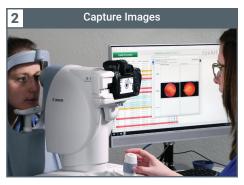
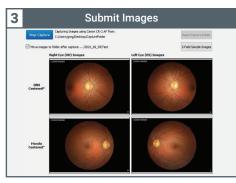
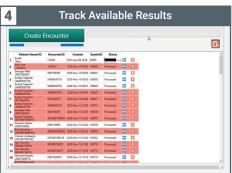
EyeArt® System Quick Reference Guide

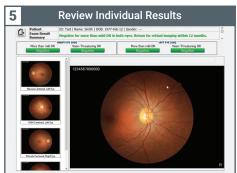














Refer to the EyeArt System User Manual for additional details or e-mail us at support@eyenuk.com.

EyeArt® System Troubleshooting





EyeArt result "Ungradable"

- · If encounter states "images of sufficient quality not present for all required fields," retry fundus photography. Administer dilation drops before retrying, if necessary and possible.
- Check images for proper resolution, quality, positioning, and eve and field labels.



Error message: "Server is unreachable"

- · Check your Internet connection and restart.
- · If your computer requires a proxy to access the Internet, confirm the EveArt client proxy server settings are correct. Please refer to the EveArt System User Manual for more information



Error message: "Incorrect login credentials"

- Check your username and password.
- · Check the license key; make sure there are no beginning or trailing spaces.
- · Check your Internet connection.
- · If you are using the correct credentials and still unable to login/register, please contact support@eyenuk.com.



Images do not appear in the EyeArt client capture window

- Check if the capture folder is set correctly in the EyeArt client capture window. If not, use the "Reset Capture Folder" button to change the capture folder.
- Confirm the camera is correctly configured to save images to the capture folder.

Refer to the EyeArt System User Manual for additional details or e-mail us at support@eyenuk.com.