



Pentacam

Trouble shooting guide

Measurement and Evaluation System for the Anterior Segment of the Eye

No communication with Pentacam:

- Check the wiring between Pentacam and power outlet.
Caution: Do not connect or disconnect any cable while the Pentacam is switched on or the main plug is connected to the power outlet.
- Check the power LED at the power supply. Is it on, blinking or off?
 - If it is off check the power outlet and/or replace the power supply
 - If it is blinking disconnect the power supply from the Pentacam and check the LED again. If it is still blinking replace the power supply. If it stops blinking and remains on you have to ship the Pentacam back to Oculus for repair.
 - If it is on go ahead with the next step
- Check if the Pentacam head has power by turning the face of the Pentacam.
 - If it moves freely there is no power
 - If there is a resistance the power is on
- Check the device manager of the PC. Is the OCULUS BOOTLOADER or OCULUS PENTACAM listed under the USB controller?
 - Yes, it is listed without a yellow exclamation point:
 - Start the examination software
 - No, it isn't listed:
 - Go ahead with the next step
- Check the USB Hub. Are the LED's at the Hub on or off?
Caution: Do never plug the Pentacam to the PC without the USB Hub!
 - LED's are on:
 - connect the Hub to another USB port
 - LED's are off:
 - replace the USB Hub
- If there is a yellow exclamation mark with the OCULUS BOOTLOADER or OCULUS PENTACAM in the device manager, reinstall the driver in the following way.
 - Select properties of the device (Oculus Bootloader or Pentacam) and click on "Update Driver".
Choose the driver from the directory C:\PENATCAM

- If there is no OCULUS BOOTLOADER or PENTACAM in the device manager, check if there is an UNKNOWN DEVICE in the device manager
 - Select properties of the unknown device and click on update driver, install the driver from C:\PENTACAM
- If the Pentacam still doesn't work please contact our Service Department.

Left-Right detection does not work:

- No error message appears, default eye is always left or right and does never change
 - Check if the magnets are mounted under the black rails and check the correct position of the magnets (Pic. 4;5)
- Error message appears
 - Check the boards, which are mounted under the X/Y base and replace them (Pic. 11)
- Switch between Left and Right is not correct
 - Change the threshold with the potentiometer (Pic. 12)
- If it still does not work please contact our Service Department

Mechanical Noise during the scan:

- Open the cover and check the reason for the noise and contact our Service Department

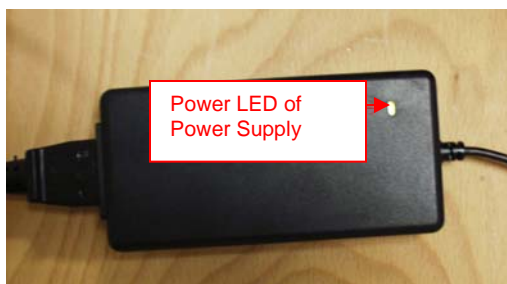
The Scheimpflug Image is not focused and clear:

- Clean the measuring system as described in the users manual (page 76)

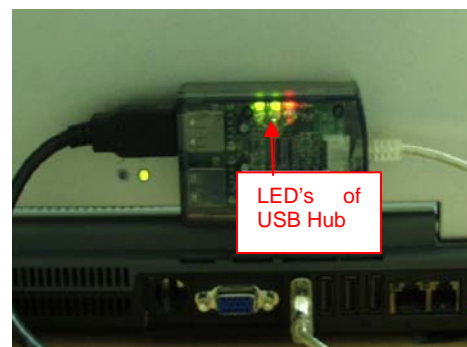
Pentacam (Pic.1):



Power Supply (Pic.2):



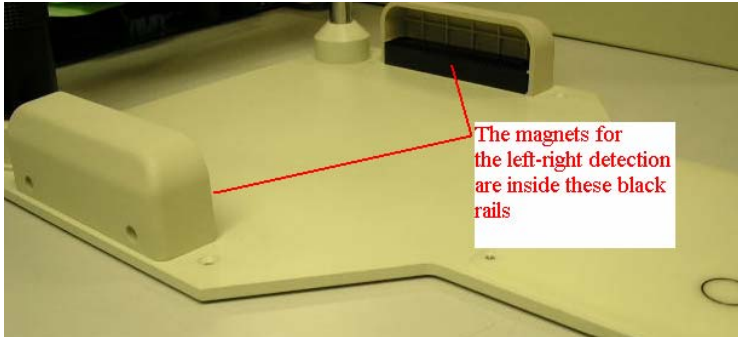
USB Hub (Pic.3):



Black Rail with Magnet (Pic.4):

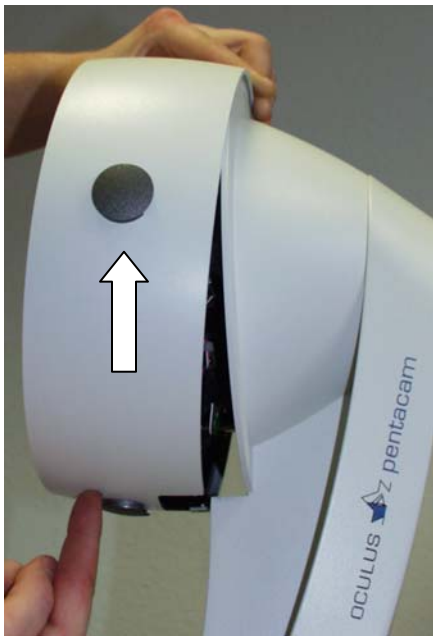


Base Plate (Pic.5):

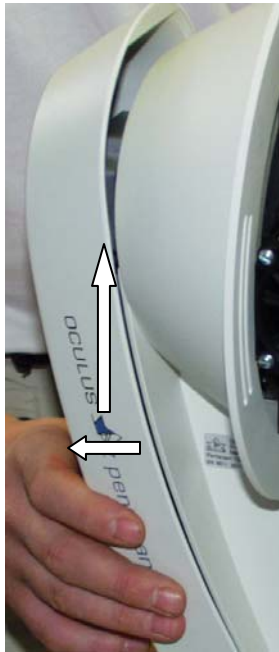


Opening the Pentacam:

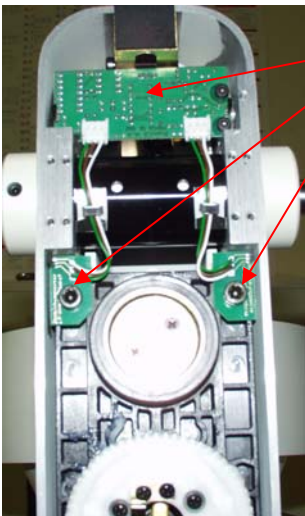
Front Cover (Pic. 6-8):



Rear Cover (Pic. 9-10):



Left-Right-Detection (Pic. 11-12):



Boards for the left right detection

Potentiometer for adjusting the threshold
between Left and Right.



Basic information which our Service Department needs to know:

- Exact description of the error!
- Is the error reproducible?
- How often does the error appear?
- Who has seen the error?
- What have you already done?
- If possible provide some pictures of the situation!