

# What does the *No Signal* or *Out of Range* message mean on my VISULENS 500?

ZEISS Quick Help: VISULENS® 500

**No Signal** is displayed if the sensor is unable to detect a signal.

**Out of Range** is displayed when the signal detected by the measurement sensor is outside of the specified range due to unsuitable ambient lighting. Avoid direct sunlight or bright artificial lights in the room where the device is placed, especially above the measurement sensor.

If you receive one of these messages while operating your VISULENS 500, you may need to clean the instrument sensor.

## To clean the sensor

- Start by switching the device to **OFF**.
- Remove the lens support.
- Clean the sensor surface beneath the lens support.  
Use a soft, lint-free cloth or a fine brush for this.  
Do not use any liquids on the sensor.

If after taking these steps you are still receiving one of the above messages, call a ZEISS Technical Support Engineer for further assistance.

Refer to the VISULENS 500 user manual *Instructions for Use* for safe and effective operation of the instrument.



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