
Trouble Shooting for VES Systems

1. The patient does not see a full field.

Check to see that the telescope is properly aligned and inclined for the patient. Review the three-step fitting method. Loosen the mounting screws slightly and allow the patient to reposition the aid for their line of sight.

2. The image is not clear.

Check to see that the telescope is properly focused, that the eyepiece and front lenses are clean, and that there is not significant refractive error that might preclude clear vision through the telescope. Also check that the patient is using the appropriate eye to sight through the telescope.

3. The patient complains that the field of view is small.

Check to see if shortening the vertex distance is possible by adjusting the frame or sliding the telescope backward on the mounting bracket. Also explain that all telescopes narrow the field of view, but that the patient will adapt over time. Also discuss that the VES® field of view is among the widest available.

4. The patient complains that they have to drop their head too much to see through the telescope.

Check to see that the frame is as low as possible on the bridge, that the telescope is as low as possible on the mounting bracket, and that the angle of inclination of the telescope is as low as possible. If all of these are appropriate, consider the low mounting position option.

5. The image through the telescope is too dim.

Recheck the pupillary distance adjustment. Slight misalignment can significantly decrease image brightness. Loosen the bottom screws and allow the patient to slide the telescope right and left until the image is brightest. If this is still not adequate, check that the front and back lenses are clean and free of grease and oil. Check also that the internal optics are not fogged by holding the telescope to a light and looking through it backwards (through the front lens).

OCUTECH®

Expanding Horizons for the Visually Impaired

109 Conner Drive, Suite 2105, Chapel Hill, NC 27515 • (800) 326-6460 • (919) 967-6460 • Fax (919) 967-8146

www.ocutech.com