

VEET 2.1 Troubleshooting Guide

Troubleshooting the VEET

This document is intended for recording known VEET errors and walking researchers through how to address them.

Lost Communication with PC

If the VEET temple arm loses communication with the VEETManager, please follow the steps below:

1. Unplug the USB cable from the VEET temple arm.
2. Wait 30 seconds.
3. Plug the USB cable back into the VEET temple arm.
4. Confirm the connection with the VEETManager is restored.

NOTE: Some USB hubs can disrupt connection with the VEET. If you are using a USB hub and are experiencing connectivity problems with the software, try plugging the VEET temple arm directly to the computer via a USB cable.

If the VEET fails to reconnect after these steps, please contact support.

Data Loss During Data Logging

Operating the VEET in the presence of strong radio frequency interference or near high-powered radio frequency sources may result in data loss or degradation. This data degradation may manifest itself as a mismatch between the actual time and the time on the VEET. To date, this condition has been observed under controlled testing environments but not in real-world testing environments. Despite potential data loss or degradation, the VEET is safe to operate in these high radio frequency environments.

Fully Discharged Device

If the VEET battery falls below 2.8 volts, the device is disconnected via a hardware cutoff circuit and enters a shutdown state. A VEET battery in shutdown state cuts power from the entire temple arm circuit boards: the clock stops but the file data is retained in FLASH memory.

To set the clock on the VEET after the battery is depleted, charge each temple arm for at least 10 minutes before connecting the device to a Mac/PC and then open VEETManager—the VEETManager automatically syncs the VEET to the current time on the local computer.

If the VEET temple arm does not respond after connection to wall power for 10 minutes, disconnect the VEET from the power source and reconnect it for an additional 10-60 minutes. If the device does not recover at this point, please use or request a different VEET temple arm.

Windows Formatting the Drive

WARNING: Only reformat the VEET as a last resort.

When connecting the VEET to a Windows PC, Windows occasionally states that an error has been detected or that the drive in the unit device must be formatted. **This is usually normal and does not mean the VEET drive should be reformatted.** If the VEET is reformatted, all of the associated files are deleted, including the calibration file. The calibration file is required for the VEET to accurately log data.

If you notice that the log or sensor data files on your VEET are corrupted, try deleting the files and then reconnecting the VEET to your computer: the VEET should recreate new log and sensor data files automatically. If the data files are repeatedly corrupted, then try reformatting the VEET drive as a last resort.

Reformatting the VEET

WARNING: If the VEET's calibration (**calib.json**) file is ever accidentally deleted, the VEET recreates a default version of the file which causes the device to produce obviously inaccurate data to warn the researcher that the original calibration file is missing. Avoid collecting data until the original calibration file is restored; to restore your device's original calibration file, download and open the latest version of VEETManager and connect the VEET temple arm to your computer. Otherwise, contact support.

1. Before reformatting the VEET, make sure you back up the **config.json** and **calib.json** files in the `.config` folder on the VEET hard drive: copy and paste the files to your computer.
 - NOTE:** `.config` is a hidden folder; use Command (⌘) + Shift + Period (.) on macOS or View + Show + Hidden Items on Windows to reveal hidden folders.
2. Format the drive in Windows/macOS
 - Right click the VEET drive (usually titled "NO NAME")
 - Select "Erase Disk..." on macOS or "Format..." on Windows
 - Under Format, select MS - DOS (FAT)
3. Copy and paste the configuration and calibration files you saved on your computer back into the VEET drive.

NOTE: If you forgot to back up the configuration and calibration files, you can run the most updated version of the VEETManager to restore these files on your device.

The folders **.fsevents**, **.Spotlight-V100**, and **.Trashes** are hidden directories that macOS uses to manage file system events, indexing and deleted files. They are harmless and unimportant files and macOS automatically recreates them if accidentally deleted.