

# Troubleshooting

Should you experience any difficulties using your OCT please read these simple steps as you may be able to resolve the problem simply and quickly. If the problem persists please contact our team.

## **Captured image quality is low**

The objective lens or the lens of the anterior segment adapter may be contaminated. **Perform the cleaning.**

The patient's eyelid or eyelashes may be interfering with image capture. **Ask the patient to open their eyes wider. If the patient cannot open their eyes wider, lift the patient's lid, paying particular attention not to press against the eyeballs.**

## **The touch screen does not turn on**

The power card may not be connected. **Check the connection of the power cord.**

The power switch may not be turned on. **Check whether the power switch is turned on.**

## **The touch screen does not turn on even though the system power is on.**

The system main body may be in sleep mode. **Restore the system main body from sleep mode by pressing any button or by touching the touch screen.**

## **The touch screen turns off suddenly**

The system main body may be in sleep mode. **Restore the system main body from sleep mode by moving the mouse or pressing any key on the keyboard.**

## **The computer monitor does not turn on even when the computer is in operation.**

The computer may be in sleep mode. **Restore the computer from sleep mode by moving the mouse or pressing any button on the keyboard.**

## **The computer monitor turns off suddenly.**

The computer may be in sleep mode. **Restore the computer from sleep mode by moving the mouse or pressing any button on the keyboard.**

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## The automatic image capture does not function.

The manual function may be selected. **Select the Auto function.**

The patient's eyelid may be detected or the pupil diameter may not be large enough. **Ask the patient to open their eyes wider. If the patient cannot open their eyes wider, lift the patient's lid, paying attention not to press against the eyeballs.**

Room illumination may be reflecting on the cornea. **Darken the room.**

The auto tracking and auto shot may not function with eyes with cataract, keratoconus or cornea immediately after surgery, severe myopia or hyperopia outside -12D to +15D. **In such cases, capture images by pressing the release button.**

## The image of the intended part cannot be captured.

The patient may not be looking at the fixation lamp at the time of capture. **Instruct the patient to focus on the fixation lamp.**

The intended part may be outside the range for image capture. **If the refractive power of the patient is outside the range within which the system can adjust the focus, insert a compensation lens using the compensation lens select lever.**

The safety stopper may be the cause. **Press and hold the safety stopper, then move the main unit to the position where image capture becomes possible.**

## The internal fixation lamp is blurred.

The internal fixation lamp may be blurred because the compensation lens is inserted. **Push the compensation lens select lever to the deepest position (0 position) to remove the compensation lens.**