



Back to home

Welcome to StretchSense

Congratulations on your purchase of the StretchSense hand motion capture solution. We can't wait to see what you produce!

Process for installing Hand Engine

Step 1 - [Create an account](#) on the StretchSense website

Step 2 - If you haven't already, request your activation key by submitting a ticket to our [Help Centre](#). We will add the key to your StretchSense account and send you an email to let you know when it's ready to go.

Step 3 - Once you receive confirmation that your key has been assigned, [log in to your account](#) to download the Hand Engine installer and get your key.

Step 4 - Register for one of our [Onboarding Webinars](#).

Step 5 - Add the [StretchSense Knowledge Base](#) to your favorites for easy access.



Was this article helpful?

Yes

No

Related articles

Launcher Firmware Update Failed - Bootloader Recovery (DOC-5051)

BETA - How to Update Your Mocap Pro Glove and USB Dongle Firmware via the StretchSense Launcher (DOC-4056)

Quick Start Guide: Video Tutorial Series (DOC-5028)

Unreal Engine (UE4 & UE5) - Streaming from Hand Engine

StretchSense Onboarding Webinar

REGULATORY COMPLIANCE INFORMATION

FCC COMPLIANCE STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

SAFETY PRECAUTIONS



- This product shall not be connected to power supply source exceeding 100W, 20V DC., 5A.
- Battery cannot be subjected to high or low extreme temperatures, low air pressure at high altitude during use, storage, or transportation.
- Replacement of a battery with an incorrect type that can result in an explosion or the leakage of flammable liquid or gas.
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.
- In the event of a cell leaking, do not allow the liquid to contact skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
- Use the USB-C® cables supplied with the product to charge the device. Discontinue use if cables are damaged. Only use commercially available USB Type-C cables and chargers (compliant with USB standards). Do not attempt to wear gloves while charging the battery. Disconnect USB-C cable when unit is fully charged.
- After extended periods of storage, it may be necessary to charge and discharge the cells or batteries several times to obtain maximum performance.
- Dispose of batteries properly in accordance with local regulations