

8*12.5cm

LCD HD Industrial Endoscope

Skybasic

Product Q&A

Don't worry if you encounter problems



Customer service email address:
skybasic_service@126.com

Please remark your order
number, many thanks.

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

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.

- Q1🙄 / A1😊

1.The image is unclear.

a. Please use it in the best focal length range, the best focal length range of the device is 3-10 cm.

b.Adjust the light brightness until the image is clear.

c. Adjust the camera pixel to 1080P.

- Q2🙄 / A2😊

2.Black screen/Freezing/un-able to turn-off, what can I do?

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

- Q3🙄 / A3😊

3.The video shows dark, and the device cannot work in a dark place.

Adjust the light till the image can be able to observe clearly. there are three Intensity levels to choose.

- Q4🙄 / A4😊

4.The side mirrors are blurred and cannot be used.

The side mirror has a protective film, please tear it off before using it.

- Q5🙄 / A5😊

5.How do I delete the photos/videos?

a.Firstly, press the "return key" to enter the file page, press the "OK key" to open a picture, and then press the "Power/setting key". And you can see the delete option, which can choose to delete the current file or all files.

b.Take out the TF card from devices, connect it to your computer with a card reader, and then select the file which would be deleted.

- Q6🙄 / A6😊

6.Can I use it under water?

Sure, the product is IP67 waterproof and can work in a water depth within 1 m, but it is recommended that the working time does not more than 15 minutes everytime. (Note: The product is waterproof only for the lens and cable.)

- Q7🙄 / A7😊

7.It can't charge.

a. Replace the charge data cable and try again.

b. If it still can't charge, please check whether you are correctly using a 5V/1A power adapter plug.

c. If it is charged for more than 4 hours, and it still cannot be used. The battery may be damaged, please contact us to send you a replacement.

(please fully charge before use, the charging time is about three hours, the indicator light is red when it is charging, and green when it is fully charged)