

# FAQ'S

## Tonopen XL • Tonopen Vet



### Why isn't my Tonopen calibrating 'Good'?

- When performing a Calibration Procedure, the tonopen may display "Cal" for a brief moment and then display to a single dashed line ("-----"). Most of the time this indicates that the button is pressed twice too fast. Slowing down pressing the button twice usually avoids displaying the single dashed line.
- When performing a calibration and the tonopen indicates "UP" the tonopen needs to be inverted so the tip is toward the ceiling *within one second*.

### Why does the unit display a "bad" calibration all the time?

- The batteries are bad. Install new batteries (the voltage should be over 3.2 VDC each).
- 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?

- It is recommended to use the Ocu-Film tip covers sold by Reichert to ensure consistent readings. A new tip cover must be used on the tonopen when taking measurements of a patient.
- 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 tip covers have an expiration date of 3 years from the date of manufacture. Use of the tip covers beyond 3 years may provide measurements that are not reliable.
- 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 my batteries not lasting?

- When it is in its case and something is on top of the unit pressing down on the button, the battery will deplete in 3 days. Be sure to check that there is nothing in the case accidentally turning on your pen while it's stored.
- When the Tonopen is not being stored in its carrying case, outside items may press the button, turning it on. For example, being put in a drawer and having something on top of it, pressing the button, will cause it to stay on and deplete the battery.