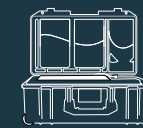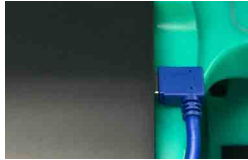# TRACKIT F – BEST PRACTICES
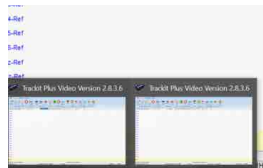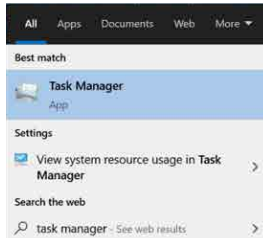
1 **Loss of video feed**

a. Disconnect and reconnect Trackit Cam

2 **White video or a Run Time Error 2000**

a. Close Trackit Plus software

b. Use Task Manager to close Trackit Plus software, you may have two instances of Trackit Plus software running at same time

c. Restart software

3 **Camera hardware not found**

a. Place hand over camera lens, listen for low light click from camera

b. Disconnect and Reconnect USB

4 **If Trackit Plus software is not launching, able to start a study, or frozen in the process of acquiring a study**

a. Shut down the software and conduct a hard reset on the system by pressing and holding the power button 15 sec

b. If Trackit Plus software has frozen during a study, attempt to shut down the software so the system may execute the Resume feature.

c. If necessary, you may need to reboot the system. After a system reboot, Trackit Plus will attempt to recover by automatically attempting to resume the interrupted recording and reconnect to the original amplifier (which is still recording).

This is the most extreme example of program termination and successful automatic Resume will not always be accomplished. This step should be used as a final attempt to troubleshoot the system.
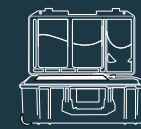
6 **Pause Windows updates for 7 days prior to performing a study**

a. Windows Icon >Search - Windows Update > Select Pause for 7 days
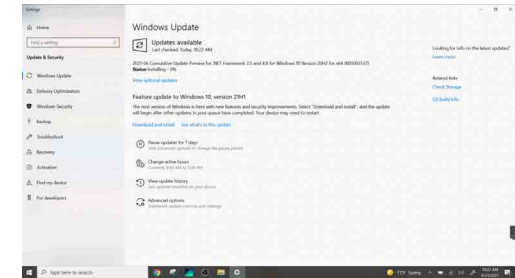
7 **It is a best practice to initiate Windows updates during downtime and not immediately prior to or during a patient study.**

lifelines® neuro

Imagine EEG Anywhere

DM00006   Aug 2021

1 Wipe down system with electronic safe wipes

2 Compressed air duster may be used to remove particulate matter

3 Follow your Lab Protocol