# Fingo Instruction/Q&A

**1. Q: Why is there no data output when Fingo is connected？**

 **A:** The most common reasons that this may occur are listed below:

1) Make sure you have downloaded the correct version of the Fingo service and it correlates to your system. You will need Windows 7, 8 or 10 on your PC to be able to install Fingo Service.

2) When using an Android phone which is not utilizing a Qualcomm processor, use the generic version that does not have 'Qualcomm' in the package file name.

3) The USB cable should be connected to a smartphone with the end marked 'OTG'. The other end should be connected to the Fingo.

4) Google Pixel phones should use the version of Fingo Service built specifically for Google Pixel phones.

5) After the Fingo service is installed correctly and the LEDs are still not illuminated, it's there is an issue USB cable or the Phone's USB connection. Please try with another USB cable or contact uSens Support for more information.

**2. Q: Does Fingo support iOS based devices？**
A: We do not currently support iOS devices. We currently provide support for Android and Windows phones.

**3.Q: I am having issues with hand tracking performance. What can I do?**

A: If you are experiencing issues, try the following methods to improve performance:

1) Use the strap provided to place Fingo on your forehead, instead of placing it on a desk. Fingo is designed for natural hand tracking, so for best results, attach it to your forehead.

2) Make sure the protected film is removed and keep the screen clean. Dust and dirt can impact performance.

3) If you use your hand to hold Fingo, make sure your fingers do not block the field of view. This causes interference and reduces performance

4) Make sure the Fingo is facing right side up, with the Fingo logo showing the correct way.

5) Check to see if the hands are within the field of view and tracking range (see Q4)

**4. What is the tracking range for Fingo?**

- 70CM depth

- Tracking: Horizontal 120 degrees, Vertical 100 degrees

**5. Q: I am using the Unity SDK, but it is not showing hands in VR?**
A: Make sure the 'API Compatibility Level' setting in Project settings / Player / Other Settings is set as: .NET 2.0, and NOT .NET 2.0 subset.

**6. Q: How do I use Fingo in Unity / UE4?**

A: Please refer to the Samples and Demos listed in the Fingo SDK. For example, in the SDK directory path: UsensFingo/Demos; in UE4 SDK look for Fingo Content/Maps. Also refer to the Readme.txt. for more information

**7. Q: How to use Fingo UE4 Plugin？**

A: Please read the enclosed document: in UE4 SDK:

**8. Q: What are the Fingo 1.0 product specs (Power Consumption, FOV, Distance)?:**

1) Tracking depth/distance: 5 – 70cm

2) Image sensor: VGA, Global Shutter

3) Frame per Second (FPS): 60 fps

4) Latency: <14ms

5) CPU utilization：15% - 20% (SD 820), stand-by: 0%

6) Power consumption:  Active Motion: 1.0W - Non-Tracking Mode: 0.6W

7) Minimum requirements: Snapdragon™ 805/ Exynos 7420 (or better) 1 × USB 2.0

8) operating system (OS): Android 4.4 (KitKat)+, Windows

**9. Q: What gestures do you track?**

**A:** We track up to 26 gestures and the list is growing. Please refer to the documentation in your Fingo SDK for more information.

**10. What game development platforms does Fingo work with?**

**A:** We work with Android, Java, C++ and Unity game engines