

FAQ's



AVIA, AVIA Vet

Why does the AVIA “FAIL” calibration?

- If the AVIA is inverted when the display indicates “dn” (in lower case letters) it will fail calibration. The AVIA will display “UP” (upper case letters) when it is required to be inverted (tip toward the ceiling) during the calibration procedure and display “PASS” if it is working properly.
- When performing a calibration and the AVIA indicates “UP” the tonopen needs to be inverted so the tip is toward the ceiling *within one second*.
- The Powercell® battery pack is bad or depleted. Install a new Powercell battery pack.
- The tip is dirty and needs to be cleaned using canned air. Go to the Reichert website and download the cleaning instructions for directions on cleaning the tonopen.
<http://www.reichert.com/> (Eyecare/Tonometry/Tonopen).

Why are the readings inconsistent, low or high?

- The Ocu-Film tip covers sold by Reichert should be used and less than 3 years old or variable readings may occur.
- The Ocu-Film tip covers should be installed so that pleats (or wrinkles) are visible. Refer to the User's Guide for an illustration of proper installation of the tip covers.
- The Ocu-Film tip cover should be new for every patient.
- The tip is dirty and needs to be cleaned using canned air. Go to the Reichert website and download the cleaning instructions for directions on cleaning the tonopen.
<http://www.reichert.com/> (Eyecare/Tonometry/Tonopen).

Where is the serial number located on the AVIA?

- The serial number is laser engraved into the cover on the curved underside of the instrument.

Why do I get “ERR” or “OR”?

- The reading falls out of the measurement range of the instrument. “ERR” indicates that the unit is measuring below 5 IOP. “OR” indicates that the unit is measuring over 56 IOP. Re-test the patient if either of these messages are displayed on the LCD.