

SR Research *News*



Software License Support During the Novel Coronavirus (COVID-19) Outbreak

At SR Research we have always worked hard to support the eye-tracking research community. We are aware that recent university closures and travel restrictions due to novel coronavirus (COVID-19) may cause problems for researchers who are unable to access their usual [Experiment Builder](#) / [Data Viewer](#) / [WebLink](#) software license keys. In order to support public health precautions while keeping our users as productive as possible, we are making free temporary software license activations available (extending a program we introduced in China two months ago). Please [visit our website for details and the contact form](#). The offer is open to all and any users of EyeLink equipment. PIs can request multiple activation codes for their labs - but please make sure to indicate in the form the numbers of Windows vs macOS licenses required. Users in China should continue to [contact our distributor Beijing Brain Vision Science and Technology](#). (support@bjbrainvision.com) for software license keys.



Equipment Cleaning Advice

Some users have asked for advice about cleaning / sterilizing our equipment. We have the following recommendations:

- Clean the components using a damp cloth / wipe, rather than spraying the cleaning / disinfecting product directly onto the component or using a wet, saturated cloth.
- For general cleaning, water and a mild detergent are recommended (to be applied with a damp cloth). Do not use abrasives or concentrated chemical cleaners (e.g., those containing ammonia or vinegar).
- For sterilizing purposes, a 10% bleach solution or 70% isopropyl alcohol (propanol) can be used. Pure bleach / alcohol should be avoided as they may damage optical components.

For head-support chin rests, the gel pads can be removed altogether and the bare plastic (which can be covered with a tissue) can be easily wiped clean / disinfected.

We wish everyone good health, and as always, if you have any questions, concerns, or feedback, feel free to [contact us](#). While cancellations and travel restrictions may mean that we cannot attend some conferences / workshops / etc (check the [conference page](#) on our website for the latest information), we will continue to provide a full support service, as per usual.

-- SR Research Team

Support

For support enquiries, please use any of the following options to receive the fastest response possible:

<https://www.sr-support.com>

support@sr-research.com

Phone: 1-613-271-8686

Toll-Free: 1-866-821-0731



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