

Frequently Asked Questions

Welch Allyn[®] Digital MacroView[™] Otoscope

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Q. I am having trouble doing the exam and looking at the screen.

- ❖ You do need to get use to looking at the screen and not at the ear after you have guided the specula into the canal. We suggest practicing on others in the office first.

Q. I don't think it's practical to use the DMV on every patient.

- ❖ The DMV is not intended to be used in place of your current otoscope. It's purpose is to help you communicate and document findings.

Q. My captured images are blurry/It takes forever for the image capture to work.

- ❖ The picture is taken on the release of the button press. If you quickly depress and release the button, your image quality/speed of capture should improve.
- ❖ Another cause may be that the enlarged view of the thumbnail is so large that it is degrading the image. If you scale the image down, this may improve the overall clarity and image quality.

Q. The video otoscope does not work well when there is a lot of ear wax.

- ❖ Just as with standard otoscopy, if there is wax blocking the view you need to remove some of the wax to improve visualization.

Q. Will this work with my EMR?

- ❖ The DMV does work with many of the popular EHR's, especially if the EHR has a scan function. Welch Allyn is compiling a list of compatible EHR's and how to set up and use with the EHR's.

Q. Does the DMV work with Vista?

- ❖ Microsoft Vista does not support the viewer available in all previous versions of Windows. WA has developed Welch Allyn Viewer that ships free with all Digital MacroView units.

Q. Can I record a video using the Digital MacroView Otoscope?

- ❖ Yes, one option is to use/download Windows Movie Maker (free from the Microsoft site) to record live video. Welch Allyn Viewer also records video.

Q. Does the Digital MacroView work with Tablet PCs?

- ❖ If the tablet is a device running Windows XP Service Pack 2.0 or higher, then the answer is YES.

Q. Can the Digital MacroView be used for telemedicine?

- ❖ The DMV was not intended to be used for telemedicine applications where the device is required to render images for remote diagnostic or surgical purposes.

Q. Is there a CPT code for the Digital MacroView?

- ❖ No, currently using this device is considered part of the basic physical exam similar to the standard otoscope.

Q. Do I need to adjust the white balance?

- ❖ The white balance is preset at the factory. You only need to reset the white balance after you change the lamp. There are instructions in your users' manual on how to complete this procedure.

Q. Sometimes my MacroView gets cloudy/fuzzy/foggy

- ❖ This is due to condensation on the outer surface of the glass lens at the end of your otoscope. We recommend using an anti-fog product called FogTech. Once applied, this should alleviate any clouding or fogging of the otoscope. We can send you some samples with application instructions (a simple light wipe of the anti-fog solution on the lens) and additional information on the FogTech Product.

Q. How do I clean my Digital MacroView Otoscope?

- ❖ Wipe down the Digital MacroView monthly with dry cloth
- ❖ Do not apply alcohol, chemicals, or water to the lenses
 - solution entering the optical assembly could damage internal components

Q. Does DMV work on Apple Macintosh computers?

- ❖ Welch Allyn Viewer does not run on Apple Macintosh (MAC) computers. This is true even if the MAC is running the Windows environment. MAC does not recognize DMV as a connected device.

Q. What computer operating system is required to run Welch Allyn Viewer?

- ❖ Welch Allyn Viewer runs on Microsoft Windows XT Service Pack 2.0 or higher or more-recent Microsoft operating systems (e.g. Microsoft Vista).
- ❖ Welch Allyn Viewer does not run on Apple Macintosh (MAC) computers.
- ❖ Welch Allyn Viewer does not run on Microsoft Windows 2000.

Q. Does DMV ship with a case?

- ❖ No, DMV does not ship with a case.
- ❖ The large PanOptic Softcase will fit the DMV; **REF 05815-M**. The DMV does not fit in a hard case – there is no space for the USB cord.

Q. Does DMV record continuous video images?

- ❖ Yes, Welch Allyn Viewer software enables the user to record continuous video images. Videos can be recorded in various lengths: 10 seconds, 30 seconds, 1 minute, or 2 minutes.

The computer must have video software installed. Computers running Microsoft Windows XP or Microsoft Vista generally have Windows Movie Maker software installed on their computer. If they do not, they can download it for free from the Microsoft site.

The recorded video clip will appear as an icon in the Welch Allyn Viewer software – same as still images do. The video clip will have a video icon by it to distinguish it from the still photos. As with still images, the video clip is stored in temporary memory until the user saves it to whatever directory they have selected.

Q. Can I use a longer USB cord with DMV?

- ❖ No, 16 feet is the upper limit that most USB devices of DMV's size can support. DMV comes with a custom 10-foot cord with a ferrite to meet ESD standards. This is the only one we can recommend.