






## VIDEO/GRAPHICS TROUBLESHOOTING

-  Why isn't my display working?
-  My keyboard doesn't work on the brainwave screen.
-  I get a Graphics Overrun error on the training screen.

If your system does not meet the minimum requirements to run EEGer, or if video resolution is set too high, you might not get the desired response from the system. Key requirements are system memory and video card memory. If your video memory is low, try selecting the minimum display requirements of 800x600, 16-bit color. If you do not have enough card memory, it is possible that the video card will access the system for more memory. If you do not have enough system memory, you might not be able to run a session. Requirements are higher for single computer mode.

### For Dual Monitor configuration:

- Make sure you've checked "Extend my desktop..." in the Display setup or, if you are using the video manufacturer's settings to set the second display, select span horizontally or an equivalent setting.
- INTEL graphics are not supported for Dual Monitor configuration.

### Advanced Performance Setting - Visual Effects

*Windows XP and Vista Systems:* It is sometimes an advantage to turn change the default XP Visual Effects Performance Setting to reduce interference from the operating system.

1. Click **Start**. Right-click either **My Computer** (Windows 98/2000/XP) or **Computer** (Vista).
2. Select **Properties**. The System Properties window is displayed.
3. Click the **Advanced** tab and then the Performance **Settings** button.
4. On the **Visual Effects** tab, select "Adjust for best PERFORMANCE" and click **OK**.

### Setting Screen Resolution

A number of problems, such as Graphics Overrun errors, can be resolved by lowering the display resolution to decrease the amount of memory required to run. **DUAL MONITOR SYSTEMS:** Set the screen resolution for both Monitors 1 and 2.

1. From the Windows Desktop, right-click a blank spot on the Desktop display:
  - XP/2000: Select Properties then click the Settings tab.
  - VISTA: Select Personalize-Display Settings
2. Lower screen area to 800x600 pixels and color choice to 16-bit. Click OK and respond to prompts to keep the settings.

### Video Troubleshooting Settings

Some advanced video cards actually function too fast in 3D mode to work well with 2D graphics. This can include the higher performance cards necessary for **Dual Monitor** configuration. There are some Troubleshooting options to adjust performance. For Dual Monitor setup, these steps must be completed for BOTH monitors.

NOTE: Access to Troubleshooting can vary depending on the video card/chip.

1. From the Windows Desktop, right-click a blank spot on the Desktop display:
  - XP/2000: Select Properties then click the Settings tab.
  - VISTA: Select Personalize-Display Settings
2. Click the Advanced button, then the Troubleshooting tab.
3. Lower the Hardware Acceleration a few notches and UN-check "Enable write combining".
4. Click OK on both the Troubleshooting tab and the Display Properties window to save changes and run an EEGer demo to see if performance is improved.

## Cursor and Focus

If the current window does not have the active Windows focus\*, keys used to control a program do not function as expected. EEGER does not display the cursor on the EEG training screen in order to allow for more efficient display of the real-time EEG and that can make it difficult to know if the program has the active focus. This is true especially when using the Dual Monitor configuration where the cursor can move to the second screen. If EEGER is not responding to your key presses, you may need to reset the focus to regain control. Windows uses the “focus follows click” method to change the active display with a click of the mouse, but you must be able to see where the mouse is to know what will become active.

EEGER 4.2.0R or later includes a special key combination to show the mouse location. By default, the cursor appears as a large, thin plus sign (+) which can be difficult to see. To change the cursor to something more noticeable, edit the Precision Select mouse pointer image in the Mouse Control Panel.

- To see the cursor in EEGER, press and hold CTRL+SHIFT
- To set the focus to EEGER, move the cursor to the EEG display and click the LEFT mouse button.

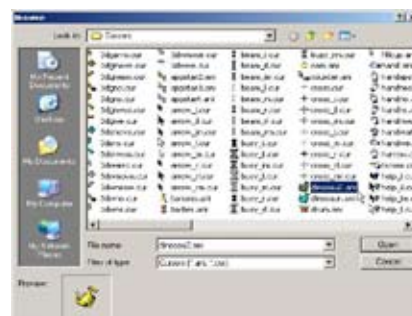
### INSTRUCTIONS FOR CHANGING THE MOUSE POINTER:

1. Click Start and select Control Panel.
2. Double-click the Mouse control panel. (Hint: Switch from Category to Classic view to make it easier to find).
3. Click the Pointers tab.
4. Click to highlight Precision Select.
5. Click Browse. Select a different image file by clicking to highlight a filename, such as dinosaur ani (the .ani extension might not be displayed) and click Open. (See the example in Figure 2.)
6. To save the change, click OK

Figure 1. Example of cursor mode selection.



Figure 2. Example of cursor image selection.



\* More information about Window focus is available on the Internet (e.g., [www.wikipedia.com](http://www.wikipedia.com)) or in Windows computer tutorials.