Technical Note _____

E-Prime and The Observer XT



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1 Introduction

ABOUT THIS TECHNICAL NOTE

In this Technical Note you find all information you need to establish communication between The Observer XT and the E-Prime software for stimulus presentation, run a test and analyze the data of E-Prime and The Observer XT as one data set.

Throughout this note we assume that you are familiar with the basic use of The Observer XT and E-Prime Professional 3.0, and that you have created an E-Prime experiment in E-Studio.

After reading this note you will be able to:

- Set up The Observer XT and E-Prime to communicate with each other.
- Start recording in E-Run through The Observer XT.
- Automatically Import the E-Prime data into The Observer XT.
- Analyze the E-Prime data in The Observer XT.

You can find this technical note in PDF format in the folder C:\Program Files (x86)\Noldus\EPrime Server.

NOTE The Observer XT 14.1 and later versions combined with E-Prime Client/Server 1.5 and later were not tested with E-Prime 2.x. If you have E-Prime 2.o, make sure that this combination works before running an experiment.

For more information

- For more information on The Observer XT, see The Observer XT Help. To open the Help, press F1 in the program.
- For E-Prime, see the E-Prime Reference Manual.

THE OBSERVER XT AND E-PRIME: WORKFLOW

The workflow is generally as follows:

- 1. Make sure that the Observer XT and the E-Prime computers are connected to the local network.
- 2. In The Observer XT, open the project you require.
- 3. In E-Studio, open the E-Studio experiment that you require.
- 4. Prepare the test subject in front of the test monitor.
- 5. In The Observer XT, start an observation. This will send a start command to E-Run.
- 6. Let the E-Prime experiment run as usual.
- **7.** When the E-Studio experiment has terminated, in The Observer XT stop the observation. The E-Prime experiment events are imported automatically into The Observer XT.



Figure 1 Schematic representation of the physical connections and the software needed for communication between The Observer XT and E-Prime 3.0.

E-Prime

TOOLS YOU NEED

In order for The Observer XT and E-Prime to communicate, you need additional software installed on your computers (Figure 1):

- Noldus E-Prime Client 1.6. Installed on the computer where The Observer XT is installed. See page 8.
- Noldus E-Prime Server 1.5. Installed on the computer where E-Studio is installed. See page 8.

Noldus E-Prime Server also includes this technical note as documentation. You can find this technical note in PDF format in the folder C:\Program Files (x86)\Noldus\EPrime Server.

NOTE If you have E-Prime 3.0 and The Observer XT 14.0, update The Observer XT to 14.1 or later version. The Observer XT 14.0 only works with older versions of E-Prime Server and E-Prime Client made for E-Prime 2.x.

PREREQUISITES

Computer connection

The Observer XT and E-Prime must be installed on two separate computers, connected through a Local Area Network (LAN; Figure 1). Make sure that your connection is stable. If connection is lost once during an observation, it cannot be restored and most likely the data of that observation will be incomplete or invalid.

The Noldus E-Prime plug-in 1.5 was developed with The Observer XT 14.1, E-Prime 3.0.3.31 and E-Studio Professional version 3.0.3.18.

E-Prime add-on license

Your copy of The Observer XT can only work together with E-Prime if your Observer XT license includes the **E-Prime Tool**.

Operating system

The Noldus E-Prime Client and E-Prime Server software supports the 64 bit Professional editions of Microsoft Windows 10.

In case of complex setups

When The Observer XT and E-Prime are part of a more complex observational setup, including for example a physiological data acquisition system which uses a dedicated board on the E-Prime PC, or IP cameras, make sure that The Observer XT communicates directly with the E-Prime PC, using either a crossover cable or a dedicated network switch.

If you use a network switch to connect The Observer XT and the E-Prime computers (see Figure 2), it must have a fixed IP address with a range different from that of other switches, in order to prevent communication conflicts. For example: **192.168.0.101** for switch 1 and **192.168.1.xxx** for switch 2.



Figure 2 Example of a complex observational system including The Observer XT, E-Prime, IP video cameras and a system for acquisition of physiological data. Make sure to connect The Observer XT computer and the E-Prime computer with a separate network switch, and the rest (IP cameras in this example) with another switch. You can also use a crossover cable to connect the two PCs instead of a network switch.

2 Install the software

The E-Prime integration solution consists of two pieces of software:

- The E-Prime Client software, to be installed on the computer where The Observer XT is installed,
- The E-Prime Server software, to be installed on the E-Prime computer.

ON THE OBSERVER XT PC

- 1. Copy the file E-Prime Client 1.6 Setup.exe to The Observer XT computer.
- Double-click this file and follow the instructions on your screen to install the E-Prime Client. Accept the terms in the License Agreement.

The software is installed on C:\Program Files\Common Files\Noldus\The Observer\EPrime Client 1.

Proceed with the next section.

ON THE E-PRIME PC

- 1. Copy the file E-PrimeServer 1.5 Setup.exe to the E-Prime computer.
- Double-click this file and follow the instructions on your screen to install the E-Prime Server. Accept the terms in the License Agreement.

The software is installed on C:\Program Files (x86)\Noldus\EPrime Server. Proceed with the next section.

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3 Set up communication

THE OBSERVER XT PC

Procedure

- 1. In The Observer XT, create a new project or open an existing one.
- 2. Click Setup Project in the main window. Under Observation Source, select Live Observation.
- 3. If the Devices window does not open, click **Devices** under Live Observation.

vices	
Device	Status
V E-Prime	Selected (Connected)
DAQ Settings	Not selected
Automatic linking of video files	Not selected
UASQ	Not selected (Disconnected)
	Add external program Edit settings
	OK Cancel

- **4.** In the Devices window, select the option **E-Prime**, and double-click the cell under **Status**.
- In the new window that appears, next to E-Prime computer enter the IP address of the E-Prime computer. Leave the Port value as 155.

E-Prime Controller loc	ation
E-Prime computer:	192 . 168 . 31 . 159
Port:	155

To obtain the IP address of the E-Prime computer:

On the E-Prime computer, start the **Noldus E-Prime Server**, then click the **Advanced settings** tab. The window that appears contains the E-Prime Controller IP address.

🔝 Noldus E-Prime Server 1.3 – 🗆 🗙
Experiment settings Advanced settings
IP Address of this computer:
Port (must be the same on both computers): 155 E-Run location:
C:\Program Files (x86)\PST\E-Prime 2.0\Program\E-Run.exe
Experiment text output:
Start Exit

- 6. Click OK, then OK in the Devices window.
- **7.** Proceed with the settings on the E-Prime PC (next section).

Notes

- You can also use a port number other than the default 155, but you must set it in both The Observer XT and in E-Prime Controller.
- If the E-Prime item does not appear in the Devices window, check that the E-Prime Client software is installed (page 8) and that your license includes the E-Prime add-on (page 6).
- Some Firewalls can block communication ports. If port 155 is blocked, ask your system administrator to find a free port that is

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not blocked. Select this new port number in step 5 above and in the **Advanced settings** of the E-Prime Server (see page 52).

Alternatively, let your system administrator create an exception in Windows Firewall for port 155.

THE E-PRIME PC

1. On the E-Prime PC, start Noldus EPrime Server.

9	Noldus E-Prime Server 1.5	- • ×
Experiment settings	Advanced settings	
E-Prime experimen	:	
1		2
Status:		
11:37:05 Ready	to start.	~
		~
	Star	t Evit

- On the Experiment Settings tab, browse to the experiment file you want to use (*.ebs3).
- **3.** Click **Start** to activate Noldus E-Prime Server. From this moment on, it will accept messages from The Observer XT.

Notes

- For E-Prime 2.0, the file extension is ebs2. **NOTE** E-Prime 2.0 was not tested with The Observer XT 14.1 and later versions.
- Notice the difference between the file extensions: .es3 is the extension of E-Studio files, which specify the experimental procedure. The extension .ebs3 is of the E-Basic script file generated for that experiment. In order to have a ebs3 file in your experiment

folder, generate it in E-Studio: choose **E-Run > Generate**. The experiment folder now also contains the ebs3 file.



- E-Prime Server can only be started once. If you start it multiple times, the **Noldus E-Prime Server** window comes on top of your screen.
- Do not click **Exit** until you are done with data recording. Instead, click the **Minimize** button or the Close (**X**) button.



• For the **Advanced settings** see page 52.

4 Prepare the experiment in E-Studio

SPECIFY THE EVENTS TO IMPORT

A typical E-Prime experiment consists of a number of E-objects (instructions, stimuli, feedbacks) organized in nested sequences called procedures. Follow this section to specify the E-objects that you want to import in The Observer XT, and their properties.

- 1. Start E-Studio and open your experiment.
- 2. In the Experiment Explorer window, double-click one of the Eobjects in your procedure.
- 3. In the window that appears, click the **Properties** button (this is located just under the window's title bar).

-	►	▼	
P			

4. Click the Logging tab. Follow all steps below.

Default parameters

5. Make sure that OnsetTime and Duration are selected. System events like the presentation of a stimulus will be imported in The Observer XT as state events for the subject System using these properties. See HOW E-PRIME EVENTS ARE STORED IN THE OBSERVER XT on page 34.

	General	Frame	Font	Duration	/Input	Task Even	t
Sync		Logg	ing	Ex	periment A	dvisor	
Property Log Theck the ite	ging ms to have the	ir values log	ged in the con	text.			
Property Na	me	Catego	ory ≜	De	scription		,
ACC		Depen	dent Measure	s Sul	bject respo	nse accurac	
CRES	P	Depen	dent Measures	s Co	rrect Respo	onse	
RESP		Depen	dent Measure	s Act	ual Respon	nse	
🗆 🔘 RT		Depen	dent Measures	s Sul	bject respo	nse time (m	
RTTim	e	Depen	dent Measures	s Sul	bject respo	nse timesta	
🗆 🔮 Tag		Genera	al	Us	er-entered	value logg	
🗆 🧉 Durat	tionError	Time A	udit	Dif	ference be	tween the	
🗆 🙆 Onse	tDelay	Time A	udit	Dif	ference be	tween the t	
🗹 🧉 Onse	tTime	Time A	udit	Tim	estamp of	stimulus o	
🗆 🙆 Onse	tToOnsetTime	Time A	udit	Dif	ference be	tween the	
🗌 🔮 Actio	nDelay	Time A	udit (Extended) Ho	w long the	object too.	
🗌 🔮 Actio	nTime	Time A	udit (Extended) Tim	estamp at	which the	
🗆 🔮 Custo	mOffsetTime	Time A	udit (Extended) Us	er-defined	offset time	
🗆 🔮 Custo	mOnsetTime	Time A	udit (Extended) Us	er-defined	onset time	
🗹 🔮 Durat	tion	Time A	udit (Extended) Re	quested Du	uration of t.	
🗆 🔮 Finisł	Time	Time A	udit (Extended	l) Tim	estamp of	when obje.	
<						>	

Properties for User responses

- **6.** For the experiments in which a response is given by the test participant after presentation of a stimulus, make sure that the following items are selected:
 - **CRESP** (Correct Response)
 - RESP (Actual Response)
 - RTTime (Subject response timestamp)

The participant responses will be imported in The Observer XT as point events for the subject "User" (see page 34).

7. Click OK.

Repeat the steps 2 to 7 for all the other objects you are interested in.

DISPLAY SETTINGS

E-Prime experiments in Windows 10

Windows 10 only supports 32 bit color depth. However, when an E-Prime experiment that was created in a prior version of E-Prime and with a bit depth lower than 32 is loaded into E-Prime 3.0, E-Prime keeps the originally-specified color depth setting. This may affect the E-Prime correct functioning.

To check that the Color bit depth is correct.

- 1. In E-Studio, choose Edit > Experiment (Ctrl+E).
- 2. Click the Devices tab, then double-click Display.
- 3. Next to Color Bit Depth, select 32 if not selected already.

<u>N</u> ame	Display	
Display <u>I</u> ndex	1	v
Match desktop resolution at runtime	No	v
<u>W</u> idth	1024	¥
<u>H</u> eight	768	v
<u>C</u> olor Bit Depth	32	v
<u>R</u> efresh Rate Requested	(unspecified)	~

IMPORTANT You must follow this procedure for any experiment that you open on that computer.

For a more general solution for Windows 8 and 10 computers, see the web page:

https://support.pstnet.com/hc/en-us/articles/115001493487-INFO-Windows-8-DirectX-11-or-greater-detected-23888-

SPECIFY THE EVENT PROPERTIES TO IMPORT

For some events you may want to import additional information to The Observer XT, like the name of the picture used as a stimulus. This information can be imported as modifiers. See **HOW E-PRIME EVENTS ARE STORED IN THE OBSERVER XT**ON page 34 for the way The Observer XT handles the E-prime data.

General rule

The Observer XT imports the object property that, in the Trial List, has the same name as the object. The values in the column cells are imported as modifiers.

In the example below, the object in the procedure is named **Stimulus**. Of this object, The Observer XT imports the values in the column **Stimulus** of the Trial List, **RedCar.bmp** and **BlueCar.bmp**. They are imported as modifiers of the behavior **Show Stimulus**.



Example 1: To import stimulus file names

An image E-object has been inserted in a procedure, and named **Prime**. The trial list specifies that for **Prime** an image will be chosen randomly between the available image files, and displayed on the test participant monitor. The researcher requires that, for each instance of image presentation, the image file name is imported in The Observer XT as a modifier of the event "Show Prime". For example, "Show Prime -Flower_12.bmp".

1. Open the experiment in E-Studio.

2. In the Experiment Explorer window, double-click the list in which the object is located.



3. In the list properties window, click the **Add attribute** button. Enter the name as the object (in this example, **Prime**).



4. Fill in the cells in the new column with the names you want to import (in this example, the name of the image files for Prime).

ID	Weight	Procedure	Nested	Prime
1	2	TrialProc		Sports.jpg
2	2	TrialProc		War.jpg

- 5. In the Experiment Explorer window, click the E-object again.
- **6. IMPORTANT** If the attribute value is a file (image, video, etc):
 - a In the **Properties** window locate the **Filename** item. In the field next to it, click the **Browse** button and select the folder that contains the stimulus files, then click **OK**.

		Properties	Prime		
Sync		Logging	Experime	eriment Advisor	
Common	General	Frame	Duration/Input Task Ev		
Filena	me			Ð ŀ	

b In the field next to **Filename**, type in the object name in brackets []. In this example: **[Prime]**.

Duration	1000	
Filename	[Prime]	
GeneratePostRun	Innerit	

7. Run the experiment in E-Studio (E-Run > Run or F7).



8. The experiment is ready to work with The Observer XT. The value of the attribute in a specific trial will be imported as a behavior modifier in the group **Media**. For example:

Time	Subject	Behavior	Modifier
86.330	System	Show Prime	Sports.jpg
<mark>88.330</mark>	System	Show Prime	Sports.jpg

Notes

- For correct import into The Observer XT, the name of the attribute must be the same as the name of the object, including the case.
- It is not possible to import two or more attributes to the same object.

For example, a stimulus object has two attributes, **File** (with the image file names as values) and **CorrectAnswer** (with values 1 or 2). For this object, you can import either the image file name or the correct response as a modifier, not both. In the first case you rename **File** as the object name, in the second you rename **CorrectAnswer** as the object name.

- It is not possible to change the name of the modifier group **Media** in The Observer XT.
- See also Example 3: To import responses as numerical modifiers on page 20.

Example 2: To Import non-filenames

A stimulus has an attribute named **PictureType** with possible values **Positive** and **Negative** defined in the Trial List. For each stimulus event, the corresponding value must be imported in The Observer XT as modifier of the behavior **Show Stimulus**.

- 1. In E-Studio, open the experiment.
- **2.** In the Experiment Explorer window, double-click the list in which the object is located.



3. In the list properties window, take note of the attribute that contains the values to import (in this example, PictureType).

ID	Weight	Procedure	Nested	PictureType
1	2	TrialProc		Positive
2	2	TrialProc		Negative

4. Rename the object as the attribute.



5. Run the experiment in E-Studio (E-Run > Run or F7).



6. After that, the experiment is ready to work with The Observer XT. The value of the attribute in a specific trial will be imported as a behavior modifier in the group **Media**. For example:

Time	Subject	Behavior	Modifier
89.414	System	▶ Show PictureType	Positive
90.617	System	Show PictureType	Positive

Example 3: To import responses as numerical modifiers

Attributes that are imported as modifiers are by default nominal. This means that you can calculate durations and frequencies, but not average values or other numerical statistics. If this is what you want, for example to calculate the average rating for the pictures that are shown, you must specify additional settings for the attribute.

IMPORTANT If your E-Prime experiment includes the possibility to give numerical responses to a stimulus, these must be scored during the test. If you skip a numerical response, this will result in errors in the event log in The Observer XT.

- 1. Open the experiment in E-Studio.
- **2.** In the Experiment Explorer window, double-click the element with the numerical response options.



3. In the window that opens, double-click the Properties button.



4. Open the Common tab and in the Tag field enter the following:

ommon General Frame Font Duration/Input Task Eve Name: AnswerOptions	S	inc	Logg	ging	Experiment	Advisor
Name: AnswerOptions	Commor	General	Frame	Font	Duration/Input	Task Event
Tag: numericalpredefined	Tag:	numericalprede	efined			

numericalpredefined for response options with predefined values. **numericalrange** for response options within a range.

5. Click the Logging tab and select Tag.

Common	General	Frame	Duration/Input	Task Events
Sync		Logging	Experime	ent Advisor
Property Loggin	9			
Theck the items t	t <mark>o have their va</mark> l	ues logged in th	ne context.	
Property Name	Catego	ory ≜	Description	
ACC	Depen	dent Measures	Subject response	accurac
CRESP	Depen	dent Measures	Correct Response	
RESP	Depen	dent Measures	Actual Response	
🗌 🎱 RT	Depen	dent Measures	Subject response	time (ms)
🗹 🔘 RTTime	Depen	dent Measures	Subject response	timesta
🗹 🔮 Tag	Genera	al	User-entered valu	e logg
🗌 🔮 Duration	Error Time A	udit	Difference betwee	en the
🗌 🙆 OnsetDe	lay Time A	udit	Difference betwee	en the t
🗹 🧉 OnsetTin	ne Time A	udit	Timestamp of stim	ulus o
🗹 🔮 OnsetTo	Onse Time A	udit	Difference betwee	en the

6. Run the experiment in E-Studio.



7. After that, the experiment is ready to work with The Observer XT. The values of the attribute in a specific trial will be imported as numerical modifiers. For example:

Time	Subject	Behavior	Modifier
00:00.00	Start		
00:32.78	System	Show Target	3
00:39.96	System	Show Target	3
00:39.96	User	Answer Target	3
00:40.00	System	Show Feedback	6
00:41.50	System	Sh Predefined N	umerical Response
00:43.55	System	Show Target	1

Notes

• The tag you specified in step 4, is present in the log file of the E-run experiment, which is the text file present in the same folder as your experiment. See the picture below for an example.



- You can specify one response for each stimulus for import into The Observer XT. Multiple answers per stimulus is not supported.
- If you want to use numbers as responses, do not use an existing project created in The Observer XT 13 or earlier. Since this option did not exist in a previous version, it will result to errors in the Event log. Create a new project instead.

ENSURE HIGH SYNCHRONICITY BETWEEN THE OBSERVER XT AND E-PRIME

In order to ensure synchronicity with E-Run, The Observer XT needs to acquire the time information with the highest accuracy. To do so, it uses a **package** that runs in the E-Prime experiment. You must specify this package in all your experiments that work together with The Observer XT.

NOTE A package is a re-usable block of E-Basic script that you can add to E-Prime experiments via the **PackageCall** objects.

Procedure

1. With the File Explorer, make sure that the file **TheObserverXT.epk3** is present in the following two locations:

C:\Users\[user name]\Documents**My Experiments\3.0\Packages**

This is the default E-Prime search folder for packages.



NOTE If you use E-Prime 2, the correct folder for this package is C:\Users\[user name]\Documents\My Experiments\Packages. The package file extension is epk2.

The second location is C:\Program Files (x86)**Noldus\EPrime** Server.

This is the installation folder of Noldus E-Prime Server. This package must be in that folder only if you installed Noldus E-Prime Server with a user account different from that you use when working with E-Prime. If the package file is not present, repeat installation of Noldus E-Prime Server.

NOTE If you use E-Prime 2, the correct folder for this package is C:\Program Files (x86)\ Noldus\EPrime Server. The package file extension is epk2.

- 2. Specify the Packages Search Folders in E-Studio.
 - a In E-Studio, choose Tools > Options > Packages.
 Under User Search Folder you should see the default folder
 C:\Users\[user name]\Documents\My Experiments\3.0\
 Packages

NOTE For E-Prime 2.0, the folder is C:\Users\[user name]\ Documents**My Experiments\Packages**.

 b Under User Search Folder you should see a second location (C:\Program Files (x86)\Noldus\EPrime Server). If that is not the case, click the New button.



Browse to C:\Program Files (x86)\Noldus\EPrime Server, then click OK.

c Now the Packages tab in the Options window should look like this:



- 3. Specify the TheObserverXT package file in the E-Studio experiment.
 - **a** In E-Studio, open the experiment, and in the Experiment Explorer window double-click the experiment name.



b Click the **Packages** tab, then click the **Add** button.

General	Notes	Startup Info Data F	ile Devices Tim	ing Experiment Advisor	Packages	
Packa	ige	Version	Path		Update URL	
	[Add Package		
		Available Package	25			
		Available Package Package TheObserver	Version XT 1.0.0.7 (0)	Path C:\Users\ \Docur	ments\My Experiments\3.	Update URI 0
		Available Package	Version XT 1.0.0.7 (0)	Path C:\Users\ \Docur	ments\My Experiments\3.	Update URL
		Available Package Package TheObserver	S Version XT 1.0.0.7 (0)	Path C\Users\ Docur	ments1My Experiments13	Update URL
۲		Available Package Package TheObserver	s Version XT 1.0.0.7 (0)	Path C:\Users\ Docur	ments\My Experiments\3 OK	Update URL

- c Select TheObserverXT, click OK. If this package is not visible, restart E-Studio.
- d Click Apply, then OK. The package can now be inserted in the experiment.

	Notes	Startup	Info	Data File	Devices	Timing	Experiment Advisor	Packages	
Packa	ge		Vers	ion	Path				Update Uf
	TheObs	erverXT	1.0.0	0.7 (0)	C:\Us	ers\fab\D	ocuments\My Experim	ents\3.0	
<									>
< Ac	Id	Remov	e	Move Up	Mov	e Down	_		>

- 4. Insert the PackageCall in the E-Studio experiment.
 - **a** In the Toolbox window, locate **PackageCall**, and drag it to the beginning of the first procedure.



b Result: An object named **PackageCall1** is inserted.



c Double-click PackageCall1, click the General tab, and from the Package list select TheObserverXT. From the Routine list select SyncTime.

	F	roperties: Pack	ageCall1	×
Common Ger	neral			
Package:	TheObserverXT	V Routine:	SyncTime	~
Parameters:				

- d Click the Common tab. Ignore the warning and click OK.
- e Next to Name, rename PackageCall1 to SyncTime, and click OK.
- f Result: In the **Structure** window, the **PackageCall** object is now named **SyncTime**.



5. Run the experiment once (E-Run > Run, or press F7) then save the experiment.



Notes

- The SyncTime routine of the TheObserverXT package reads the timestamps with high accuracy from E-Run, and writes it down in a text file named NoldusSync.txt. This time will be read by Noldus E-Prime Server when sending the E-Prime data to The Observer XT PC.
- The file **NoldusSync.txt** is stored in the same location as that of the experiment file.
- If the **TheObserverXT** package is not added to your E-Prime experiment, when importing the data from E-Prime The Observer XT shows a message in the **Comment** column of the first line of the E-Prime event log, that accurate synchronization is not possible for that E-Prime data set. The E-Prime event log is still added to the observation, but aligned with the Observer XT data with a 1-second accuracy.
- If you use E-Prime 2.0, see the Technical Note E-Prime The Observer 12.5, which you can also find on the Observer XT 12.5 download web page.

5 Acquire data

THINGS TO CHECK FIRST

1. On the E-Prime PC, make sure to close the E-Run window.

E-Run (3.0.3.80)		×
Experiment Name:	Fab	- 6
Experiment Informa	ition:	
Author:	Psychology Software Tools, Inc.	
Abstract:	The PictureRT experiment illustrates a simple reaction time experiment, presenting a fixation and a stimulus picture, and collecting a response to the stimulus. The PictureRT experiment illustrates the use of the List object, the ImageDisplay object, the Procedure object, and the FeedDackDisplay object.	^
Notes:	(no noted)	~
		~
Date Generated: Filename:	09/25/19 16:37:55 Z\Samples\Fab\Fab\ebs3	
<< Details	Close Ru	in

 On the E-Prime PC, make sure that Noldus E-Prime Server is running in the background. To do so, check that its icon is visible in the taskbar:



If Noldus E-Prime Server is not running, in the Apps screen choose Noldus > E-Prime Server (in Windows 7, choose Start > All Programs > Noldus > E-Prime Server > E-Prime Server).

3. On the E-Prime PC, in the Noldus E-Prime Server window, click **Start**.

Result: Noldus E-Prime Server says "Server is running".

Experiment settings	Advanced settings	
E-Prime experimen		
√ Documents V	ly Experiments\3.0\Samples\PictureRT\	PictureRT.ebs3
Status:		
16:06:07 Server	is running.	~
16:06:07 Server 15:50:51 Ready	is running. to start.	^
16:06:07 Server 15:50:51 Ready	is running. to start.	^
16:06:07 Server 15:50:51 Ready	is running. to start.	^
16:06:07 Server 15:50:51 Ready	is running. to start.	~

IMPORTANT Do not click **Exit** until your test sessions are finished!

The **Start** button is not available when the server is already running.

PROCEDURE

1. On the Observer XT PC, open your project in The Observer XT.

OPTIONAL Create a coding scheme which you can use to annotate the test participant's behavior manually. See The Observer XT Help how to do so.

2. Create a new observation (Alt+F6) and give it a name, then click OK.

Result: The E-Prime Status window opens. The status is Ready to start.

	E-Prime Status	×
Server IP	127.0.0.1	
Server Port	155	
Connection	1	
Status	Ready to start	

3. Ask your test participant to sit in front of the test PC, and give him/ her the necessary instructions.

4. On the Observer XT PC, when ready, click the **Start observation** button.



Result: The E-Prime Status window says:

Connection: V. Status: Waiting for E-Prime.

- On the E-Prime PC, The experiment starts. Insert the subject and session data, then let the test participant carry out the assigned tasks. The Noldus E-Prime Server window says Client connected.
- **6.** On the Observer XT PC, optionally manually code the test participant's behavior.

When the experiment in E-Prime is finished, the **E-Prime Status** window says **Finished**.

E	E-Prime Status	×
Server IP	127.0.0.1	
Server Port	155	
Connection	×	
Status	Finished	

The Noldus E-Prime Server says Client disconnected.

 On the Observer XT PC, stop the observation by clicking the Stop observation button.



8. The E-Prime events are imported as a new event log named **E-Prime** in the current observation.

Observatio	on 1
📔 Event F	iles (2)
E-F	rime
Eve	ent log

NOTES

- In order for the Noldus E-Prime Server to start correctly, the experiment script file ebs3/ebs2 file must be selected under E-Prime Experiment. See Set up communication - THE E-PRIME PC on page 11.
- If you create an observation (step 2 in the procedure above) before starting Noldus E-Prime Server, the E-Prime Status window on the Observer XT PC says Connection X.

E	-Prime Status	×
Server IP	127.0.0.1	
Server Port	155	
Connection	×	
Status	No connection	

To solve this problem, do the following:

- **a** In The Observer XT, click another item in the Project Explorer, for example the coding scheme. This action closes the observation.
- **b** On the E-Prime PC, in Noldus E-Prime Server, click the **Start** button.
- **c** In the Observer XT, in the Project Explorer, click the name of that observation. This re-opens the observation.

Note that the observation name is labeled with a yellow triangle icon. This indicates that the observation has yet to be started.



- d The E-Prime Status window says now Connection ✔. You are ready to start the observation.
- Make sure that you stop the observation in The Observer XT only when the E-Prime Status window says Connection × and Status Finished. If you do it before, The Observer XT won't import the E-Prime data for that observation!
- If you cancel the run on the E-Prime PC after starting the observation, for example when clicking **Cancel** in one of the dialog

that appear at the start of the run, connection is lost for that observation. On the Observer XT PC, stop the observation, delete it and create a new one.

- There may be a significant delay (30 s or more) between the start of the observation (step 4) and the start of E-run (step 5). This could be doe to a number of factors, like:
 - The driver software of the E-Prime hardware key is not up-todate. Go to http://sentinelcustomer.safenet-inc.com/ sentineldownloads/, and download Sentinel HASP/LDK Windows **GUI Run-time Installer**. Next, remove the E-Prime hardware key for the E-Prime PC, and launch installation of the driver. After installation is complete, insert the hardware key in the E-Prime PC and start E-Studio.
 - The E-Prime PC has other hardware installed that conflicts with E-Prime, for example an additional network card. See In case of complex setups on page 7.
- When E-Prime data are imported into The Observer XT, it adds two subjects to the Coding Scheme (see page 40). When you now manually score events, The Observer XT expects that for each event you first score a subject and then a behavior. Define a subject in the Coding Scheme. Then choose Setup > Project Settings > Scoring **Options** and select **Auto-record subject**. You now have to score the subject only once at the start of the test.

SCORING DATA OFFLINE

Once you finish an observation, the E-Prime data are sent to The Observer XT. It may happen that you want to review the observation, possibly with external video, and score events manually. However, after data import, the coding scheme has two additional subjects: User and **System**. This means that every time you want to score an event manually, you must score the subject in the Observer XT's Codes window before you can score the event (behavior). To prevent this from happening, and to reduce the number of key presses, you can use the Auto-record subject function. With this option The Observer XT

assumes you will be scoring events for the first subject you score in an observation session.

- In The Observer XT, choose Setup > Project Settings > Scoring options.
- 2. Select Auto-record Subject.
- **3.** If they are not already present, define one or more Subjects (roles) in the coding scheme, which can be used to score events manually.
- 4. Open and start the observation as usual.
- **5.** Position the observation (or video) at the time where you want to enter the event.
- **6.** Score the event as usual, including the subject: [Subject] [Behavior] [Modifiers].
- The next time you score an event, that subject is scored automatically. Complete the event with the Behavior and Modifiers.

For more information, see **Auto-record Subject** in the Observer XT Help.

NOTE The subjects **User** and **System** added after E-prime data import are not shown in the Codes window.

6 Analyze data

HOW E-PRIME EVENTS ARE STORED IN THE **OBSERVER XT**

Event files

The data of E-Prime are stored in a separate event file named E-Prime. You can see this in the tree view of the Project Explorer. Click the observation name, and open Event Files.



- E-Prime contains all events imported from the E-Prime computer.
- Event log is the event file that The Observer XT creates by default when you create an observation. If you code events manually during the observation, the events are written to this file. If you do not code events, **Event log** only contains two lines that mark the start and the end time of the observation.

Click E-Prime to open the E-Prime event log.

Two subjects: System and User

In the E-Prime event log, the column named Subject specifies the subject of the event in each row.

Time		Subject	Behavior
	17.434	System	Show Instructions
	17.434	User	Answer
	17.452	System	Show Fixation
	18.452	System	Show Fixation
	18.452	System	Show Stimulus

- **System**: for all events determined by E-Prime (for example, a stimulus presentation).
- User: for all responses by the test participant.

System events

Time	Subject	Behavior	Modifier
18.452	System	Show Stimulus	RedCar.bmp
19.193	System	Show Stimulus	RedCar.bmp

A state event like the presentation of a stimulus is indicated by two rows:

- The start row (with a green symbol in the **Behavior** column). The start time is the value of **OnsetTime** of the E-object in E-Prime.
- The stop row (with a red symbol in the Behavior column). The stop time is the value of OnsetTime + Duration of the E-object in E-Prime.

Note that the times in the event log may differ from the times in the E-Prime output file (a text file generated by E-Run). This is normal, since the time stamps are corrected to ensure millisecond-accurate synchrony between E-Prime and The Observer XT.

For system events, the name shown in the **Behavior** column is always Show followed by the name of the E-object.

User responses

Time	Subject	Behavior	Modifier
			Correct: 1
19.193	User	Answer	Response: 1

A point event like the user response is indicated by one row, with a blue circle in the **Behavior** column. The time of the event is the value of **OnsetTime** of the E-object in E-Prime.

The **Modifier** column shows two modifiers:

- **Response:** followed by the character(s) entered by the test participant
- **Correct:** followed by the correct response for the corresponding stimulus (that is set in the E-Prime Trial List).

Numerical responses

Modifiers are by default **nominal**, unless you specified in E-Prime, they should be imported as **numerical** (see Example 3: To import responses as numerical modifiers on page 20). Numerical responses are then imported into the Event log as numerical modifiers.



Notes

- If events are missing or incomplete, it could be due to wrong settings in E-Prime. For example, if **RTTime** is not selected in E-Prime logging settings, user answers will not be imported in The Observer XT. If **CRESP** or **RESP** are not selected, an event line is imported but does not contain the corresponding modifier (correct response or actual response, respectively). If neither of the two is selected, the event is not imported at all.
- If the **Subject**, **Behavior**, or **Modifier** columns are not shown in the E-prime event log, right-click one of the column headers and select them.



- It is not possible to remove Show from the name of system events. It is also not possible to customize the behavior Answer and the part of its modifiers Correct: and Response:. You can only customize the responses; to do so, edit the values in the Trial List.
- See **Prepare the experiment in E-Studio** on page 13 for how to customize the information in the E-Prime events sent to The Observer XT.
- If the first event line of the E-Prime event log contains the message The E-Prime data could not be synchronized automatically in the Comment column, it means that E-Prime could not use the TheObserverXT package correctly, or the package was not installed (see page 23).

Modifier	Comment
	The E Drime data could not be conchronized automatically. Please conchronize the E Drime data manually

In such cases the E-Prime event log is added to the observation and aligned with other data with a 1-second accuracy.

• Note that the times in the event log may differ from the times in the E-Prime output file (a text file generated by E-Run). This is normal, since the time stamps are corrected to ensure millisecondaccurate synchrony between E-Prime and The Observer XT (see page 23 for how to set this).

SYNCHRONICITY BETWEEN E-PRIME AND THE OBSERVER XT DATA

We advise to connect the Observer XT PC and the E-Prime PC to a local area network (LAN). In most cases the network speed is high enough to have a negligible delay between the start of the observation in The Observer XT and the start of the E-Run experiment. The Observer XT assumes that the start command arrives immediately to Noldus E-Prime Server.

To quantify network data delay, you can use a computer network administration utility like **Ping**.

- Windows 7: From the Windows **Start** menu of the Observer XT PC, select **Run** and type **cmd**, then press **Enter**.
- Windows 10: In the **Apps** screen, type **Run**, click the app, type **cmd** and press **Enter**.

In the DOS prompt window that appears, type **ping** followed by the IP number of the other computer, then press **Enter**. The **Average** statistic measures the Observer XT to E-Prime delay.

Note that the maximum time resolution that can be visualized in The Observer XT is 1 ms, therefore any delay time in the network smaller than 1 ms cannot be traced in The Observer XT data.

If for some reason the delay in the network is significant, the "zero time" of E-Run comes after the "zero time" of the observation. If you score events in The Observer XT during the experiment, then the E-Prime data and the manually-scored data may be slightly out of sync. If you score events offline, a network delay does not affect your data.

VISUALIZATION

You can view the imported E-Prime events in a time-event plot.

Choose Analyze > Visualization. Select the observation you require.

The E-Prime data are shown in two charts, one for the subject **System** and the other for the subject **User**.



Click the + symbol next to the behaviors to expand the chart and view the modifiers.



Notes

- All the system events are states of Start-stop type (see Set up your Project in The Observer XT Help for information on this event type).
- There is usually an empty area in the chart from the observation start time (Relative time o) to the start of the first event (Instructions in the example above). This is the time from when the E-Run starts to when the first instructions are shown on the screen. This time may vary between observations, depending on how long it takes to fill in the information in the dialog boxes that appear at the start of the experiment (Subject ID, Session Number etc.)

THE E-PRIME EVENTS IN THE CODING SCHEME

Subjects



Behaviors

The name of a behavior depends on the name of the corresponding Eobject set in E-Prime (see **Prepare the experiment in E-Studio** on page 13).

Behaviors			
Add Behavior group	Add Behavior		
Behavior Name		Behavior Type	Modifiers
System Behaviors (St	art-Stop)		
Show Instructions		State Event	< Click here to add
Show Fixation		State Event	< Click here to add
Show Stimulus		State Event	Media
Show Feedback		State Event	< Click here to add
User Behaviors (Start	-Stop)		
Answer		Point Event	Response, Correct

System events and user responses are stored in separate Start-Stop behavior groups, **System Behaviors** and **User Behaviors**.

• System Behaviors contains events named Show followed by the Eobject name.

The **Show Stimulus** behavior has a modifier group attached, named **Media**. This group contains the names specified in the Trial List under **Stimulus**.

• User Behaviors contains a behavior named Answer.

The **Answer** behavior has two modifiers attached, **Response** and **Correct** (see below).

Nominal modifiers



In this example, the following modifier groups have been imported, with their elements:

- **Response** (nominal). Contains **Response**: followed by the character(s) entered by the test participant.
- Media (nominal). Contains the filenames of the stimuli, or other attributes you may want to import (see page 16 for how to customize this).
- **Correct** (nominal). Contains **Correct**: followed by the correct response for the corresponding stimulus (that is set in the E-Prime's Trial List).

Numerical modifiers

If you specified in E-Prime that the answer was numerical, they are added as a numerical modifier group to the Coding Scheme. See *Example 3: To import responses as numerical modifiers* on page 20.

Mod	lifier Name			le.
	Predefined Numerica	Response	(Mutually exclusive,	Numeric, Must I P
	1			1
	2			2
	3			3
	4			4
	5			5

Note

You can modify the names of coding scheme elements at any time, however we advise you not to do so. If you import new data, these will have the names set in E-Prime, and added to the coding scheme. The same event type could therefore be represented by two or more different subjects, behaviors and modifiers, leading to wrong analysis results.

ANALYSIS

The analyses in The Observer XT allow you to calculate most statistics on the stimuli and the user responses.

Nominal (default) responses

Nominal responses are analyzed with a Behavior Analysis. Choose Analyze > Behavior Analysis > New and click Calculate.

Example 1: Correct vs. incorrect responses

In the default Behavior Analysis result, each cell contains the statistics of a specific combination of behavior and modifiers. For example, the table below lists the statistic **Total Number** for the events of type **Answer** and a specific combination of the modifiers **Correct** and **Response**.

Answer	Correct: 1; Response: 1	1
	Correct: 2; Response: 2	2
	Response: 2; Correct: 1	1
	Response: {SPACE}	1
	<any modifier=""></any>	5

In this example, the test participant gave three times a correct response: one time when **Correct= 1** and **Response= 1**, and two times when **Correct = 2** and **Response = 2** (first two lines). In one case the test participant gave an incorrect response, when choosing **2** when the **Correct** response was **1** (third line). Therefore, the percentage of correct responses is 3/(3+1)=75%.

In the table above, the response "SPACE" was given by the user to start the procedure and should be ignored. "Any Modifier" is the number of events with any combination of modifiers.

Example 2: Response time (RT)

We have two main cases:

• If the stimulus ends exactly when the user gives a response, the response time is equal to the stimulus presentation time. For example:



In this case the response time is the duration of the state event **Show stimulus**.

• If the stimulus duration is independent of the user's response, like in this example:

		Relative Time 37.996 (s.fff)	34.000	36.000	38.000	40.000
Results System	÷	System Behaviors Show Instructions Show Fixation Show Stimulus Show Feedback Show Goodbye	-	_	,	ł
Results User	Ð	User Behaviors Answer		1	*	

Then do the following:

a In the Data profile, choose **Select Intervals - By manual selection** and define an interval from the start of the event **Show Stimulus** to the start of the event **User Answer**.

terval Start Criteria	Interval Stop Criteria
Observation time	Observation time
Observational data	Observational data
Start interval at:	Stop interval before:
0.00 🚔 s.ff	0.00 s.ff
after start of 🔹	before end of 🔹
System 👻	User 💌
Show Stimulus 🔹	Answer
<any modifier=""> 🔹</any>	<any modifier=""></any>

- **b** Choose Analyze > Behavior Analysis > New.
- c Click the Statistics button and under Intervals select Analyzed interval duration.

Ξ	Intervals
	Analyzed interval duration
	Minimum interval
	Maximum interval

10
V
1
100

d In the results table, look for the column named Analyzed interval duration.

Example 3: Response time grouped per response

In this example we want to calculate Response time (RT), but for when the subjects gave a particular response.

Here for simplicity we only show the solution for how to calculate RT when the subject responses were *correct*.

For example:

- Correct response was "1" User Response was "1" → RT was ...
- Correct response was "2" User Response was "2" → RT was ...

Etc.

 We first define an interval that captures the response time, just like in Example 2 (see the figure on page 44). Choose Intervals - By manual selection and select From System Show Stimulus to User Answer. This is the least selective interval, because it captures all instances of response times, even those for incorrect responses. The following steps we add more interval criteria, to select only the instances of response time when Correct =1 and Response =1, OR Correct =2 and Response =2.

s	tart	Intervals	
Selection contains	Merged groups	Reduce to intervals	
All Observations 2 Subjects 6 Behaviors	Behaviors No groups Modifiers No groups	Start 0.00 after start of System Show Stimulus	
	Merging_	Settings	
	Select Intervals (N Interval Start Cr	lanually) iteria	Interval Stop Criteria
	Observation	n time	Observation time
	Observation	nal data	Observational data
	Start interval a	at:	Stop interval before:
	after start of	•	before end of 🔻
	System	•	User 🔹
	Show Stimulus	•	Answer
	<any modifier<="" td=""><td>> •</td><td><any modifier=""></any></td></any>	> •	<any modifier=""></any>
			OK Cancel
			OK Cancel

We then create two branches that point to two result containers (to create a new result container, click Result Containers - Result). One branch will select Correct = 1, Response = 1, the other Correct = 2, Response = 2. We name the result boxes R1 C1 and R2 C2, respectively.



3. In each branch, we define intervals (Select intervals - By manual selection) that include a correct answer. Intervals are defined From 2.00 s before start of User Answer - to 0.00 seconds after end of User Answer (see below why 2 seconds is chosen as a start criterion). However, intervals can only be defined with one modifier (either Correct or Response). Therefore, we define two intervals in each

branch. For the branch ending with **R 1, C 1** (Correct response 1 when Response was 1), the first interval is based on Correct = 1, the second is based on Response = 1. By placing the two Interval boxes one after the other, we define an interval that meets both criteria, that is, an interval for when the Response 1 was Correct. We create a similar selection in the other branch, for Correct =2, and Response =2.

NOTE We choose "2 seconds before User Answer" to make sure that the time around the answer is included in the selection. Choosing o seconds for a point event like User Answer would make the selection invalid.

The intervals defined in this step reduce the total number of instances of response time, because they are set after the first, less selective Interval box made in step 1. Only the time segments corresponding to the most selective criterion will be in the Result Container.



4. Finally, we use a **Filter** to choose which data to analyze. This removes all events in the selected intervals that are not of interest. This box should be placed at the end of the branch.



5. The Data profile looks like this:



For details about selecting events and intervals for analysis, see **Select Data for Analysis** in The Observer XT Help.

6. Select Analyze > Visualize Data. The two charts at the top show the intervals (response times) selected for R 1, C 1. The other charts show the same for R 2, C 2. You can see that the first instance of response time is not selected because of the incorrect response given (Response = 1, Correct = 2).

	Relative Time 15.35 (s.ff)	11.00	12.00	13.00	14.00	15.00	16.00	17.00	18.00	19.00	20.00
R 1, C 1 System	System Behaviors Show Stimulus										
R 1, C 1 User	User Behaviors User Behaviors Response: (ENT Response: 1 Response: 2 Correct: 2 Correct: 1		Response	not correct		Correct R	esponse (1)		Correct Res	oonse (1)	
R 2, C 2 System	System Behaviors Show Stimulus		(interval r	ot selected)							
R 2, C 2 User	User Behaviors User Behaviors Response: 1 Response: 2 Correct: 2 Correct: 1								Correct Re	sponse (2)	
		4					III				

- Run Behavior Analysis and look at the statistics that refer to a specific response (this is indicated with the Result Container column header).
- To group results, select Layout > de-select Intervals. Look at the Mean duration statistic for the mean response time.

s 🛃 Layout 📷	Statistics 📊 C	iharts 🕀 🔍	1				
Result Container	Observations	Subjects	Behaviors	Modifiers			
					Mean duration	Total number	
R1, C1	Observation 1	System	Show Stimulus	RedCar.bmp	0.17		2
R 2, C 2	Observation 1	System	Show Stimulus	BlueCar.bmp	0.18		1

Note:

- This data profile is also valid when the response does not terminate the stimulus presentation.
- You can create more complex data profiles by adding branches that select instances of incorrect responses (for example: Response was "1", Correct was "2").

Numerical responses

If you specified in E-Prime that the answer was numerical, for example to rate the stimulus, you may want to calculate numerical statistics, like the mean value or median. See *Example 3: To import responses as numerical modifiers* on page 20 how to specify the response as numerical. In The Observer XT, carry out a numerical analysis. Choose Analyze > Numerical Analysis > New and click the Calculate button. By default the minimum value, maximum value and mean value of the numerical modifiers are calculated. To select other statistics, click the Statistics button on the toolbar and select the statistic under Numerical Modifiers

Behaviors	Modifiers				
		Minimum value	Maximum value	Mean value	
Answer Target	Predefined Numerical Response	1.00	4.00		2.00

For more information

See Calculate Statistics in The Observer XT Help.

LAG SEQUENTIAL ANALYSIS

With Lag Sequential Analysis you can quickly calculate how often a stimulus triggers a specific response.

Choose Analyze > Lag Sequential Analysis > New.

Example: how often a stimulus produces a correct response

In this example, a stimulus picture is presented for a few seconds, and the test participant must enter a response. The response ends the presentation of the stimulus. For this reason a State lag sequential analysis can be carried out (a Time lag analysis is also possible).

The stimulus presentation is as the behavior Show Stimulus and its modifier Media. The test participant's response and the correct response are stored as modifiers Response and Correct of the behavior Answer, respectively.

Click Settings and under Lag Type choose State lag. Because the stimulus and the response events are events scored for different subjects (System and User), de-select Restrict lag to Subject-Behavior group combination. Then run analysis.

In the Lag Sequential Analysis result, locate the part of the table that contains the transitions from the behavior **Show stimulus** (on the rows) to the behavior Answer (on the columns).

Behaviors	Modifiers			
		User		
		Answer	14	8
		Correct: 1; Response: 1	Correct: 2; Response: 2	Response: 2; Correct: 1
Show Stimulus	BlueCar.bmp	0	2	0
	RedCar.bmp	1	0	1

In this example, the stimulus **BlueCar.bmp** was followed two times by a correct response (**Response= 2** and **Correct= 2**; see the middle cell in the first row). The stimulus **RedCar.bmp** was followed by one correct (**Response= 1** and **Correct= 1**; first cell in the second row) and one incorrect response (**Response= 2** when **Correct= 1**; third cell in the second row).

For more information

See Lag Sequential Analysis in The Observer XT Help.

7 Advanced settings

Aim

To change basic settings like the port number for communication between The Observer XT PC and the E-Prime PC, and the location of the E-Prime software and experiments.

If some events are not imported correctly to The Observer XT, see **Prepare the experiment in E-Studio** on page 13.

Procedure

 On the E-Prime computer, start Noldus E-Prime Server (Apps > Noldus > Noldus E-Prime Server).



2. Click Advanced Settings.

Experiment settings	Advanced settings	
IP Address of this (computer:	
Port (must be the s	ame on both computers).	
155		
E-Run location: C:\Program Files	(x86)\PST\E-Prime 3.0\Progra	m\E-Run.exe
Experiment text ou	tput:	
Experiment text ou C:\Users\ Doc	ltput: uments\My Experiments\3.0\	Samples\PictureRT

IP Address

This is the IP address of the E-Prime computer. It is shown for information purposes only, and cannot be changed. This number must

be entered in the Noldus E-Prime Client software (see **THE OBSERVER XT PC** on page 9).

Port

The port number should always be the same as that set in The Observer XT (see **THE OBSERVER XT PC** on page 9). The default is 155.

E-Run location

This is the location on the E-Prime PC where the **E-Run.exe** software is installed. If it has been installed on another location, please specify that location here.

The default is C:\Program Files (x86)\PST\E-Prime 3.0\Program.

For E-Prime 2.0, the default location is C:\Program Files (x86)\PST\E-Prime 2.0\Program.

Experiment text output

This is the folder where the E-Prime output text file is stored. By default, this is the same folder as where the experiment file (*.ebs3/ *.ebs2) you are using is stored (see **THE E-PRIME PC** on page 11).

- If you change the **Port** number after clicking **Start**, this has no effect on the software. Click **Restart** to activate communication on the new port.
- If you set the **Experiment text output** location in E-Prime different from that of the experiment file (*.ebs3/*.ebs2), you must specify this new location also in Noldus E-Prime Server.
- When clicked, the **Start** button of Noldus E-Prime Server does not start the E-Prime experiment; it activates the E-Prime Controller to accept messages from The Observer XT.

8 Troubleshooting

E-PRIME ERROR MESSAGES

Runtime error "Unable to obtain a valid refresh rate"

This occurs on Windows 10 computers with Windows version 1703 or later (Windows Creators).

Please see the workaround on the following web page:

https://support.pstnet.com/hc/en-us/articles/115011182147