectrum is supplied with a thoroughly tested and approved 23.8” 16:9 LCD monitor. Our recommendation is to use this monitor, which has been tested for weight, dimension and center of gravity for the system set up with the eye tracker unit and screen mounting solution. If you need to use a different monitor, we recommend that you choose a black monitor without any colored décor elements and that the screen bezel is as slim/thin as possible. No connections or buttons should be located underneath the monitor as this could interfere with the mounting of the eye tracker. The monitor must be equipped with a standard 100 x 100 mm VESA mounting interface on the back and it should not weigh more than the supplied monitor.

The eye tracker has undergone tipping tests with the supplied monitor attached. If you choose to use a different monitor, Tobii cannot guarantee the safety of such a combination and you will use it at your own risk.
Appendix C  Limitations and considerations

C1  Intended use

Tobii Pro eye trackers are intended to be used in research activities about human behavior including eye movements, in a dry and dust free indoor environment. The product should only be used as described in this User’s Manual. Please read the User Manual and other supplied documentation thoroughly before using the product.

C2  Light conditions

Tobii Pro recommends that eye tracking studies be performed in a controlled environment. Sunlight should be avoided since it contains high levels of infrared light which will interfere with the eye tracker system. Sunlight affects eye tracking performance severely and longer exposure can overheat the eye tracker. This eye tracker is not designed for exposure to (direct) sunlight. Eye tracking generally does not work in strong direct sunlight.

Shielding the eye tracker adequately from the sun may prevent sunlight from interfering with eye tracking.

C3  Eyelashes

Long eyelashes can be obstructive when the participant’s eyes are less open, especially if the participant is wearing mascara. In rare cases, eyelashes may completely block the view of the participant’s pupils, making eye tracking impossible.

C4  Droopy eyelids

Droopy eyelids or otherwise obstructive eyelids can block the view of the participant’s pupils. In rare cases, such eyelids may completely block the view of the participant’s pupils, making eye tracking impossible.
Appendix D  Customer Care, training, and warranty

D1  Customer Care
If you need help, please contact Tobii Customer Care. In order to receive assistance as quickly as possible, make sure you have access to your Tobii device and, if possible, an Internet connection. You should also be able to supply the serial number of the device, which is located on the device.

D1.1  Get help
Many questions can be answered by visiting Tobii Connect. It contains the latest information about contacting Customer Care, helpful articles and FAQs, links to downloads, and much more. Log in or register to see information about your account and to reach Customer Care on Tobii Connect.

D2  Training and education services
If you are new to eye tracking, or want to extend your knowledge about eye tracking research, sign up for one of our online sessions, onsite trainings, Tobii Academy, and more on training and education services.

D3  Warranty information
Read more online about Tobii limited warranty and Tobii Care.
Support for your Tobii Pro product

Get help
Visit Tobii Connect for help with your Tobii device. It contains the latest information about contacting Customer Care, documentation, courses, articles, and more.

Contact your solution consultant or reseller
For questions or issues with your product, contact your Tobii sales representative or authorized reseller for assistance. They are most familiar with your personal setup and can help you with tips and product training.