

# **VOLK**<sup>®</sup> **iN**view

## Frequently Asked Questions

### **I HAVE AN ANDROID, DO YOU SUPPORT MY PHONE?**

We don't currently support any android models, but we do support the iPod Touch, a low cost camera option that can be purchased through Volk to create a dedicated device.

### **DOES INVIEW WORK WITH THE IPHONE 6 PLUS?**

Currently the Volk iNview does not work with the iPhone 6 Plus. The Volk iNview model with iPod Touch can be used for those without a compatible models.

### **IS THERE ANY DIFFERENCE IN IMAGE QUALITY BETWEEN THE MODELS?**

There is a small difference between the cameras. The iPhone 6S will produce the best image followed by the 6. The iPhone 5S and the iPod Touch are similar but slightly lower resolution.

### **WHAT IPOD TOUCH COMES WITH THE COMBINED VOLK INVIEW DEVICE?**

It is a 6th generation iPod Touch with an 8 Mega-pixel camera and 16GB of memory. That is enough for approx. 10,000 patient images.

### **WHAT IS THE INTENDED USE OF THE INVIEW?**

The Volk iNview captures an image of the retina that can be used for visualization, documentation and is a great tool for patient engagement. Images are not intended to be used for diagnosis.

### **WHAT IS THE MINIMUM PUPIL SIZE REQUIRED FOR THE VOLK INVIEW?**

The Volk iNview requires a patient to be dilated to at least 5mm, preferably 6mm or more. Patients with a pupil size smaller than this will not be able to be imaged.

### **WHAT IS THE MEDICARE REIMBURSEMENT FOR THE VOLK INVIEW?**

Volk iNview images are reimbursable under CPT code 92250. Medicare reimbursement varies by state but averages around \$80.

### **Visit the website** at

[www.volk.com/inview](http://www.volk.com/inview) for videos, tutorials and manuals on using the Volk iNview.

### **Support is available by telephone and email**

Get in touch with us if you have any questions or need to arrange a repair request.

### **Tell us what you think!**

If you have an idea to improve the iNview we want to hear from you. Use the feedback button within the application to let us know what you think.

---

7893 Enterprise Drive  
Mentor, OH 44060 U.S.A

Phone: 800.345.8655 /  
440.942.6161

Fax: 440-942-2257  
[www.volk.com](http://www.volk.com)

---

## **I WANT TO CHANGE WHAT PHONE I USE WITH MY VOLK INVIEW. CAN I DO THIS?**

Replacement phone adaptors are available on the Volk website.

## **DO YOU HAVE A CARRY CASE FOR THE VOLK INVIEW?**

Yes we do! You can find the Volk iNview carry case on the Volk website. It's waterproof, dust-proof and a safe and secure way to transport your Volk iNview.

## **WHAT SIZE IMAGES DOES THE VOLK INVIEW PROVIDE? WHY ARE THEY SMALLER THAN NORMAL CAMERA PHOTOS?**

The images are 0.5 Mega-pixels. This is because the Volk iNview is using a small proportion of the camera to capture images. You can see this by opening up your camera app with the Volk iNview attached to your phone.

## **WHY ARE THERE TWO WHITE DOTS ON MY IMAGE? WHY ARE THERE REFLECTIONS?**

The two white dots sometimes visible are a reflection of the iPhone camera flashlight in the Volk iNview lens. You may also see large reflections in the image that are reflections from the cornea. Reposition the Volk iNview on the eye to remove these reflections.

## **WHY CAN'T I USE MY VOLK INVIEW WHILE THE USB IS CONNECTED TO POWER?**

The Volk iNview application can be used to view existing session but an examination cannot be conducted while connected to power (including a PC). This is to comply with various international medical regulations that prevent an AC powered device from imaging the eye.

## **CAN I TAKE ANTERIOR SEGMENT OR EXTERIOR PHOTOS WITH THE INVIEW?**

The iNview currently does not support anterior segment imaging. You can however use the camera on the iPhone.

**Visit the website** for videos, tutorials and manuals on the Volk iNview.

### **Support is available by telephone and email**

Get in touch with us if you have any questions or need to arrange a repair request.

### **Tell us what you think!**

If you have an idea to improve the iNview we want to hear from you. Use the feedback button within the application to let us know what you think.

---

7893 Enterprise Drive  
Mentor, OH 44060 U.S.A

**Phone:** 800.345.8655 /  
440.942.6161  
**Fax:** 440-942-2257  
[www.volk.com](http://www.volk.com)

---

### **WHAT PATIENT INFORMATION IS TRANSMITTED WITH IMAGES WHEN THEY ARE EXPORTED?**

When a single image is shared from the gallery, no patient data is exported with the image. When a data export is completed, the image is stored in a file system with either the Patient ID or Name and DOB.

### **CAN THE ILLUMINATION INTENSITY BE VARIED?**

The illumination level is fixed within the camera for maintaining safe light output levels and image quality.

### **WHY IS THERE A SPECIAL MODE FOR IMAGING ON AN EYE MODEL?**

We have a separate mode available in the settings app for imaging model eyes. We often use an eye model for training and demonstration purposes and in order for the automatic image capture to function correctly, the application needs to be tuned for either a model or real eye.

**Visit the website** for videos, tutorials and manuals on the Volk iNview.

### **Support is available by telephone and email**

Get in touch with us if you have any questions or need to arrange a repair request.

### **Tell us what you think!**

If you have an idea to improve the iNview we want to hear from you. Use the feedback button within the application to let us know what you think.

7893 Enterprise Drive  
Mentor, OH 44060 U.S.A

**Phone:** 800.345.8655 /  
440.942.6161

**Fax:** 440-942-2257

[www.volk.com](http://www.volk.com)