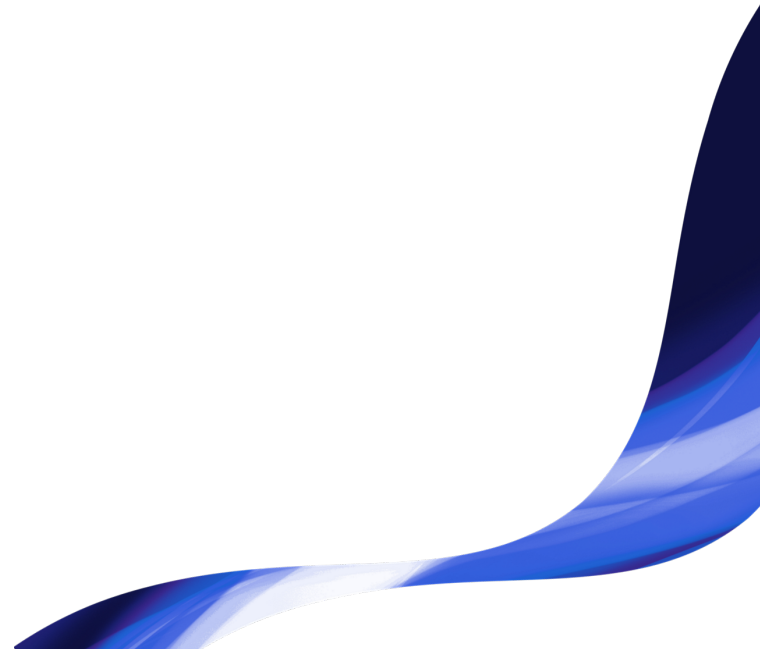




Tobii Pro Fusion

Product Description



Tobii Pro Fusion Product Description

v. 3.0

November 2024

All rights reserved.

Copyright © Tobii AB (publ)

The information contained in this document is proprietary to Tobii AB. Any reproduction in part or whole without prior written authorization by Tobii AB is prohibited.

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Content subject to change without notice.

Please visit [Tobii Connect](#) for updated versions of this document.

Table of contents

1 Overview of Tobii Pro Fusion	5
1.1 Tobii Pro Fusion system requirements	5
1.2 Tobii Pro Fusion versions	5
1.3 Key features	6
1.4 What's in the Tobii Pro Fusion box	7
1.5 Tobii Pro Eye Tracker Manager	8
1.6 Tobii accessories	8
1.7 Additional software options	9
2 Technical specifications	10
2.1 Eye tracking specifications	10
2.2 Setup	11
2.3 Software and framework compatibility	11
2.4 Hardware versions	11
2.5 Tobii Pro Fusion eye tracker specifications	12
3 Compliance Information	13
3.1 EU Compliance	13
3.1.1 CE statement	13
3.1.2 Other EU directives and regulations	13
3.2 UKCA Statement	13
3.2.1 Other UK Legislation	14
3.3 FCC interference statement	14
3.4 ISED statement	14
3.5 Australia and New Zealand compliance	15
3.6 Japan compliance	15
3.7 Korea compliance	15
3.8 Safety compliance	15
3.9 EMC compliance	15
3.10 RoHS compliance	16
3.11 Waste disposal and recycling	16
4 Safety	17
4.1 Mounting warning	17
4.2 Emergency warning	17
4.3 Epilepsy warning	17
4.4 Infrared warning	17
4.5 Magnetic field warning	18
4.6 Child safety	18
4.7 Electricity	18
4.8 Accessories	18
4.9 Third party	18
4.10 Power supply	18
5 Product care	19
5.1 Operational environment	19
5.2 Transportation and storage	19
5.3 Cleaning	19
5.4 Disposal of the eye tracker	19

5.5 Limitation of liability	19
Appendix A Customer Care, training, and warranty	21
A1 Customer Care	21
A1.1 Get help	21
A2 Training and education services	21
A3 Warranty information	21
Appendix B Limitations and considerations	22
B1 Intended use	22
B2 Light conditions	22
B3 Eyelashes	22
B4 Droopy eyelids	22

1 Overview of Tobii Pro Fusion

Tobii Pro Fusion is the next generation of compact high-performance eye trackers from Tobii. It provides a flexible solution that supports different research scenarios and study designs.

Tobii Pro Fusion has a slim design that integrates well with external monitors up to 24 inches and laptop screens. The eye tracker can also be mounted on a tripod and coupled with a scene camera so it can be used in study setups that use real-world stimuli such as physical objects or scenes. The sampling speed of up to 250 Hz allows you to capture data for a wide range of experimental paradigms (fixation, smooth pursuit, and saccade-based).

With high, selectable, sampling rates (up to 250 Hz), two eye tracking cameras and two pupil tracking modes (bright and dark pupil), Tobii Pro Fusion enables you to adapt your data collection setup to different research populations, scenarios, and data requirements.

Use Tobii Pro Fusion for studies on:

- Laptop and desktop computers
- PC monitors, 24" (16:9) or less
- Real-world setups such as physical objects and social interactions (using the Tripod Stand)
- Larger screens, projections, simulators (using the [Tripod Stand](#), available separately)

1.1 Tobii Pro Fusion system requirements

Operating system:	Windows, macOS and Linux For information on versions visit Tobii Connect
CPU:	1 GHz, 2 cores
RAM:	2 GB RAM memory NOTE: Software for eye tracking research may require higher RAM
Port:	USB Type-A or USB Type-C

1.2 Tobii Pro Fusion versions

Tobii Pro Fusion is available in three different product versions: 60 Hz, 120 Hz, and 250 Hz.

The 60 Hz and 120 Hz versions can be upgraded to a faster version by contacting your sales representative. [Contact Tobii](#).



All versions of the Tobii Pro Fusion eye tracker can also run in 30 Hz mode.

1.3 Key features

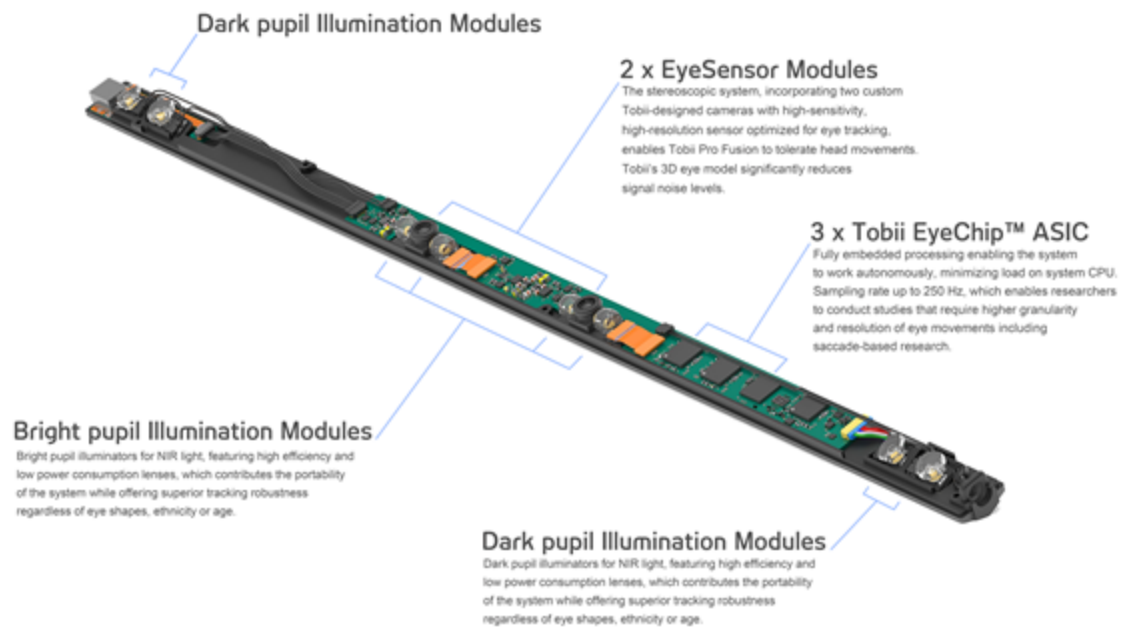


Figure 1. Tobii Pro Fusion's key features

1.4 What's in the Tobii Pro Fusion box



Figure 2. What's in the Tobii Pro Fusion box

#	Item	Additional information
1	Travel case	Stores, protects, and carries Pro Fusion and the included accessories
2	Tobii Pro Fusion eye tracker	Used for eye tracking
3	AC power adapter	Provides the additional power required when the USB Type-A to Type-C adapter is used
4	Safety and Compliance	Printed versions of important information
5	USB Type-A to Type-C adapter plug	Used when the computer does not have a USB Type-C port

6	6 International plug adapters	Used with the AC power adapter to match international outlets
7	Cleaning cloth	For cleaning the surface of the eye tracker
8	Four mounting plates with non-permanent adhesive	Attaches the Tobii Pro Fusion eye tracker to the screen bezel
9	Four cleaning wipes	Removes any dust and grease in the area around the screen before attaching a mounting plate

1.5 Tobii Pro Eye Tracker Manager

Tobii Pro Eye Tracker Manager is free software available on [Tobii Connect](#).

Tobii 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 tracker frequency
- Eye tracking mode selection
- Positioning guide
- User calibration
- Gaze visualization¹
- Eye images²
- Get diagnostics³



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

1.6 Tobii accessories

Find out more about Tobii products and accessories on tobii.com/products.

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

²Applicable when Tobii Pro Eye Tracker Manager is used with eye trackers that support eye images (Tobii Pro Spectrum and Tobii Pro Fusion).

³Get diagnostics button enables you to collect an encrypted blob file with full frame images and eye tracker logs to send to Customer Care for assistance with troubleshooting.

1.7 Additional software options

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

2 Technical specifications

For definitions of terms used in the tables below, see the [eye tracker glossary](#) on Tobii Connect.

2.1 Eye tracking specifications

The characteristics of the gaze data from an eye tracker are described in terms of accuracy and precision. For more details, take the *Accuracy and precision* course in [Tobii Academy](#). See notes below.



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

Eye tracking technique	Video-based pupil and corneal reflection eye tracking with dark and bright pupil illumination modes. Dark pupil tracking is supported in all sample frequencies. Bright pupil tracking is supported at 60 and 120 Hz. 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.
Eye tracking mode	N/A (default)
Sampling frequency	30 Hz, 60 Hz, 120 Hz, or 250 Hz (max. frequency depends on hardware version)
Precision ¹	0.04° RMS in optimal conditions (applying Savitzky-Golay filtering, settings listed in the test report) 0.2° RMS in optimal conditions (raw signal)
Accuracy ¹	0.3° in optimal conditions
Binocular eye tracking	Yes
Eye tracker latency	Mean latency < 13 ms @ 250 Hz (SD < 1.2 ms) ²
Blink recovery time	1 frame (immediate)
Gaze recovery time	250 ms
Data sample output	Timestamp, Gaze origin, Gaze point, Pupil diameter
Eye openness data stream	Eye openness stream is available in an eye tracker set to 120 Hz, 60 Hz, or 30 Hz sampling frequencies. Note that the eye openness signal is not available in 250 Hz due to the processing power limitation. 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 data stream frequency is approximately 4 Hz (one image per eye). Zoomed-in eye images available in tracking mode. Full-frame camera images are available in gaze recovery mode.
TTL input stream	Not available

Tracker and client time synchronization	Integrated between the eye tracker time domain and the client computer time domain
User calibration	Binocular, Monocular

¹ Tobii uses an extensive test method to measure and report performance and quality of data. Please download the [test report](#) for more detailed information.

² Visit [Tobii Connect](#) for more information on how to optimize your Tobii Pro Fusion setup.

2.2 Setup

For definitions, see the [Tobii eye tracker glossary](#) on Tobii Connect.

Head movement tolerance	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.
Operating distance (mounted on screen)	50 cm to 80 cm (20" to 31") from the eye tracker
Freedom of head movement (width × height)	<i>Freedom of head movement at 65 cm distance</i> 40 cm × 25 cm (15.7" × 9.84")
	<i>Freedom of head movement at 80 cm distance</i> 45 cm × 30 cm (17.7" × 11.8")
Optimal screen size	Up to 24" (16:9 aspect ratio)
Recommended monitor	N/A
Tracker setup options	Eye tracker mounted on a tripod, allows for even larger screens or physical objects to be tracked.
Participant setup	Very simple and easy. Typically, less than 1 minute.

2.3 Software and framework compatibility

Software and framework compatibility	Tobii Pro Lab Tobii Pro Eye Tracker Manager Tobii Pro SDK Any application built on the Tobii Pro SDK
Operating system	Windows, macOS, Linux

2.4 Hardware versions

60 Hz

120 Hz

250 Hz


2.5 Tobii Pro Fusion eye tracker specifications

Dimensions (L × H × W)	37.4 cm × 1.8 cm × 1.37 cm (14.72" × 0.70" × 0.53")
Weight	168 g (5.9 oz.)
Connectors	USB Type-C (110 cm or 43.3") (USB Type-A to Type-C adapter provided) AC power
Data processing	3 Tobii EyeChip™ ASIC with fully embedded data processing
Eye tracking cameras	2 x Tobii EyeSensor™ modules
Illuminators	Dark pupil illumination modules Bright pupil illumination modules
Power consumption	Typical power consumption: 4.3 W Max. rated power consumption: 9 W
Power options	Directly via USB Type-C connector, or with provided AC power adapter, when using a computer with USB 2.0 Type-A port

3 Compliance Information

3.1 EU Compliance

3.1.1 CE statement

 Tobii Pro Fusion is CE-marked, certifying compliance with the essential requirements for health, safety, and environmental protection requirements for the European Single Market. Tobii Pro Fusion complies with the following directives:

- 2014/35/EU (LVD) – Low Voltage Directive.
- 2014/30/EU (EMC) – Electromagnetic Compatibility Directive.
- 2011/65/EU (RoHS) and (EU)2015/863 – Restriction of Hazardous Substances Directive.

3.1.2 Other EU directives and regulations

Tobii AB and Tobii Pro Fusion comply with the essential requirements of the following EU directives and regulations:

- 2012/19/EU (WEEE) – Waste Electrical and Electronic Equipment Directive.
- 1907/2006 EC (REACH) – Registration, Evaluation, Authorization and Restriction of Chemicals.

Furthermore, Tobii AB complies with applicable parts of the Directive 94/62/EC on packaging and packaging waste.

Manufacturer Contact Information

Tobii AB
Karlsrovägen 2D
S-182 53 Danderyd, Sweden

3.2 UKCA Statement



Tobii Pro Fusion is UKCA-marked, certifying compliance with the essential requirements for health, safety, and environmental protection requirements for the GB market. Tobii Pro Fusion complies with the following statutory instruments:

- The Electrical Equipment (Safety) Regulations 2016. UK Statutory Instruments 2016 No. 1101.
- The Electromagnetic Compatibility Regulations 2016. UK Statutory Instruments 2016 No. 1091.
- The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. UK Statutory Instruments 2012 No. 3032.

3.2.1 Other UK Legislation

Tobii AB and Tobii Pro Fusion comply with the essential requirements of the UK regulations regarding WEEE, REACH, packaging and packaging waste.

UK Importer Contact Information

Tobii UK Limited

1st Floor, Advantage House, 87 Castle Street

RG1 7SN Reading, United Kingdom

3.3 FCC interference statement

Tobii Pro Fusion has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Tobii Pro Fusion generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If Tobii Pro Fusion does cause harmful interference to radio or television reception, which can be determined by turning Tobii Pro Fusion off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between Tobii Pro Fusion and receiver.
- Connect Tobii Pro Fusion into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not expressly approved by Tobii AB could void the user's authority to operate Tobii Pro Fusion under FCC rules.

U.S. Responsible Party Contact Information

Tobii Technology, Inc.

12007 Sunrise Valley Dr # 400

Reston, VA 20191, USA

3.4 ISED statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

3.5 Australia and New Zealand compliance



Tobii Pro Fusion is registered in the Australian National Equipment Registration System.

Tobii Pro Fusion is RCM-marked which signifies compliance with the Australian and New Zealand product safety requirement for electrical and electronic equipment according to EESS and radio communication and electromagnetic compatibility according to ACMA.

3.6 Japan compliance

Tobii Pro Fusion is VCCI-marked which signifies Tobii Pro Fusion is compliant with emission (interference) standards in Japan.



この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

VCCI - B

3.7 Korea compliance



Tobii Pro Fusion is KC-marked which signifies compliance with Korea's product safety requirements for electrical and electronic equipment.

Certificate number:

R-R-TBI-ProF

3.8 Safety compliance

Tobii Pro Fusion complies with the following standards:

- EN IEC 62471:2008, Photobiological safety of lamps and lamp systems.
- EN 62368-1:2014 +A11, Audio/video, information and communication technology equipment - Part 1: Safety requirements.
- IEC 62368-1:2018, Audio/video, information and communication technology equipment - Part 1: Safety requirements.

Including national deviations for European Group, Australia, New Zealand, China, Japan, USA, and Canada.

3.9 EMC compliance

Tobii Pro Fusion complies with the following standards:

- EN 55032:2015/A11, Electromagnetic compatibility of multimedia equipment - Emission requirements.
- EN 55035:2017/A11, Electromagnetic compatibility of multimedia equipment - Immunity requirements.
- FCC 47 CFR Part 15, Subpart B, Class B.
- ICES-003 Issue 7 Class B, Information Technology Equipment (including Digital Apparatus).
- CISPR32:2015, Electromagnetic compatibility of multimedia equipment - Emission requirements (International standard accepted in AS/NZS and Japan).
- KN32, Electromagnetic interference prevention test for multimedia equipment.
- KN35, Electromagnetic wave immunity test for multimedia devices.
- EN 61000-3-2:2014, Electromagnetic compatibility (EMC) - Part 3-2: Limits - Limits for harmonic current emissions (equipment input current ≤ 16 A per phase).
- EN 61000-3-3:2013, Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current ≤ 16 A per phase and not subject to conditional connection.

3.10 RoHS compliance

RoHS compliance for Tobii Pro Fusion is achieved by following the standard:

- EN IEC 63000: 2018, Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances.

3.11 Waste disposal and recycling

Tobii AB is committed to reducing the environmental impact of our products throughout their life-cycle, from manufacturing to use and disposal. We are a member of various compliance schemes for collection, recycling and re-using of electronic waste, batteries, and packaging of our products.



Tobii Pro Fusion is marked with the crossed-out wheeled bin symbol, which indicates that it must not be disposed of with household waste. You can return your used Tobii Pro Fusion to one of the municipality's recycling centers free of charge.

For more information about the WEEE directive and recycling at Tobii AB, please visit: [How we run our business](#)

or



4 Safety

4.1 Mounting warning



Tobii Pro eye trackers should be mounted according to the instructions of the approved mounts used.

The mounting bracket is designed for adhesion to a wide variety of surfaces, such as monitors or laptop screens. It is also designed for clean removability. Failure to follow the recommended removal instructions can result in damage to both the monitor/laptop and the mounting bracket. Do not mount the eye tracker on monitors positioned above the head or face of a user, as it might fall.

4.2 Emergency warning



Tobii eye trackers are designed to be used only for research purposes. Be aware that due to the low, but possible risk of failure or distraction, the eye tracker should not be relied upon or used in dangerous or critical situations.

4.3 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.

4.4 Infrared warning



When activated, the Tobii eye tracker emits pulsed infrared (IR) light. Certain medical devices are susceptible to disturbance by IR light and/or radiation. Do not use the eye tracker in the vicinity of these kinds of susceptible medical devices, as their accuracy or proper functionality could be inhibited. Do not stare into the LED lights at a close distance (<15cm).

4.5 Magnetic field warning



This Tobii Pro eye tracker contains magnets. Magnetic fields may interfere with the function of cardiac pacemakers and implantable cardioverter defibrillators. As a general rule, maintain a minimum distance of 6 inches (15 centimeters) between any item with magnets and your heart device.

4.6 Child safety



A Tobii Pro eye trackerTobii Pro Fusion is an advanced computer system and electronic device. As such, it is composed of numerous separate, assembled parts. In the hands of a child, some of these parts have the possibility of being separated from the device, possibly resulting in a choking hazard or other danger to the child.

Young children should not have access to, nor use of the device or its accessories without parental or guardian supervision.

4.7 Electricity



Do not open the casing of the Tobii Pro eye tracker, this could expose you to potentially hazardous electrical voltage. The device contains no user-serviceable parts. Non-compliance will result in loss of warranty! Contact Tobii Customer Care if your eye tracker is not working properly.

4.8 Accessories



Only use accessories provided by or approved by Tobii AB.

4.9 Third party



Any use of a Tobii Pro eye tracker outside the intended use and together with any third-party software or hardware that changes the intended use is a risk, and Tobii AB can not take any responsibility in these situations.

4.10 Power supply



Only use the AC power adapter provided by Tobii AB to power your Tobii Pro eye tracker. If the AC power adapter is damaged, it should be replaced only by Tobii Service Personnel. If damaged, do not use the AC power adapter until it has been replaced. Tobii Pro and its agents are not liable for any damages or injuries to a person or property due to incorrect use of the provided accessories.

5 Product care

5.1 Operational environment

The recommended range for temperature and humidity during operations is:

- **Temperature:** 10°C to 35°C (50°F to 95°F)
- **Humidity:** Max 20% to 95% (no condensation on the device)

5.2 Transportation and storage

Use the provided case when traveling with the eye tracker. For shipping and storage, use the original packing.

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 eye trackers are not waterproof or water resistant. The eye tracker should not be kept in excessively humid, damp or wet conditions. Do not submerge the eye tracker in water or in any other liquid. Be careful not to spill liquids on the device.

5.3 Cleaning

- Before cleaning your Tobii Pro eye tracker, unplug its USB cable and electrical cable if there is one.
- Use the included cleaning cloth and clean the eye tracker's front gently.
- Avoid getting moisture in openings on the device.
- Do not use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives.



Scratches on the front surface of the eye tracker may impair its performance.

5.4 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.

5.5 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 Customer Care, training, and warranty

A1 Customer Care

For technical issues, please contact Tobii Customer Care via [Tobii Connect](#). To receive assistance as quickly as possible, make sure you have access to your eye tracker and, if possible, to an internet connection. You should also be able to supply the serial number of the eye tracker, which you can find on the back or bottom of the device.

A1.1 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](#).

A2 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](#).

A3 Warranty information

Read more online about [Tobii limited warranty and Tobii Care](#) (PDF download).

Appendix B Limitations and considerations

B1 Intended use

- ① 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 Manual. Please read the User Manual and other supplied documentation thoroughly before using the product.

B2 Light conditions

- ① We recommend 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.

B3 Eyelashes

- ① 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.

B4 Droopy eyelids

- ① 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.



Copyright ©Tobii AB (publ). Not all products and services offered in each local market. Specifications are subject to change without prior notice. All trademarks are the property of their respective owners.

Support for your Tobii 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.