

## TutorPlus FAQs: Resolving Common Issues

### Writing issue: Offset/Slowness/Jitter

- Check the installation (if the device is tightly locked/ kept in the centre/ not bent/ reckon tape is stuck at the back).
- Recheck the sensor-viewer view to see if it's capturing complete TV
- Check if the stylus tip is damaged.
- Check if the refresh rate is 60 Hz (if slowness is observed) and if the CPU of the system is full.
- Calibration is done right for all the points. (Check the installation video on how to do the calibration).

### Manual calibration is not working/stuck at a point

- Check if the stylus is charged by pressing the tip of it, red light should appear on the stylus.
- Check the installation (if the device is tightly locked/ kept in the centre/ not bent/reckon tape is stuck at the back).
- Open the sensor viewer and check that the view is observed to be full.
- Check if the external source of direct light is falling on the lens. (window open/ tube light falling on the lens).
- Check if the stylus is faulty. Use a charged stylus and Open sensor-viewer and on the dark mode touch the stylus. The light should appear on the black screen when the stylus is touched. If the light appears every time, you touch the screen, then the stylus is not faulty and if the light does not appear on the black screen, then the stylus is faulty.

### EyeRIS not detecting in TutorPlus Live/TutorPlus Lite

- Check that cables are interchanged (Power cable connected to the laptop).
- Check if the antivirus is blocking the software.
- Check with different micro-USB cables.
- Uninstall and reinstall the latest Eyeris from [knuera.com/downloads](https://knuera.com/downloads).
- Try with another laptop for reconfirmation.

### HID not detecting for TutorPlus Hub (Using Laptop/System with TutorPlus Hub)

- Check to connect to the laptop to see if the drive is detected.
- Check if the HID Touch screen UI is coming on the device when connecting to the laptop/system.
- Try with a different Type-C cable.
- Try with different Laptop/System USB ports or try with another laptop/System.

### TutorPlus Live camera or mic not detecting

- Check if the cable connection is done accurately: If the power cable is connected to the adapter and micro-USB to the Laptop/System. (Light should appear on the camera when this connection is done.)
- Check that the Adapter used is 3A and the cable is 18AWG.
- Try with a different adapter.
- Connect Micro USB to the laptop and check in the device manager if it is getting detected under audio and camera devices.
- Try with different Laptop/System USB ports or try with another laptop/System.