

Troubleshooting – The image in the lens and camera are not synchronized.

The manufacturer has previously stated:

“Regarding the problem encountered by this customer, he wanted to express that the image seen in the microscope lens and the image taken by the camera were not synchronized.

This is not a problem caused by product damage. I can confirm that the microscope and camera are intact.

The reason for this problem is that the customer installed a missing heightening ring on the camera. I have attached a picture of this heightening ring. You can confirm it with the customer.

After installing this heightening ring on the camera, you can use the CTV lens on the microscope to focus, so as to synchronize the lens and camera images“

