



Skybasic S307 4.3 Inch LCD Digital Microscope User Manual

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Product Q&A

Don't worry if you encounter problems

Q1 🤔

1. Black screen/Freezing/unable to turn-off, what can I do?

A1 😊

Reset the device, use a fine needle to gently press the reset hole on the back of the screen.

Q2 🤔

2. The device cannot be turned on / cannot be charged.

A2 😊

a. After you receive the package, please turn on the device after it is fully charged, and charge it for at least four

hours.

- b. When charging, please use a 5V/1A adapter and a suitable charging cable to avoid damage to the device.
- c. Replace the data cable or power adapter and then try to recharge the microscope.
- d. If it is charged for more than 5 hours, and it still cannot be used. The battery may be damaged, please contact us to send you a replacement.

Q3 😞

3. It doesn't work properly on PC.

A3 😊

That may be caused by multiple reasons, pls follow the instruction below.

- a. Make sure that the microscope has entered PC camera mode
- b. Unplug the data cable and plug again.
- c. Turn off the microscope device and turn it back on.
- d. Turn off or uninstall the software and turn on or re-download it.
- e. Change the data cable or change the computer connect port (USB2.0 interface) and try again.
- f. Try to reset the microscope.

Q4 😞

4. The image/video is unclear

A4 😊

- a. Make sure the item which be observed is correctly positioned directly under the lens.
- b. Check if the focal point has been adjusted to the best area range
- c. Adjust the lighting till the image/video clear
- d. Adjust the image resolution through the function setting interface
- e. Adjust the microscope screen brightness through the function setting interface

Q5 😞

5. When I use the PC camera mode, there is no image on the microscope screen and the buttons don't work.

A5 😊

Don't worry, your microscope isn't broken. The microscope screen cannot be used when it on the computer mode, and the buttons on the microscope screen cannot be used. At this time, the image pixel is 720P on your computer.

Q6 😞

6. The microscope is connected to the PC, but the TF card cannot be read.

A6 😊

- a. Please connect the microscope and PC once again.
- b. Check if the microscope has entered Mass Storage mode.



Customer service email address:


skybasic_service@126.com

NOTE: After following the troubleshooting methods above. If you meet any other problem about our product, please feel free to contact us directly. Contact E-mail address: skybasic_service@126.com

Please remark your order number, many thanks.

Guaranty: We provide 24-hour after-sales service. If the product does not work normally within 12 months after purchase. Please contact us and we will provide you a solution or send you a new replacement product.

Documents / Resources

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|  | <p>Skybasic S307 4.3 Inch LCD Digital Microscope [pdf] User Manual S307, 4.3 Inch LCD Digital Microscope, S307 4.3 Inch LCD Digital Microscope, LCD Digital Microscope, Digital Microscope, Microscope</p> |
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