



Advancing the Science of Vision Testing

Diopsys® NOVA-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 and backup power supply, 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 Technical Bulletin "Critical Steps for Accurate VEP Testing."
- **Is the gray cable in contact with (touching) any power cords at any point?** If yes, please separate completely, and continue testing.
- **Are the sponges on your electrodes dry?** If yes, make sure you are applying Ten20® Conductive paste to all three electrode sites, making sure to line-up the sponge with the paste. Resume testing. If this does not help solve the issue, you may need to discard the entire bag of dry electrodes and place a new order.