

Debugging the Frame Rate Warning

This task measures the screen's frame rate (refresh rate) in order to display stimuli for the proper amount of time. However, we have noticed that the measured refresh rate sometimes is read incorrectly, causing the script to display stimuli for too short or too long.

You may see a window pop up warning about the refresh rate like this:

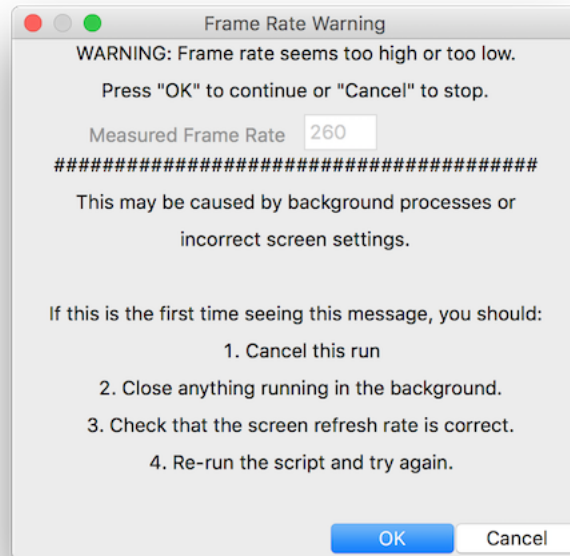


Figure 1: Frame Rate Warning

- 1) The first time you see this warning, **hit “Cancel”**, and perform the following troubleshooting steps:
- 2) **Quit and relaunch PsychoPy** (on Macs, make sure to Command-Q or go to the **Psychopy Menu** -> **Quit** instead of simply hitting the red dot).
- 3) **Quit any background programs** that are open but not necessary including web browsers, eye tracking software, and sync software ([Drop]Box or Google Drive).
- 4) Make sure the refresh rate for your external display is **set to 60Hz**. (For Mac, this is under **System Preferences > Displays**. For Windows, this is in the “Advanced Settings” option under the Displays control panel.)
- 5) **Re-run this script**. If the warning window is shown again, hit “OK”, but carefully watch the screen to make sure that the task runs correctly, and check that the participant's responses are being logged correctly (i.e. there are no misses when the participant is clearly responding).
- 6) If this is a run that is part of the Human Connectome Project, please email the logfiles (.csv, .log, .psydat) and a description of the issue to: brain@fas.harvard.edu.