

Troubleshooter - When an Optergo Solution doesn't work as expected

This check list shall be used when a user experience problems with an Optergo solution. Normally, it takes some time to get used to a new optical solution, but if the problems persists after the initial period, this check list should be used.

Please fill in all fields, even if the data appears irrelevant. It is not rare that the root cause to a problem originates from unexpected areas.

Send in the form together with photos to info@optergo.com. If the actual Optergo solution needs to be sent to Optergo, please include this form.

Information about Customer and Solution

Date	Dealer	Contact person
Customer family name	Customer first name	MOnet# (Invoice# if MOnet# is not available)

Products included in the solution

<input type="checkbox"/> Flip-up loupes	<input type="checkbox"/> TTL loupes	<input type="checkbox"/> PrismSpec	<input type="checkbox"/> Light (if not 100% sure what the problem is, include all accessories)	<input type="checkbox"/> Other (Please specify)
<input type="checkbox"/> VinKep loupes	<input type="checkbox"/> KepLite loupes	<input type="checkbox"/> ProSpec		

Checks:

- | | |
|---|--------------------------|
| | Y / N |
| 1 Is the refraction in the MOnet order the same as the refraction from the optician? | <input type="checkbox"/> |
| 2 Could there be some errors in the Optician's vision test results (e.g. older than 3 months, missing info etc.)? | <input type="checkbox"/> |
| 3 Following states could affect optical powers needed for vision correction: Pregnancy, stress, just back from holiday. Are any of these valid? | <input type="checkbox"/> |

Using a PD meter, measure the following:

	R	L	
Long distance	<input type="text"/>	<input type="text"/>	mm
Short distance	<input type="text"/>	<input type="text"/>	mm
PD same as on order?	<input type="checkbox"/>	Y / N	

Measure focus distances with one eye at the time:

	R	L	
Looking through the loupe	<input type="text"/>	<input type="text"/>	cm
Looking through the carrier lens	<input type="text"/>	<input type="text"/>	cm

If images overlap ("double ring"):

Distance when there is no overlap (but the image may be blurry): cm

Distance when there is a overlap (but image is sharp): cm

When there is overlap but the image is sharp:

	Y / N
Does the overlap disappear when the object is moved closer?	<input type="checkbox"/>
Does the overlap disappear when the object is moved further away?	<input type="checkbox"/>

Frame adjustment & fitting

Looking at the user from the front:

	Y / N
Frame is in the same position vertically as in the order photo?	<input type="checkbox"/>
Frame is in the same position laterally as in the order photo?	<input type="checkbox"/>
If the frame is skewed in the order photo, is it the same now?	<input type="checkbox"/>

Looking at the user from the side:

	Y / N
Is the mounting height of the loupes correct?	<input type="checkbox"/>
Is the declination of the loupes correct?	<input type="checkbox"/>
Are the temples adjusted correctly?	<input type="checkbox"/>
Are the temple tips adjusted correctly?	<input type="checkbox"/>

Take 3 photos:

- From the front, camera level with temples, user looking into the camera
- From the side (photo jig in place), user looking through the loupes at an object (also visible in photo) with eyes wide open.
- For Galilean loupes (TTL/Flip-up loupes):** Have the user look through the loupes into the camera objective (at sharp image distance) and take photo. **For Keplerian loupes (VinKep/KepLite):** Have the user look through the loupes at a small light source (like the flashlight on a smartphone). Take 2 images from the front; one with eyes open and one with eyes closed. **For glasses,** this type of photo is not needed.

Comments: