

Troubleshooting Kinetisense



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Setting

Notes:

- Ensure the camera is 4.5 ft off the ground and the patient is distanced 6-10 ft away from camera (depending on height of the client).

- Patient is at least 1-2 feet away from all walls.

- Patient wearing contrasting colours to the background/flooring.

- Use coloured mat under the patient to ensure accurate readings.

- Stay clear of direct sunlight or reflections that may shine into the camera (mirrors, windows, fluorescent lights, gym equipment)

- Remove glasses, hats, shoes, socks, face masks (if possible) as landmarks may be covered. Ensure the lateral malleolus is in view (high socks may affect this), knees are in view (shorts covering half of the knee may affect this), tight and bright clothing is best for accurate results. If you are still having issues with landmarks, tuck a coloured towel into the waistband of pants or shorts to assist the Intel Camera tracking of the hips.

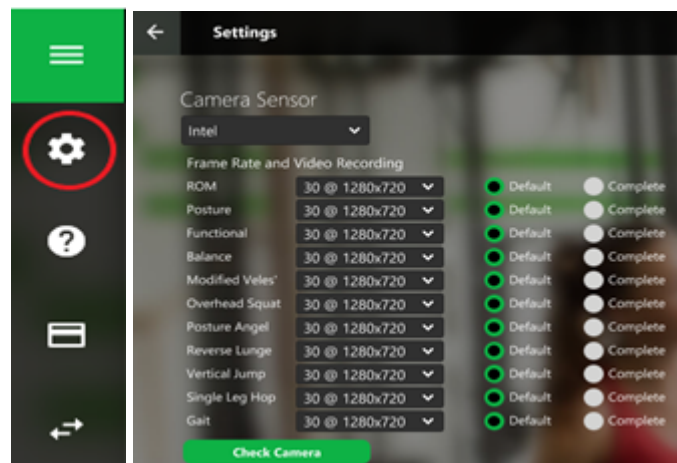
→ If other people are around, have the patient you are assessing closest to the camera. Ideally, it is best to not have any additional people in the background.

Application

Notes:

- Cervical ROM - sit approximately 3 ft away from the camera for best results.
- Insert client's correct height and weight (regarding jumping modules)
- Watch tutorial video in each assessment on the bottom right corner of the screen.
- Adjust Frame Rates for modules with quick movements (Functional, SLH, Vertical Jump)

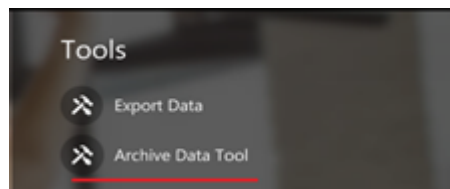
This can be done by clicking on the **Settings Icon** on the left-hand side of the Kinetisense Application main screen as shown below:



* The lower frame rates (15,30) will have a better picture and resolution quality than the higher frame rates (60,90). If the user is looking to do faster movements, it is recommended that the frame rate be changed to 90@640x720.

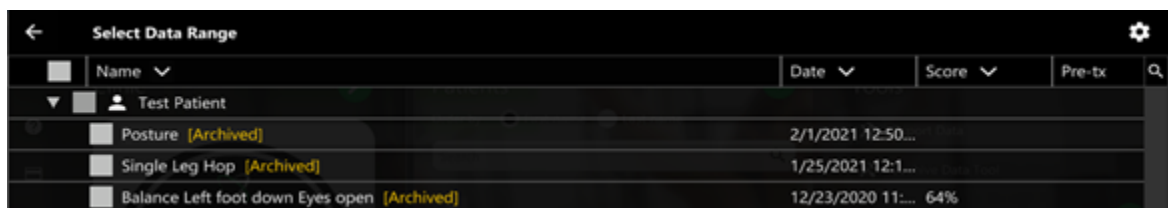
→ If Assessments are not visible, check the Archive Data Tool.

The Archive Data Tool is located on the right-hand side of the Kinetisense Application Main Screen under Tools.



Find the correct patient(s) and assessment(s).

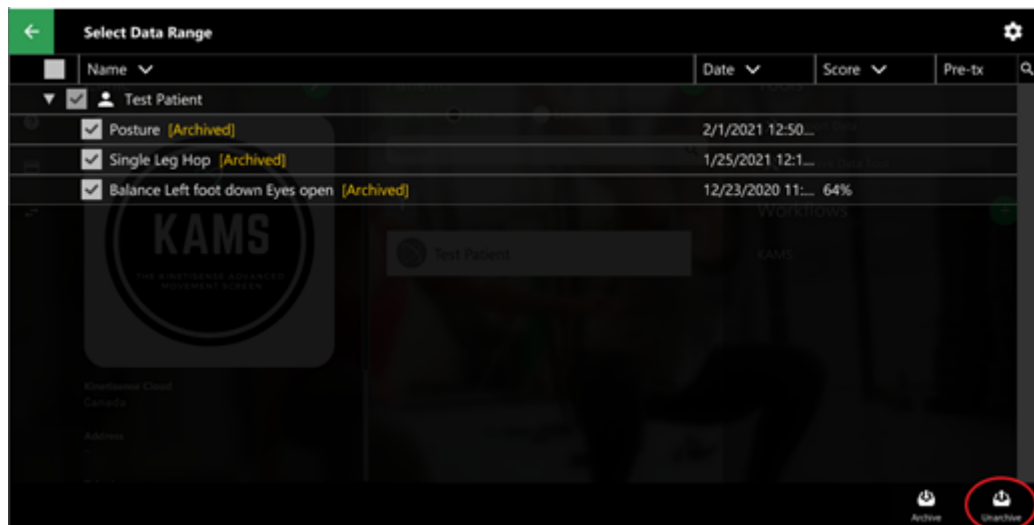
1. If the Assessments that you are looking for are marked as Archived, like in the image below, please unarchive them, and this should fix the issue.



	Name	Date	Score	Pre-tx
▼	Test Patient			
☐	Posture [Archived]	2/1/2021 12:50...		
☐	Single Leg Hop [Archived]	1/25/2021 12:1...		
☐	Balance Left foot down Eyes open [Archived]	12/23/2020 11:...	64%	

❖ Follow below steps to unarchive assessments:

Select the Archived Assessment(s) and click on the **Unarchive Button** located on the bottom right-hand corner of the screen.



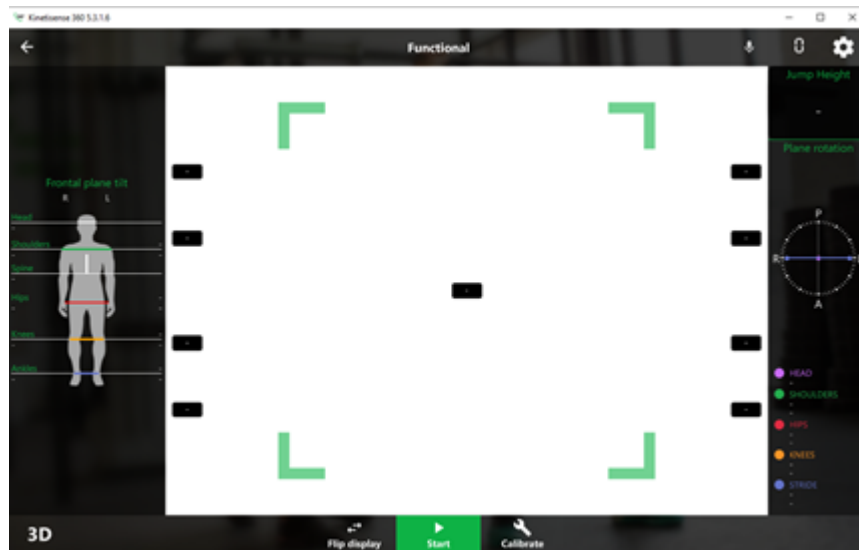
*Note that this process may take some time.

2. Oppositely, If the Assessment(s) that you are looking for are not marked as Archived, please Archive them, and once they have been archived, go ahead, and Unarchive them.

Note: To archive assessments, use the same steps previously explained, but use the Archive button instead. Once assessments have been archived, click on the Unarchive Button.

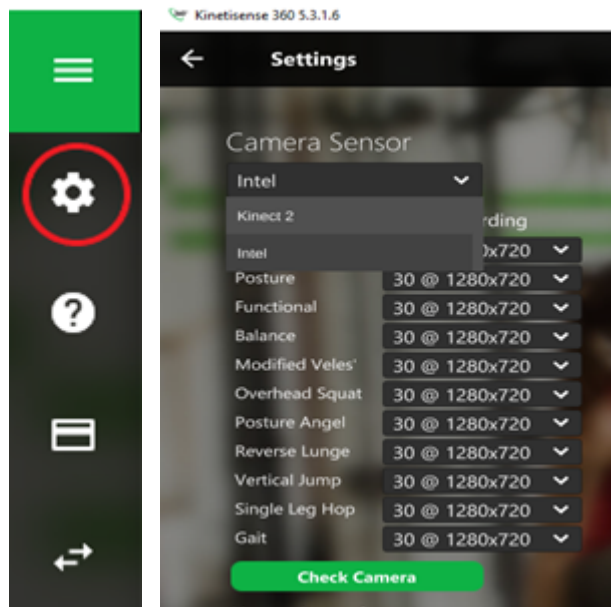
Once you follow all the steps listed above, please Navigate to your patient account on the Kinetisense Application Main Page and check if the Assessments that you are looking for are now visible. If you still cannot see them, please email support@kinetisense for further assistance.

→ Camera is not working in the Kinetisense Application.



If the camera is not displaying any image, like in the image below, please refer to the following steps:

Check the Settings by clicking on the **Settings Icon** on the left-hand side of the Kinetisense Application main screen as shown below:



1. Kinect users:

Make sure that the **Kinect2 sensor** is selected.

2. Intel RealSense users:

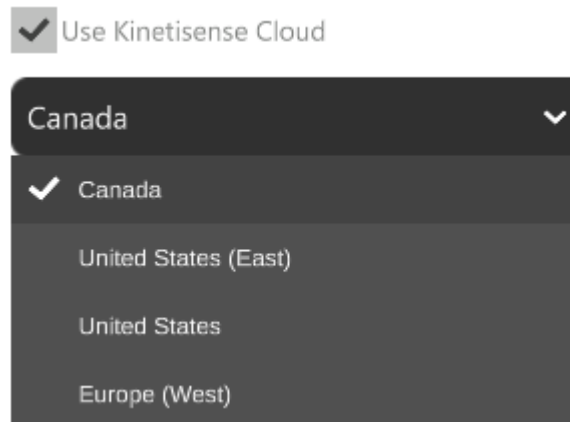
Make sure that the **Intel sensor** is selected, and that the camera is plugged into the USB 3.0 Port or better.



Confirm that you are using a **SuperSpeed Cable**; the regular speed cable will not work with the Intel Camera.

Sign in

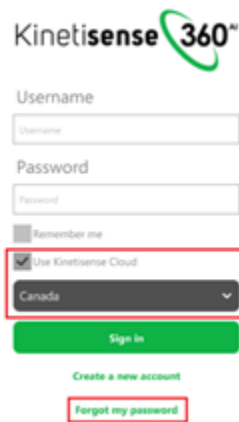
→ Upon sign in, select the correct cloud, otherwise Kinetisense will not allow access.



*Note: if unsure what cloud your account is under, please contact support@kinetisense.com

→ Password Reset

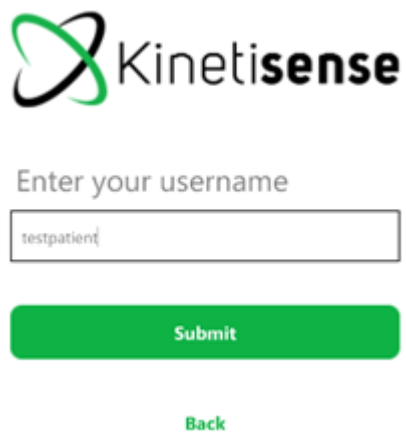
Make sure you have the Correct Cloud selected, and then Click on [Forgot Password](#).



The image shows the Kinetisense 360 login interface. At the top is the Kinetisense 360 logo. Below it are input fields for Username and Password. There is a 'Remember me' checkbox and a 'Use Kinetisense Cloud' checkbox which is checked. A dropdown menu is open showing 'Canada' as the selected cloud. Below these are buttons for 'Sign in', 'Create a new account', and 'Forgot my password'.

*Note: if unsure what cloud your account is under, please contact support@kinetisense.com

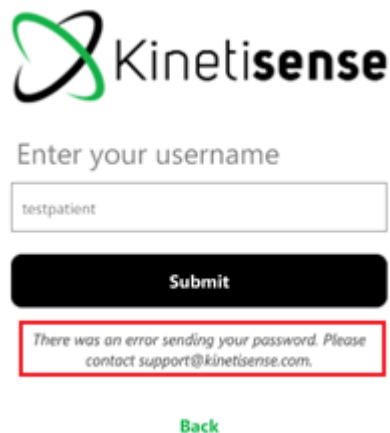
Enter the correct username for your account and click on [Submit](#).



The image shows the Kinetisense login interface. At the top is the Kinetisense logo. Below it is the text 'Enter your username' followed by an input field containing 'testpatient'. Below the input field is a green 'Submit' button. At the bottom is a green 'Back' button.

*Note: if unsure what your username is, please contact support@kinetisense.com

If you see the following error marked in red, it means that you are using the **wrong username**.



The image shows the Kinetisense login interface. At the top is the Kinetisense logo. Below it is a text input field labeled "Enter your username" containing the text "testpatient". A black "Submit" button is positioned below the input field. A red-bordered box contains an error message: "There was an error sending your password. Please contact support@kinetisense.com." Below the error message is a green "Back" link.

Now that you have clicked **on Submit**, please check your email for a **temporary password**; check the Spam folder as well.

Copy and Paste your temporary password under the Temporary Password Field and type your new password into the New Password fields.



The image shows the Kinetisense password reset interface. At the top is the Kinetisense logo. Below it are four input fields: "Username" (containing "testpatient"), "Temporary Password", "New password" (with a second identical field below it), and a green "Reset password" button. Below the button is a green "Back" link.

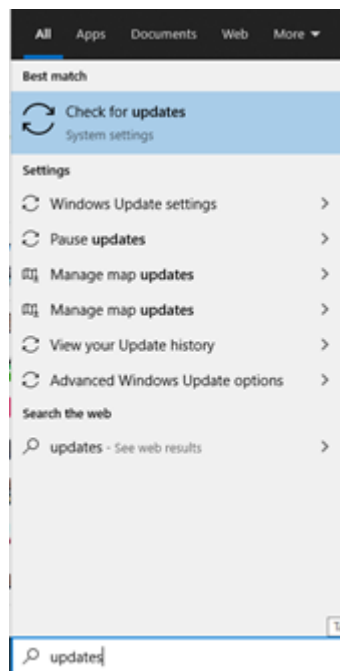
Click on **Reset Password**. This will take you to the main screen of Kinetisense.

Windows Update

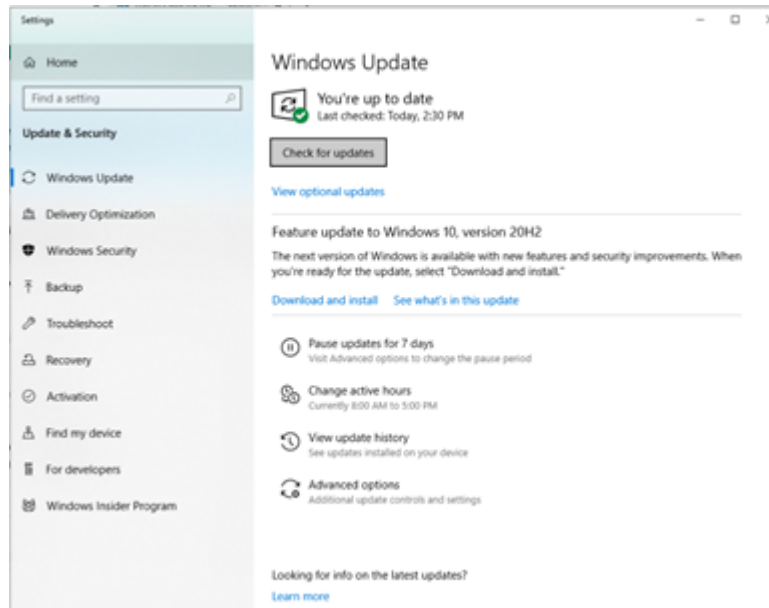
Kinetisense runs at its best when Windows 10 is up to date, therefore it is important to keep it up to date.

❖ Steps to check Windows Updates.

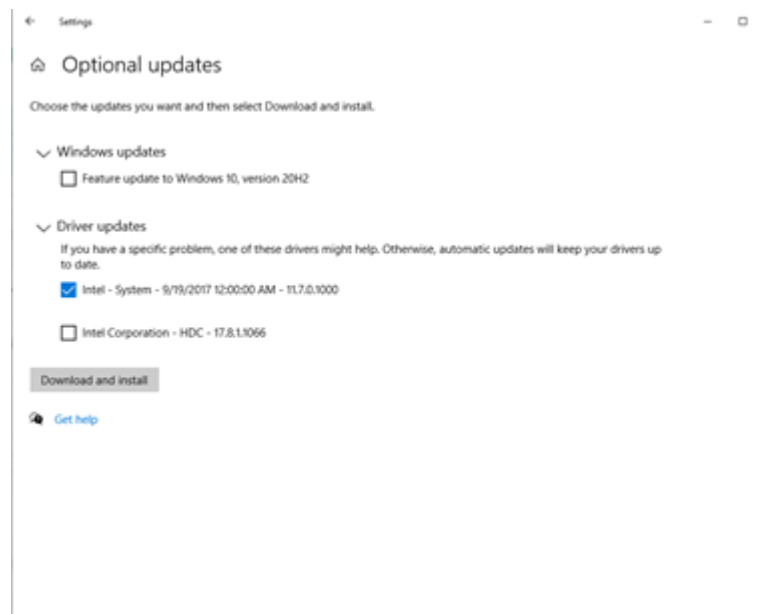
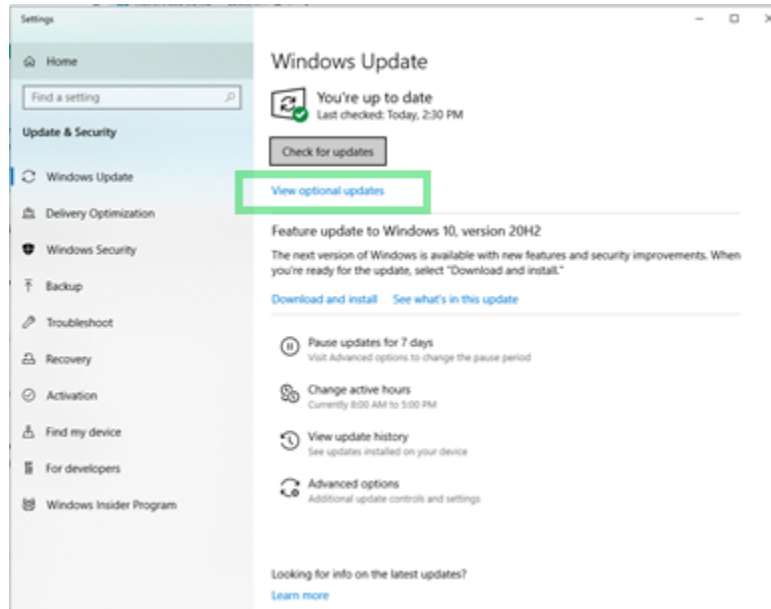
Use the start Menu, hit **Start**, type “**Updates**” into the search box, and then select the following result.



Click on the **Check for Updates Button** and it will look for Updates. Once it finds updates, please install them all.

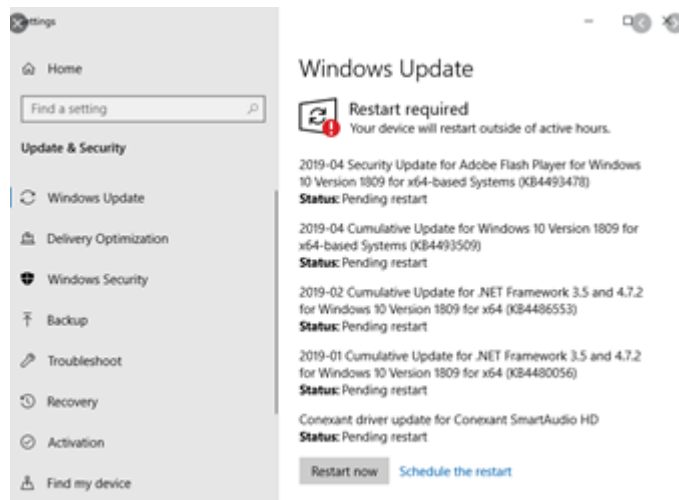


Also, check the Optional updates screen.



Notes:

- It is a good practice to install **BIOS** updates separately.
- A reboot might be necessary and please do.



If you need any help with technical support, please contact support@kinetisense.com, or have other questions relating to the system, please contact info@kinetisense.com for assistance.