



Guide to Troubleshooting Tracker Pro

- 1) Plug the Tracker pro into the USB port on the computer and observe the following:
 - a. The bottom white light (Power indicator) turns on as stays on.
 - b. Three green lights on the top right and left will turn on then go out
 - c. Around the horn
- 2) If step 1 was correct the tracker pro is ready for use
 - a. If the power indicator does not come on check the cord for damage and try a different USB port
- 3) Mount the tracker pro so it is facing the user
 - a. Use the mount bracket to sit on an flat surface
 - b. Use the mount bracket along with the hook mount to hang the Tracker Pro from a laptop monitor or flat screen
 - c. Use the Velcro to attach the tracker pro to a vertical surface
- 4) Placing the reflective Dot
 - a. Place the reflective dot on the forehead of the user. Many people use their glasses or a base ball hat to place the reflective dot.
 - b. For best results, insure the user is facing the tracker pro and the dot is pointed directly at the tracker pro.
 - c. The dot should be between 3 and 6 feet from the tracker pro when in use.
- 5) Verify the Tracker Pro is acquiring the dot correctly
 - a. When the Tracker Pro has acquired the dot the blue light at the top of the device will be on.
 - b. If the client is having trouble with the curser movement there may be other reflective surfaces behind the user that is confusing the Tracker pro. To distinguish what is causing the problem perform the following steps:
 - i. Block the camera's view with your hand until the acquire light goes out. Remove the reflective dot from the client
 - ii. Move you hand slowly away from the tracker pro until the acquire light goes back on.
 - iii. Move left and right to determine where the faulty reflection is located. The acquire light will go back out when your hand is in a direct line between the Tracker pro and the object you are looking for. Examples of what you are looking for are shiny or reflective surfaces like light bulbs, glass cabinets, mirrors
 - c. Eliminate any objects that are interfering with the ability of the tracker to acquire the reflective dot.

(continued)

Guide to Troubleshooting Tracker Pro (cont)

- 6) Tracker pro cursor tracking
 - a. If everything is working properly the user should be able to move the curser to all areas of the screen
 - i. If the curser movement is slow and cannot get to all areas of the screen try the following.
 1. Put the dot on a base ball cap. This way the dot moves farther with the head motion.
 2. The tracker pro has an acceleration switch. The switch is located on the right hand side of the tracker pro the default setting of this switch of down or (off). Turn the switch on and test again.
 3. If the acceleration switch is not quite enough you can also adjust the tracking speed of the curser in the computers settings by following this link
<http://www/microsoft.com/hardware/download.aspx?category=MK>
 - a. If the curser movement is not centered, cannot move all the way to one side of the screen but can the other. Adjust the alignment of the tracker pro to the dot.

If you have any questions, feel free to contact technical support at techsupport@ablenetinc.com or toll free at (800) 322-0956.