



Advancing the Science of Vision Testing

Enfant® VEP Troubleshooting Guide

When you have a problem with your device and/or sensor, run through this checklist prior to calling your Clinical Account Manager or Diopsys Support Services in order to expedite assistance

Problems with the device:

- **Is the device plugged in and turned on?** If no, plug in the device and turn the computer on.
- **Have you attempted to reboot the computer, and start the testing again?** If not, please shut-down the computer, wait 10 seconds and then turn it on again to resume testing.
- **Are the lead wires connected to the filter amplifier properly?** If no, connect the lead wires and continue testing.
- **Have the lead wires been replaced within the last 3 months?** If no, replace the lead wires and continue testing.

Problems with the Sensor:

- **Are all three electrodes attached to the patient properly?** If no, re-prepare your patient for the electrodes and place them properly according to the 2009-3.4 Technical Bulletin.
- **Are the power cord and gray cable in contact (touching) at any point?** If yes, please separate completely, and continue testing.
- **Are the sponges on your electrodes dry?** If yes, apply a pearl size amount of Ten20™ Conductive paste to the recently cleansed areas on the front and side of the patient's head. Place the electrodes onto the paste, making sure to line-up the sponge with the paste. Resume testing. If this solves your issue, make sure to use the conductive paste with all three electrodes on all patients until the bag is used-up. If this does not help solve the issue, you may need to discard the entire bag of dry electrodes and place a new order.