



FAQ of Thermal Camera

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Preface

Overview

An FAQ is a list of frequently asked questions (FAQs) and answers on a particular topic (also known as Questions and Answers [Q&A] or Frequently Answered Questions). You can solve the problems about image, network, etc., and upgrade quickly through this document.

Target User

Document engineer, technical support engineer, etc.

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Chapter 1 FAQ of Fixed Camera

1.1 Power

1.1.1 How to select the power supply?

Question

How to select the power supply?

Answer

- The power supply should be protected against thunder and electric leakage.
- The device should be grounded.
- DO NOT connect multiple devices to one power adapter, to avoid over-heating or fire hazards caused by overload.

1.1.2 What happens if the power supply is insufficient?

Question

What happens if the power supply is insufficient?

Answer

- The device reboots repeatedly.
- Water ripples or noise appears on the image.

1.2 Image

1.2.1 The image is not clear. How to adjust it?

Question

The image is not clear. How to adjust it?

Answer

- Check the lens mount. C or CS mount are selectable. Adjust the focus length or refocus lens. You can adjust back focus if the device supports back focus function.
- For the device that equipped with motorized lens, adjust image via Zoom-, Zoom+, Focus-, and Focus+ buttons.

- Check if the lens or the shield is dirty or not.
- Check if any obstruction is nearby, e.g. spider web.
- Check if the lens is auto iris. You can select the electronic iris.

1.2.2 Why is the image fuzzy?

Question

Why is the image fuzzy?

Answer

Check the shield of device. It should be germanium glass instead of normal glass.

1.2.3 Why is there horizontal stripe on the image?

Question

Why is there horizontal stripe on the image?

Answer

- There are strong electromagnetic radiation sources nearby, e.g., high-voltage wires, high-power motors, etc. The device needs to be grounded and installed with transmission cable with shielding capability. The installation place should be far away from interference sources.
- The device grounding level is inconsistent with the DVR grounding level. Insulate the device from ground.

1.2.4 Why is there vertical stripe on the image?

Question

Why is there vertical stripe on the image?

Answer

The input voltage may be less than the requirement. Use the supplied power adaptor. You can refer to the datasheet for details.

Chapter 2 FAQ of PTZ Camera

2.1 Reboot

2.1.1 Why does the device fail to start up, or reboot repeatedly?

Question

Why does the device fail to start up, or reboot repeatedly?

Answer

- Check the power supply of the device, and see if it meets the requirements.
- Select the power supply nearby.
- Check the power cable of the device, and see if it meets the requirements.

2.1.2 Why does the device constantly power off when you pan/tilt the device or call a preset?

Question

Why does the device constantly power off when you pan/tilt the device or call a preset?

Answer

- Check the power supply of the device, and see if it meets the requirements.
- Select the power supply nearby.
- Check the power cable of the device, and see if it meets the requirements.

2.1.3 Why does the device reboot or reboot repeatedly after the IR is enabled?

Question

Why does the device reboot or reboot repeatedly after the IR is enabled?

Answer

- Check the power supply of the device, and see if it meets the requirements.
- Select the power supply nearby.
- Check the power cable of the device, and see if it meets the requirements.

2.2 Image

2.2.1 Why is the image fuzzy?

Question

Why is the image fuzzy?

Answer

- Check if you removed the protective film.
- Check if the lens or bubble is dirty.
- Check if any obstruction is nearby, e.g. spider web.
- Dismantle the device, and check if the lens cover is removed.

2.2.2 Why does the live view fail?

Question

Why does the live view fail?

Answer

- Check if the network is connected, and the bandwidth is sufficient.
- Check if the plug-in is downloaded, and well installed. Change the website blocker settings if necessary.
- For cross-domain routing, enable the UPnP of device, or set manual mapping to port No. 80, 8000, or 554.
- Check if the live view channel amount exceeds the upper limit.

2.2.3 Focus fails when I test the device in indoor environment. What should I do?

Question

Focus fails when I test the device in indoor environment. What should I do?

Answer

- Restore the device to default settings.
- Adjust the value of **Min. Focus Distance** lower in **Configuration → Image → Display Settings → Focus**.

2.3 PTZ Control

2.3.1 Why cannot I adjust the PT function of device, but the zoom function can be configured?

Question

Why cannot I adjust the PT function of device, but the zoom function can be configured?

Answer

Open the bubble of device, and remove the protective film and cotton. Charge it after mounting.

2.3.2 Why cannot I adjust the PTZ function of device?

Question

Why cannot I adjust the PTZ function of device?

Answer

- Check the power supply of the device and see whether it meets the requirements. Use the power supply nearby or connect the ancillary equipment (e.g., UPS).
- Check the power cable and see whether it meets the requirements.

2.4 Video and Audio

2.4.1 Why is there no voice in live view?

Question

Why is there no voice in live view?

Answer

- Go to **Configuration → Video & Audio → Video** , and select **Video** Type as **Video & Audio Composite Stream**.
- Check if the audio of device and computer are both enabled.
- Check the audio cable. Connect terminal AUDIO-IN and terminal AUDIO_GND, and connect terminal AUDIO_OUT and terminal AUDIO_GND.

2.4.2 Why is the downloaded video or audio playing abnormally?

Question

Why is the downloaded video or audio playing abnormally?

Answer

Use the Hikvision player. Go to <http://www.hikvision.com/>, and download player.

2.4.3 Why is there no voice after connecting the speaker?

Question

Why is there no voice after connecting the speaker?

Answer

- Go to **Configuration → Video & Audio → Video** , and select **Video Type** as **Video & Audio Composite Stream**.
- Make sure the speaker is matched with device.

2.5 Storage

2.5.1 Why cannot the memory card be recognized?

Question

Why cannot the memory card be recognized?

Answer

- Pull out the memory card, and insert it again. Then reboot device.
- Check if the memory card is damaged.

2.5.2 Why can only 32 GB of the memory card be recognized after inserted into computer?

Question

Why can only 32 GB of the memory card be recognized after inserted into computer?

Answer

- For the FAT32 memory card, the device will partition it during formatting, and each partition is 32 GB. The windows system can only recognize one partition and shows 32 GB.
- For the NTFS memory card, the device will not partition it during formatting. It shows 64 GB.

2.6 Network

2.6.1 How to access to IE LAN?

Question

How to access to IE LAN?

Answer

- Get the device IP address via SADP software, and enter the IP address on the address bar of IE web browser. Enter ***http://IP:Port*** if the http port of device is changed. Enter the user name and password in the login dialogue box.
- Install and enable the plug-in after login.

2.7 Upgrade

2.7.1 Why does the device fail to upgrade?

Question

Why does the device fail to upgrade?

Answer

- Reconnect the device if the network is not good during remote upgrade.
- Check if the upgrading program matches with the device type.

Chapter 3 FAQ of Thermal Camera Module

3.1 Image

3.1.1 Why is there no image for CVBS output after the device is charged?

Question

Why is there no image for CVBS output after the device is charged?

Answer

- Check if the power adaptor is right.
- Check if the cable is well connected.
- Check if the CVBS output is enabled in client software.

3.2 Installation

3.2.1 Why cannot the lens be mounted on the device?

Question

Why cannot the lens be mounted on the device?

Answer

Check if the lens mount is matched with lens base of the device.

3.2.2 The lens shakes after installation. How to adjust it?

Question

The lens shakes after installation. How to adjust it?

Answer

Check if the hoop is fixed, and if rubble ring is added in the lens mount.

3.3 Upgrade

3.3.1 How to upgrade device?

Question

How to upgrade device?

Answer

Connect the device with thermal camera module tool, and upgrade the device via the software.

3.4 Connection

3.4.1 Why cannot the thermal camera module tool connect with the device?

Question

Why cannot the thermal camera module tool connect with the device?

Answer

- Check if the serial port is well connected with device cable.
- Check if the baud rate is right, and the device is connected with the right COM port of computer.
- Check if the driver is installed on your computer if you connect the serial port via USB cable.

Chapter 4 FAQ of Thermographic Handheld Camera

4.1 Power

4.1.1 Why cannot the device be charged?

Question

Why cannot the device be charged?

Answer

- Check if the device is charged with the standard power adapter.
- Reconnect the power adaptor.
- Reinstall the battery. The charging temperature should be higher than 0 °C (32 °F).

4.2 Capture and Recording

4.2.1 Capturing or recording fails. How to operate?

Question

Capturing or recording fails. How to operate?

Answer

- Check if the device is connected to your computer and the capturing and recording functions are disabled.
- Check if the storage space is full.
- Check if the battery is low.

4.3 Image

4.3.1 The image is fuzzy. How to adjust it?

Question

The image is fuzzy. How to adjust it?

Answer

Refer to chapter **Focus Lens** in the user manual to adjust the focus knob until the OSD or image is clear.

4.4 Others

4.4.1 What should I do if the device is abnormal (e.g., image freeze)?

Question

What should I do if the device is abnormal (e.g., image freeze)?

Answer

Reboot the device.

Chapter 5 FAQ of Thermographic Automation Camera

5.1 Interface Integration

5.1.1 How to integrate SDK?

Question

How to integrate SDK?

Answer

Refer to user manual of SDK software. Please contact the technical person.

5.2 Parameter Settings

5.2.1 What's the meaning of distance in the parameters of temperature measurement?

Question

What's the meaning of distance in the parameters of temperature measurement?

Answer

It refers to the distance between the target and device.

5.2.2 Will the distance value affect the temperature accuracy when two targets are in the same scene and keep the same distance?

Question

Will the distance value affect the temperature accuracy when two targets are in the same scene and keep the same distance?

Answer

Yes. Set the value according to the actual distance.

Chapter 6 FAQ of Handheld Camera

6.1 Power Indicator

6.1.1 Why is the charging indicator flashing abnormally?

Question

Why is the charging indicator flashing abnormally?

Answer

- Check if the device is charged with the standard power adapter.
- Charge the device when it is off.
- Make sure the charging temperature is above 0 °C (32 °F).

6.1.2 Why is the power indicator off when the device is switched on?

Question

Why is the power indicator off when the device is switched on?

Answer

Charge the device for five minutes, and power on it again.

6.2 Image

6.2.1 Why is there no image after switching on device?

Question

Why is there no image after switching on device?

Answer

- Charge the device for five minutes, and power on the device.
- Check if the positive and negative sides of battery are installed correctly.

6.2.2 The image is fuzzy. How to adjust it?

Question

The image is fuzzy. How to adjust it?

Answer

Refer to chapter **Focus Lens** in the user manual, and adjust the focus knob until the OSD or image is clear.

6.2.3 There is dead pixel or noise on the image. How to adjust it?

Question

There is dead pixel or noise on the image. How to adjust it?

Answer

- Hold the adjustment key to correct nonuniformity of display in non-menu mode.
- Restore to default settings in menu mode.

6.2.4 Why is there no image after the BNC port is connected to monitor?

Question

Why is there no image after the BNC port is connected to monitor?

Answer

- Check if CVBS output is enabled.
- Check if the aviation cable is connected with device firmly. Refer to chapter **Cable Connection** in user manual.

6.3 Capture and Recording

6.3.1 Capturing or recording fails. How to operate?

Question

Capturing or recording fails. How to operate?

Answer

- Check if the device is connected to your computer and capturing and recording functions are disabled.
- Check if the storage space is full.
- Check if the battery is low.

6.4 Network

6.4.1 Why cannot the hot spot be found?

Question

Why cannot the hot spot be found?

Answer

Check whether the hot spot is enabled. If not, enable it.

6.5 Device Recognition

6.5.1 Why cannot the computer identify the device?

Question

Why cannot the computer identify the device?

Answer

- Check if the aviation cable is connected with the device and computer firmly.
- Check if the device is connected to your computer with supplied USB cable.
- Check if the hot spot function is disabled.

Chapter 7 FAQ of Thermal Telescope

7.1 Image

7.1.1 Why is there no image for CVBS output?

Question

Why is there no image for CVBS output?

Answer

- Check if the aviation cable is connected with device and monitor firmly.
- Check if the CVBS output function is enabled.

7.1.2 Why is there no image when the device is switched on?

Question

Why is there no image when the device is switched on?

Answer

Check if the lens cover is removed.

7.1.3 Why is the crosshair or image fuzzy?

Question

Why is the crosshair or image fuzzy?

Answer

Adjust the diopter until the OSD or crosshair is clear.

7.2 Network

7.2.1 Why cannot the Wi-Fi be found?

Question

Why cannot the Wi-Fi be found?

Answer

Check whether the Wi-Fi is enabled. If not, enable it.

7.3 GPS

7.3.1 Why is there no GPS signal?

Question

Why is there no GPS signal?

Answer

Check the using environment. If the device receives no signal in indoor environment, please go to outdoor spaces. It takes about 10 min to power on and search for the signal.

7.3.2 Why cannot the device be identified by the computer?

Question

Why cannot the device be identified by the computer?

Answer

- Check if the aviation cable is connected with device and computer firmly.
- Check if the device is connected to your computer with supplied USB cable.
- Check if the hot spot function is turned off.

7.4 Others

7.4.1 Why is the OLED display dark?

Question

Why is the OLED display dark?

Answer

- Check if the device is switched on. Hold  for two seconds to turn on device.
- Check if the battery runs out.
- Check if the positive and negative sides of battery are installed correctly.

Chapter 8 FAQ of Driving Assistance System

8.1 Image

8.1.1 Why is there no image?

Question

Why is there no image?

Answer

- Check if the device is switched on.
- Check if the device is charged with standard power supply and cable is well connected.
- Check if the voltage is 9 to 36 VDC.
- Contact after-sales person if needed.

8.1.2 The image is fuzzy. How to adjust it?

Question

The image is fuzzy. How to adjust it?

Answer

- Clean the lens and screen according to the maintenance rules.
- Contact after-sales person if needed.

8.2 Others

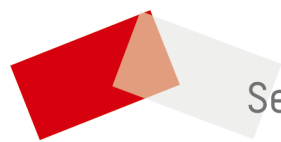
8.2.1 There is mist or ice on the lens. How to deal with it?

Question

There is mist or ice on the lens. How to deal with it?

Answer

- Check if the de-ice heater is enabled. The power consumption is 11 W when the heater is turned on. If the power consumption is lower than 11 W, the heater is disabled.
- Contact after-sales person if needed.



See Far, Go Further