

# Installation Handbook

## Lexplore Application

Lexplore

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# 1. Requirements & Scope

## 1. Laptop

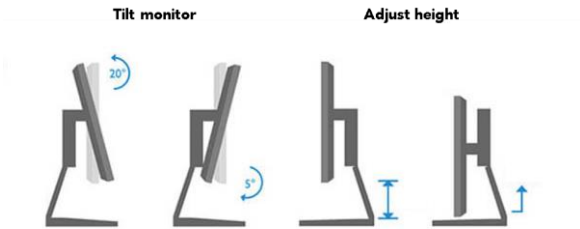
System Performance Minimum	Connections	Display	More
<b>CPU:</b> 2.0 GHz Intel Core i3  <b>RAM:</b> 4.0 GB  <b>Storage:</b> 5GB available	2x <b>USB</b> port (2.0 BC 1.2* or 3.0)  1x <b>HDMI</b> port**	<b>Size:</b> 12" or bigger  <b>Resolution:</b> 1920x1080*** or higher	Windows 10  Internal Microphone  Wi-Fi

\*Battery charge  
\*\* Other digital monitor connections are ok as an alternative e.g. DVI and Display port  
\*\*\* To ensure good user experience

## 2. External Monitor

Monitor	Monitor Stand
<b>Size:</b> 15"-27"  <b>Resolution:</b> 1366 x 768 or higher  <b>Connection:</b> HDMI*	<b>Spec.</b> Able to adjust height and tilt up and down.  <b>Eye tracker mounting:</b> Make sure there is room below the screen surface to mount the magnet for the eye-tracker

\*Other digital monitor connections are ok as an alternative e.g. DVI and Display port



## 3. Eye tracker

Tobii Eye tracker 4C or Tobii Eye tracker 5L
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## 4. Software

Lexplore Application version 5.26 or later
Tobii Eye Tracking Service
DisplayLink USB Graphics 8.3 or later*

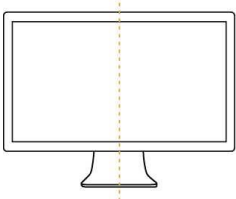
\*Only if USB-monitor is used.


## 2. Setting up the External Monitor


In this section, you will find everything you need to know to set up the External Monitor. Start with mounting the Tobii Eye Tracker.

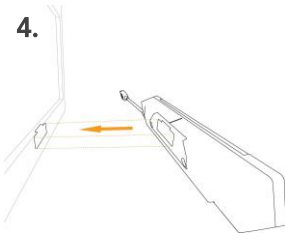
### 2.1 Mounting the Tobii Eye Tracker to the External Monitor

1.


2.


3.


4.



1.

Measure to the middle of the bottom frame of the External Monitor, this is where you will later position the mounting brackets (magnets).

2.

Take one of the mounting brackets and peel off the adhesive tape on the back and place it on top of the other mounting bracket - stick the brackets to each other. You should now have a double mounting bracket.

3.

Peel off the adhesive tape on the back of the double mounting bracket and position the bracket in the middle of the bottom frame of the External Monitor. Place the mounting bracket exactly in the middle and make sure it's attached to the monitor by applying pressure for about 30 seconds.

4.

Take the Tobii Eye Tracker and attach it to the External Monitor by clicking it onto the mounting bracket. Make sure it is attached to the screen securely. The mounting bracket and the slot on the back of the eye tracker are magnets and should fit precisely together.

### 2.2 Connecting the External Monitor to the laptop



Beetronics monitor with HDMI-cable

Connect the External Monitor to your Laptop, with the **HDMI or USB** as the picture shows.

Plug in the power cord to the monitor.  
If the monitor doesn't turn on automatically, press the power button.

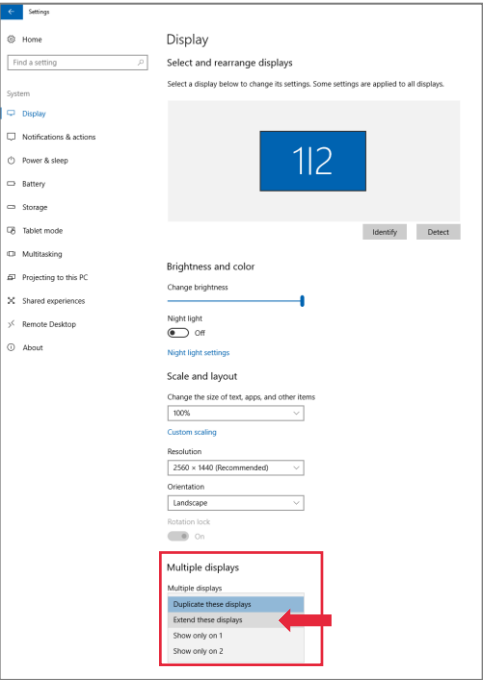
Place the External Monitor so that you can see the screen and your laptop.

### 2.3 Display settings



Go to your computer **Settings**.

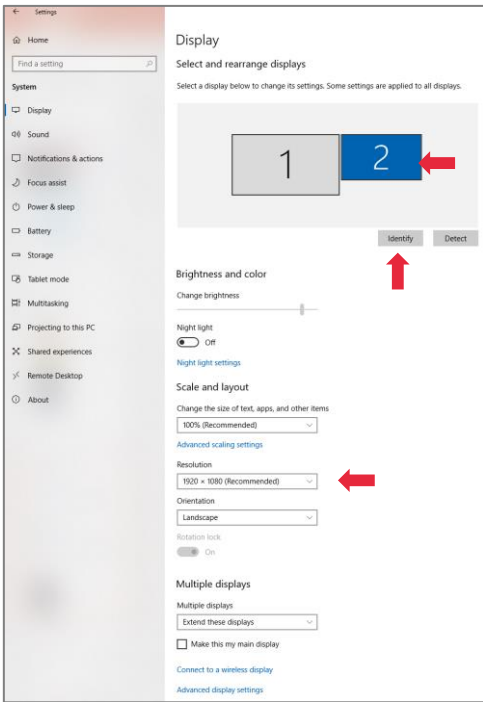
Go to **System** (Display, notification, power).



Scroll down to **Multiple Displays**.

Select **Extend These Displays**.

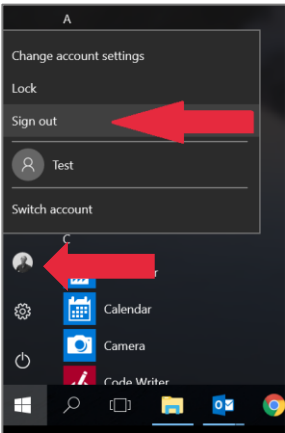
You are asked if you like to “Keep Changes” or “Revert”  
Select **Keep Changes**.



Click on **Identify** displays.  
*The respective number will show on each screen.  
Your laptop is normally no 1 and the Monitor is no 2.*

Select the **External Monitor** by pressing on the square with number “2” so it turns blue.

Set **Resolution** of the External Monitor to the recommended value; **1366x768** or higher.

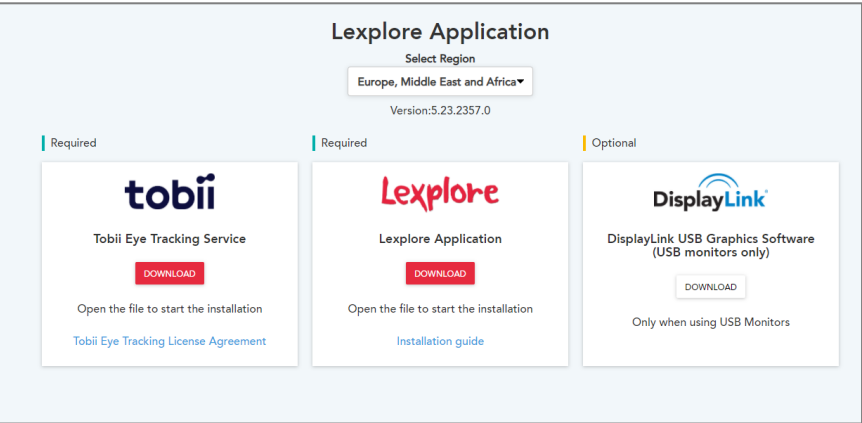


Open the windows start menu.

Press on your profile.

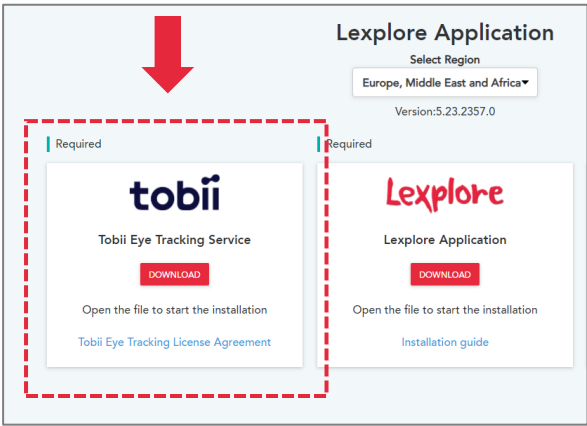
**Sign out** from your windows account, and sign back in,  
*to apply the new settings.*

### 3. Install the Tobii Eye Tracking Service



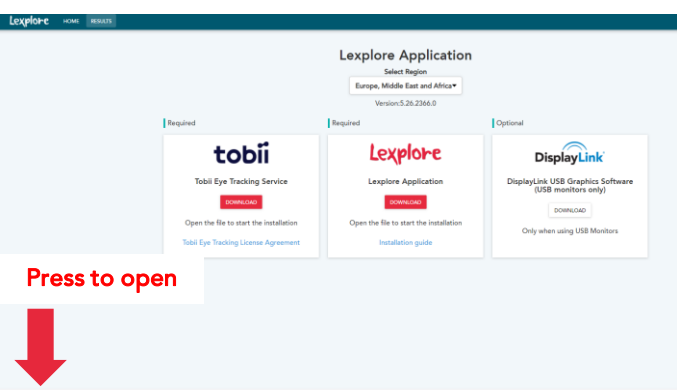
Open your web browser.

Go to: <https://portal.lexplore.com/install>

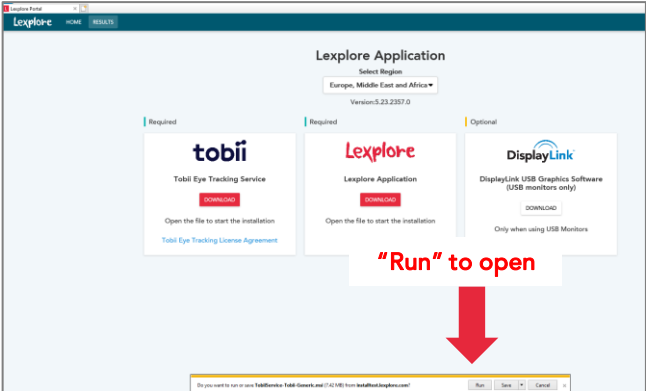


Press the **Install** button next to "Tobii Eye Tracking Service".

Open the downloaded installation file, in the bottom of your web browser. It can look different in different browsers.



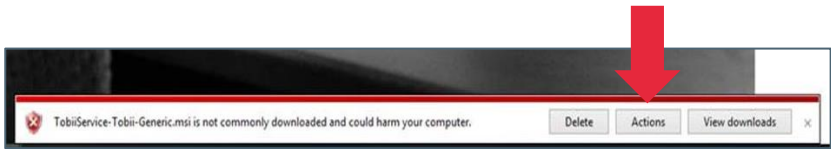
Google Chrome



Internet Explorer

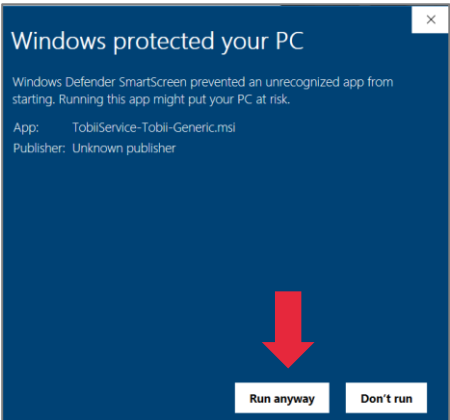
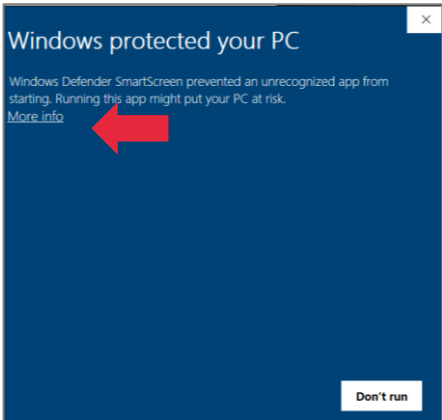
### 3.1 Install the Tobii Eye Tracking Service

Windows defender can give you some of these warnings.



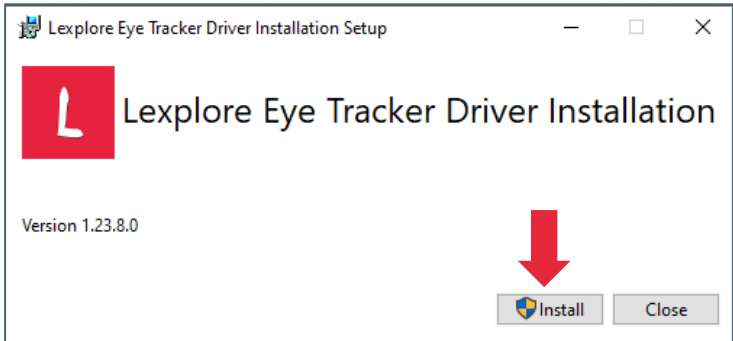
*"Tobii is not commonly downloaded and could harm your computer"*

Press "Actions".



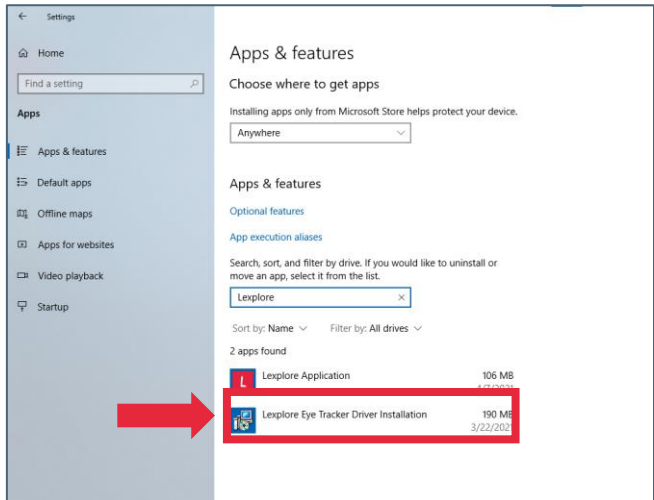
Windows will prompt one of these windows.

Press "More options"  
Then press "Run Anyway"



Press "Install".

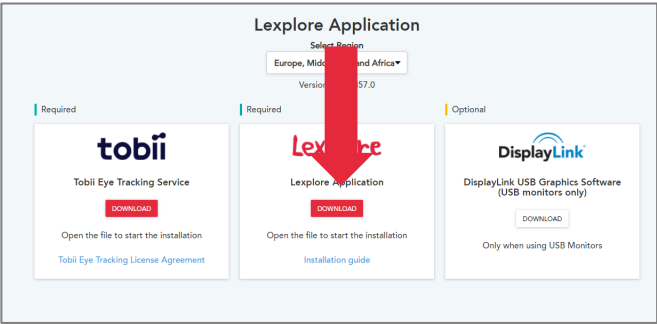
You need to be administrator on your laptop to install this software



Installation is complete. You can verify the installation under:

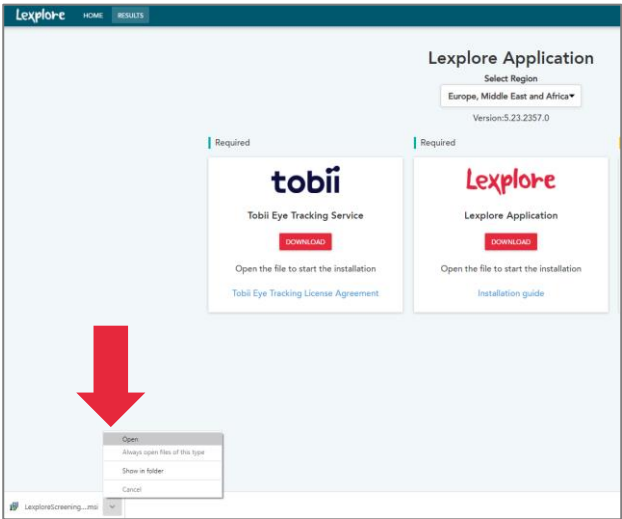
Windows setting > Apps > "Lexplore Eye Tracker Driver Installation"

## 4. Install the Lexplore Application

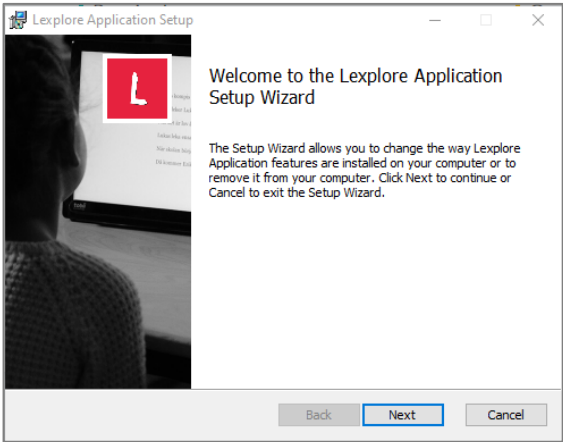


Go to: <https://portal.lexplore.com/install>

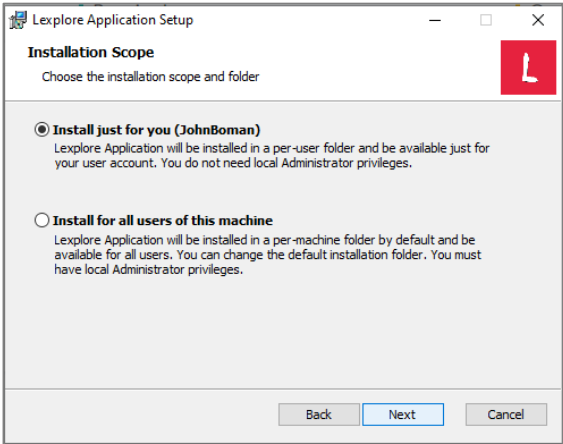
Under Lexplore - Press "Download" to download the application.



Open the downloaded file  
"LexploreScreeningClient.msi"



Press **Next** to start the installation



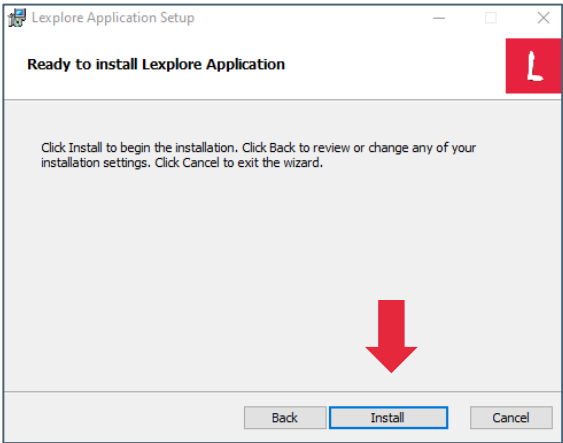
Select how you like to install the application.

**Install just for you** = Just this windows user account. Can be installed without admin permissions

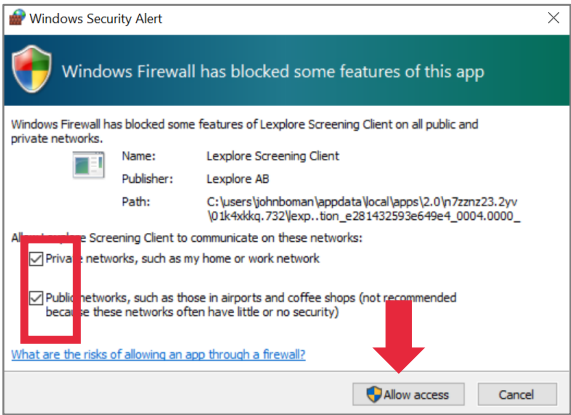
**Install for all users on this machine** = The application will be installed for all users. Admin permission is needed.



# 4.1 Install the Lexplore Application



Press **Install** to start the installation



If you have an Antivirus program installed on your laptop, it may warn you of an issue and run a scan. Once the scan is complete the installtion will continue automatically.

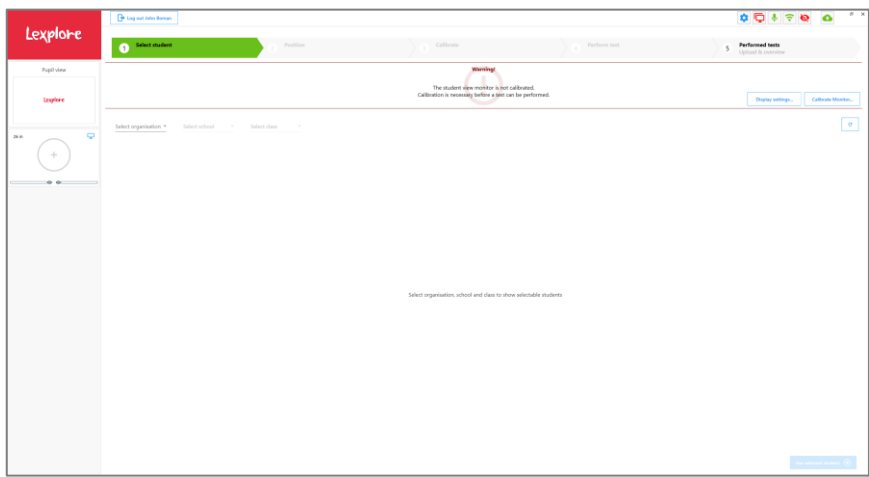
Windows Firewall.

1. Select both checkboxes (Private and Public networks)
2. Press the button “**Allow access**”

## 5. External Monitor Calibration

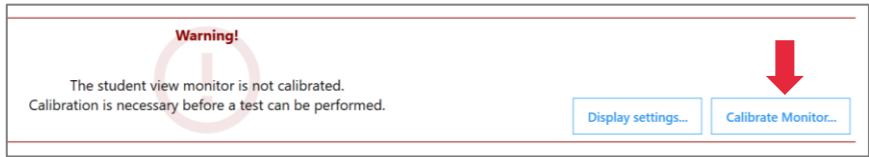
Before this step, make sure that:

- The External Monitor is connected and set up as described in Step 3.
- The eye-tracker is attached to the magnet on the monitor as described in Step 3.



Start the Lexplore application from the new icon on your laptop's desktop and log in.

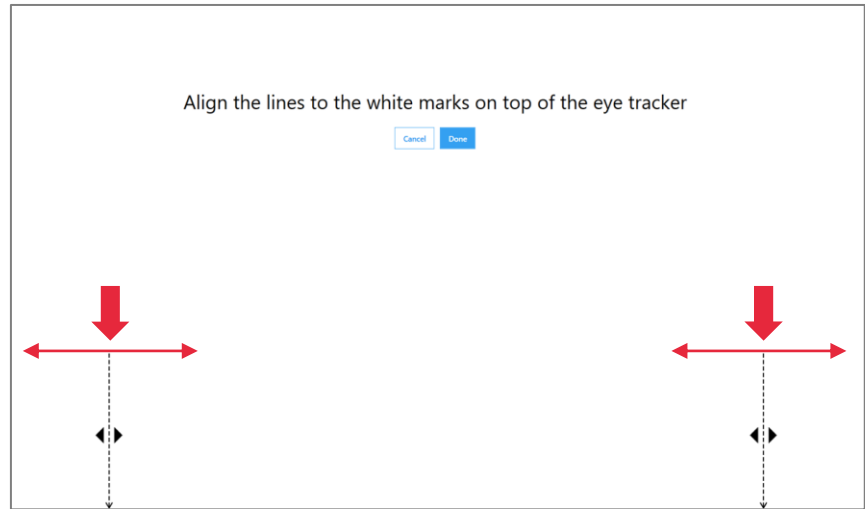
A warning message will appear.



In the Warning message, there are two buttons.

Press “**Calibrate Monitor**” .

On the External Monitor



Move the mouse to the student monitor.

If needed, click on the lines and **move them sideways** until they align with the white markings on top of the eye-tracker.

Press “**Done**” when you are satisfied.

*The monitor has been calibrated and you are good to go.*

Installation finished!

## 6. Checklist

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### Download and Install

- ☐ Lexplore Eye Tracker Driver Installation
- ☐ Lexplore Application
- ☐ DisplayLink (only with usb-monitor)

### Settings

#### Monitor

- ☐ Extend these displays
- ☐ Calibrated monitor in the Lexplore Application
- ☐ Secondary Display (2 )

#### Laptop Screen

- ☐ Primary/main Display (1)

#### Microphone settings

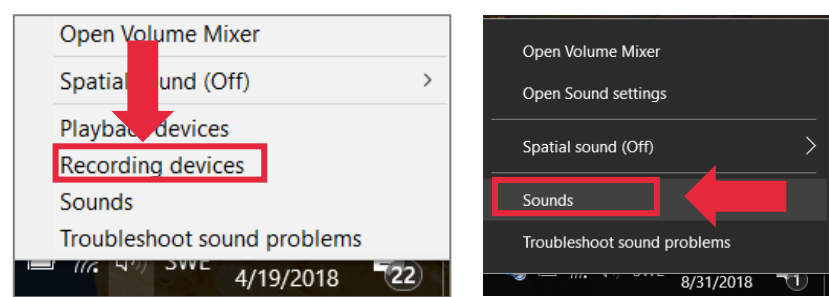
- ☐ Microphone is activated
- ☐ Recording volume/level: 100%
- ☐ Microphone boost: +24dB or more
- ☐ *Disable microphone enhancements*  
(These settings can vary between manufactures)

#### Internet

- ☐ Check that firewalls allow internet access for Lexplore Application. Run the network test within the Test Application.
  - ☐ Otherwise Domain Allow list (Appendix C)

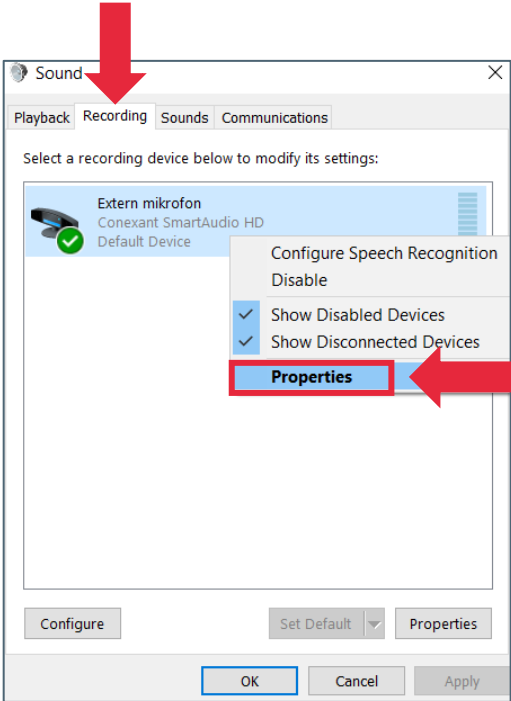
# 7. Microphone Settings

Some settings may vary between PC manufactures, and windows updates



Right click on the speaker icon (next to the clock) located in the bottom righthand corner of your laptop screen.

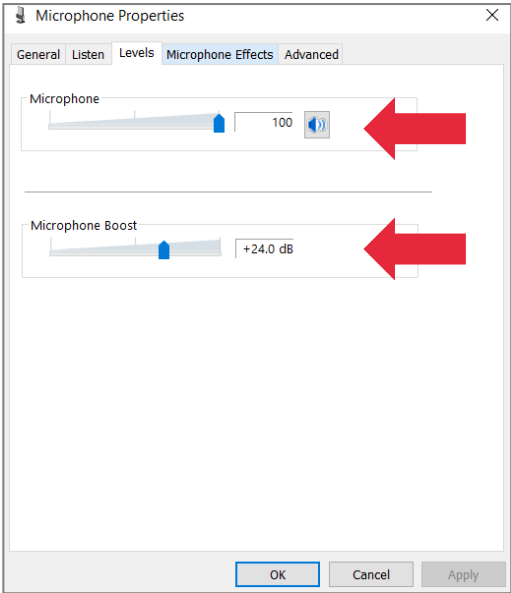
Select **Recording devices** or **Sounds**.



Make sure you are on the "Recordings" tab.

Right click on your microphone.

Select **Properties**.



Go to the tab: **Levels**

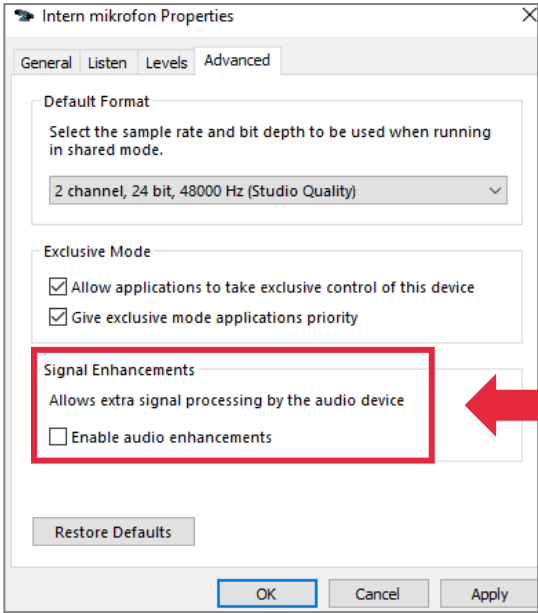
Set  
**Level:** 100  
**Microphone boost:** +24.0 dB  
or as high as possible

# 7.1 Microphone Setting - Advanced

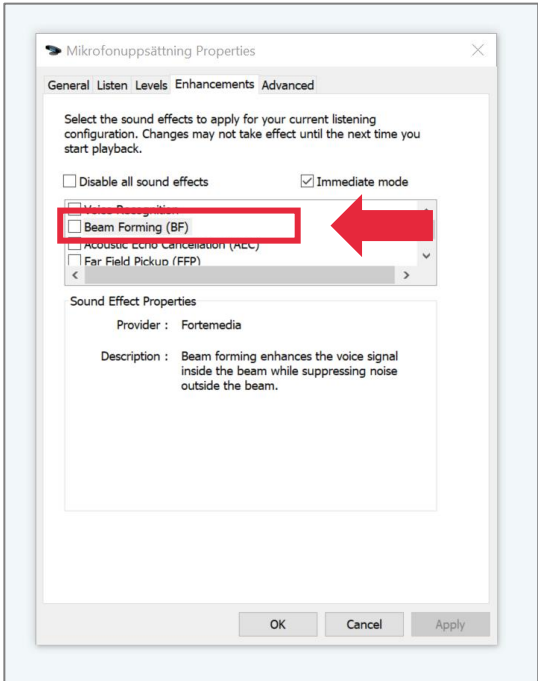
Additional settings to pic up background noise.

Some laptops have settings that are configured to optimise the microphone to the user and reduce background noise. This will limit the computer's ability to record the student aloud reading. For the Lexplore Application to work efficiently these settings need to be changed.

These settings can vary and look different on different computers. Here are two examples, found on microphone properties.



Example 1.  
Go to the tab Advanced.  
Under *Signal Enhancements* → Disable “Enable audio enhancements”



Example 2.  
Go to the tab Enhancements.  
Disable all enhancements especially “Beam Forming”

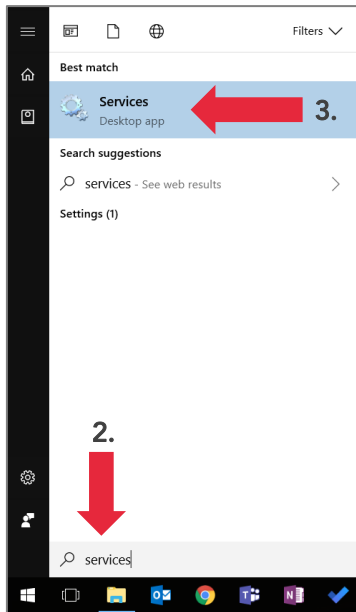
## 8. Troubleshooting Eye Tracker

If the eye tracker is not working, in the first instance try **restarting your laptop**. Leave all the cables connected to laptop while it restarts.

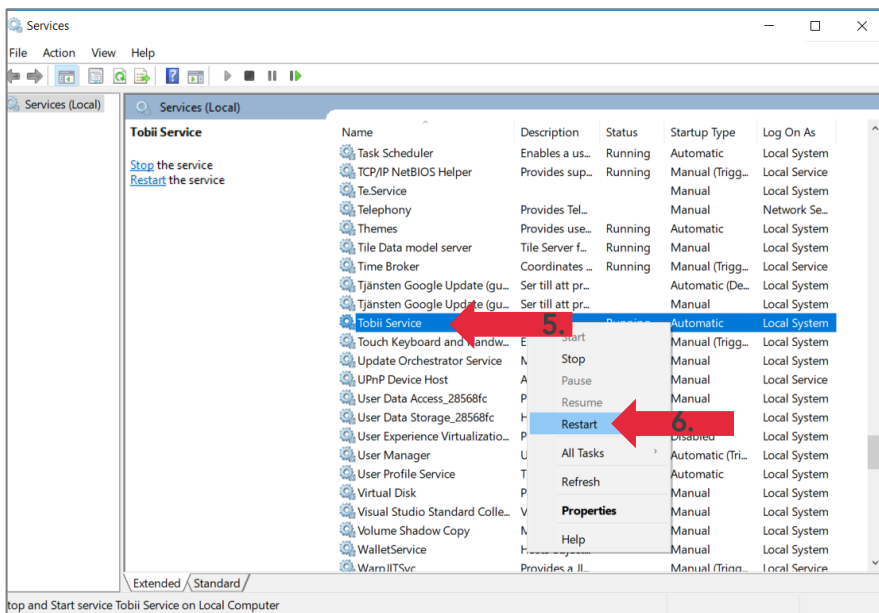
If this does not rectify the issue, the next option is to restart Tobii, as below.



The eye-tracker icon in the Lexplore Application shows that the eye tracker is not working properly.



1. Open windows menu
2. Search for “Services”
3. Open Services in the list



4. Find “Tobii Service” in the list
5. Right click on Tobii Service
6. Select “Restart”

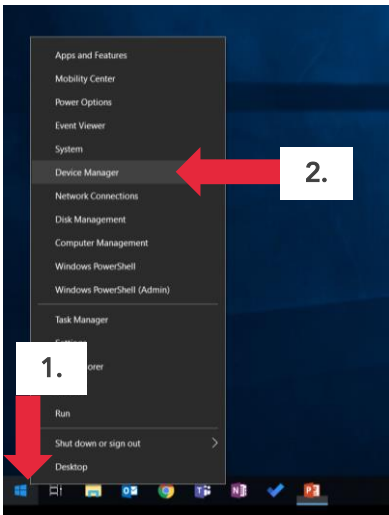
Now is the the Tobii Service program restarted.



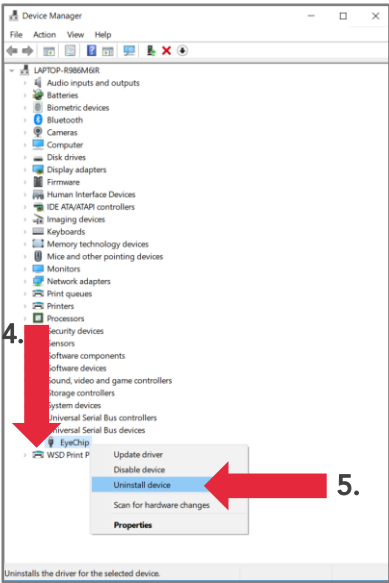
The eye-tracker icon in the Lexplore Application now shows that the eye tracker work properly.  
If not, see next page.

## 8.1 Troubleshooting Eye Tracker, second step

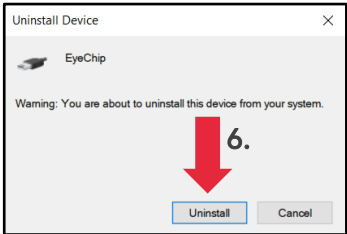
If the eye tracker is not working and you have tried restarting the Tobii Service as in 8.0 you can reinstall the eye tracker.



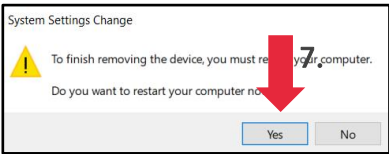
- 1. Right click on the windows icon
- 2. Select *“Device Manager”* in the list
- 3. Open Services in the list



- 4. Find *“Universal Serial Bus devices”* in the list  
Expand the list
- 5. Right click on EyeChip  
Select *“Uninstall device”*



- 6. Press *“Uninstall”* in the pop-up

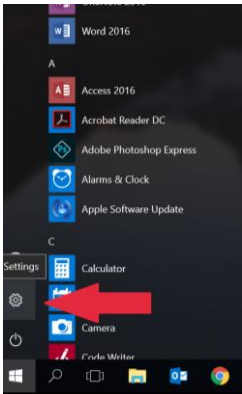


- 7. Choose to restart your computer by clicking *“Yes”*

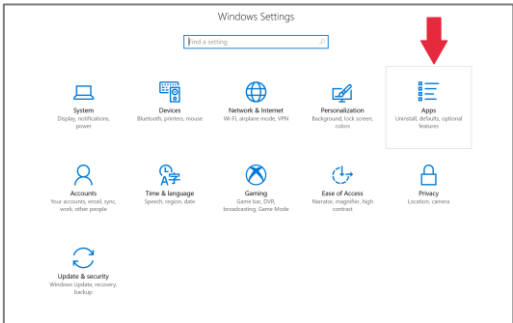


The eye-tracker icon in the Lexplore Application now shows that the eye tracker work properly.

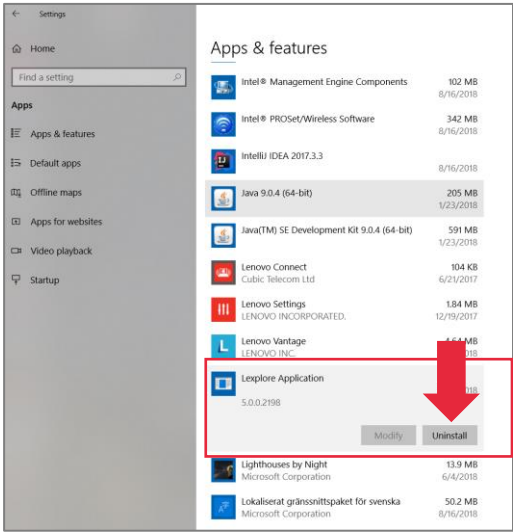
# 9. Uninstalling the Lexplore Application



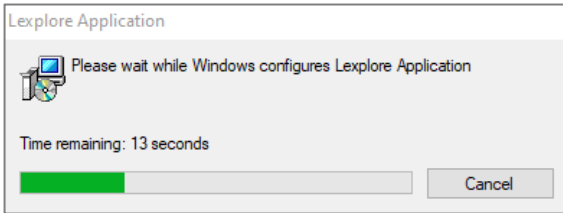
Go to your computer **Settings**.



Go to **Apps (Uninstall, defaults, optional features)**.



Scroll down to Lexplore Application and press it.  
Click on **Uninstall**.



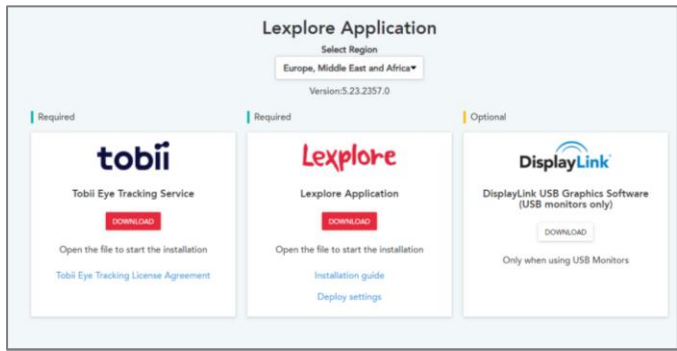
Wait until the uninstallation has completed



# Appendix A. MSI Installation – IT admin

Lexplore's Application can as an alternative be installed with the MSI package. Installations and updates are controlled by the administrator. Lexplore will inform the responsible administrator when updates are released. Users are notified in the application when new updates are available.

Please note that Tobii Service must be installed as a separate MSI package. It is available for download on the same website.



**Go to:**  
<https://portal.lexplore.com/admininstall>

Download the msi file: LexploreScreeningClient.msi Deploy the application using the correct property for user context.

### User Context/ Installation Scope

The parameter ALLUSERS can be set to 0 or 1 to select the scope for the installation, so the application is installed in per user or for the whole machine. Per user is default if not defined.

**Per user:** ALLUSERS = 0

**Whole machine:** ALL USERS = 1

### Deployment

The application can be installed using the following msixec command:  
`msiexec /i LexploreScreeningClient.msi ALLUSERS=1 /norestart /quiet`

### Optional: Specific Customer ID

If your organization is set up to use a specific Customer ID the following parameter should be applied. The Customer ID is distributed from Lexplore's personnel.

**Example:**  
`msiexec /i LexploreScreeningClient.msi CUSTOMER_ID=lex365 /norestart /quiet`

### Optional msiexec commands

`/norestart` - the machine will not be restarted after the installation is complete

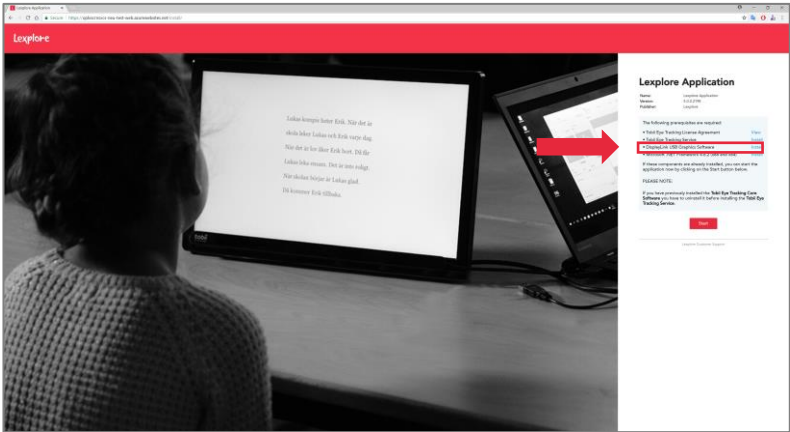
`/i` - normal installation

`/x` - uninstall the package

`/quiet` - quiet mode (there is no user interaction)

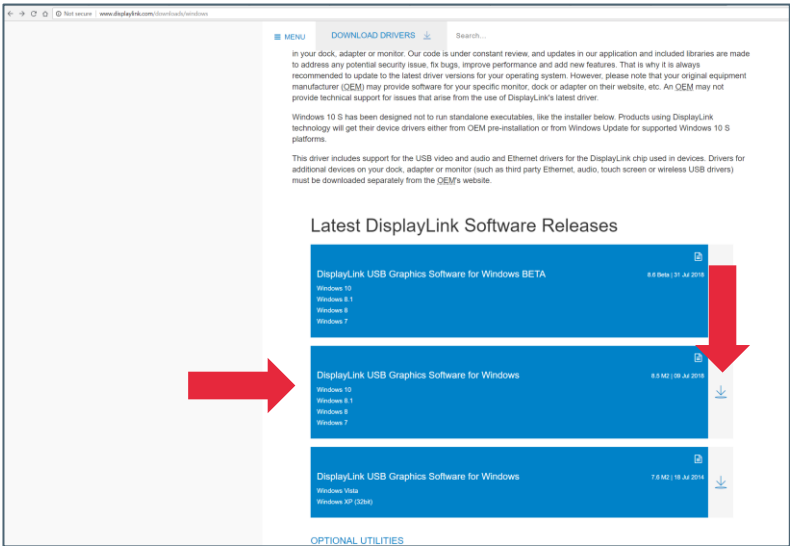
# Appendix B. Install the DisplayLink USB Software

DisplayLink is a software that enables the usb-port for external monitors.



Open your web browser and go to:  
<https://portal.lexplore.com/install>

Click on **install** button next to:  
**DisplayLink USB Graphics Software**

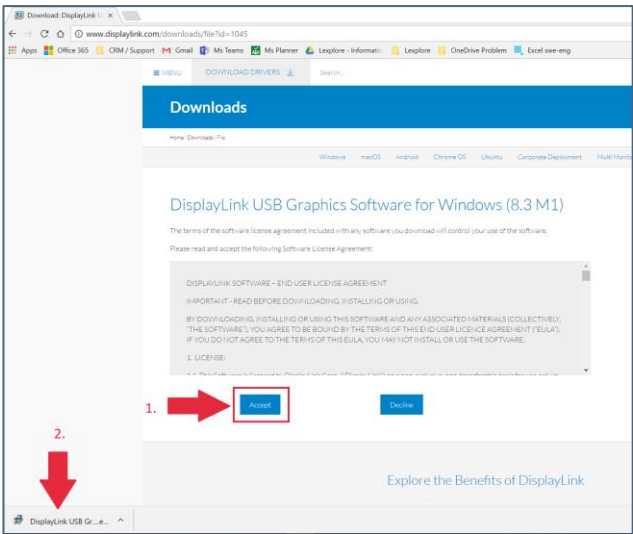


You will be directed to a new website.  
On the cookie pop-up, press 'Accept Cookies'.

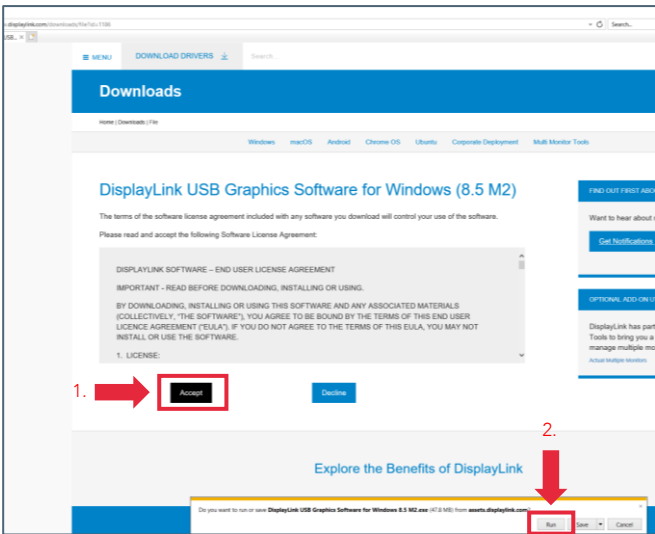
Select the DisplayLink Software release  
available for Windows 10. NOT the BETA.

Click on the download button, as the right  
arrow shows.

1. Accept the terms of agreement to start the download
2. "Open" the installation file or click "Run"
3. Proceed with the installation



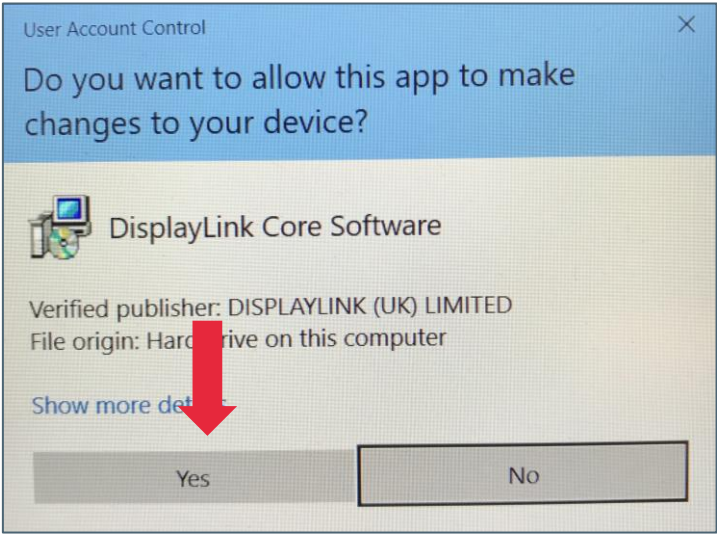
Google Chrome



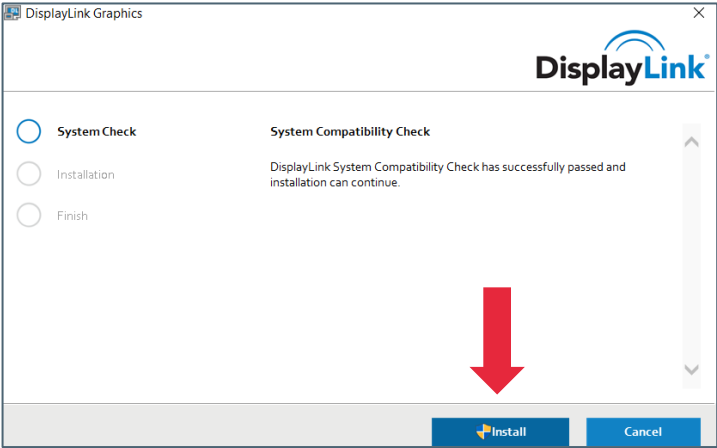
Internet Explorer

# Appendix B. Install the DisplayLink USB Software

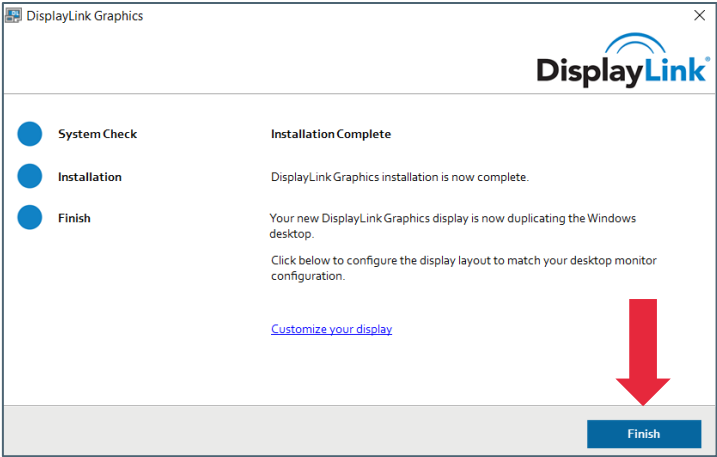
DisplayLink is a software that enables the usb-port for external monitors.



A pop-up appears – "Do you want to allow this app to make changes to your device".  
Press **YES**.



Continue with DisplayLink installation.  
Press "Install" or "Upgrade" (if you already have an earlier version).



Click on "Finish".

# Domain Allow list

Version: 5.28

HTTPS (Port 443)	
login.microsoftonline.com	Microsoft Authentication
*.b2clogin.com	
*.lexplore.com	Lexplore Services
oplxcustsvcs-neu-prod-ns.servicebus.windows.net	Azure Service Bus EU
oplxcustsvcs-scus-prod-ns.servicebus.windows.net	Azure Service Bus US
oplxcustsvcs-auea-prod-ns.servicebus.windows.net	Azure Service Bus APAC
oplxcustsvcsneuproddata.blob.core.windows.net	Azure Blob storage EU
oplxcustsvcsscusproddata.blob.core.windows.net	Azure Blob storage US
oplxcustsvcsaueaproddata.blob.core.windows.net	Azure Blob storage APAC
dc.services.visualstudio.com	Error Logging (Optional)
TCP (Port: 9350, 9354, 5671)	
oplxcustsvcs-neu-prod-ns.servicebus.windows.net	Azure Service Bus EU
oplxcustsvcs-scus-prod-ns.servicebus.windows.net	Azure Service Bus US
oplxcustsvcs-auea-prod-ns.servicebus.windows.net	Azure Service Bus APAC
HTTP (Port 80)	
link.lexplore.com	Mail invitation
Mail – Anti-Spam filter	
149.72.39.137	IP address used to send email user account invites.  Configure anti-spam filter policy