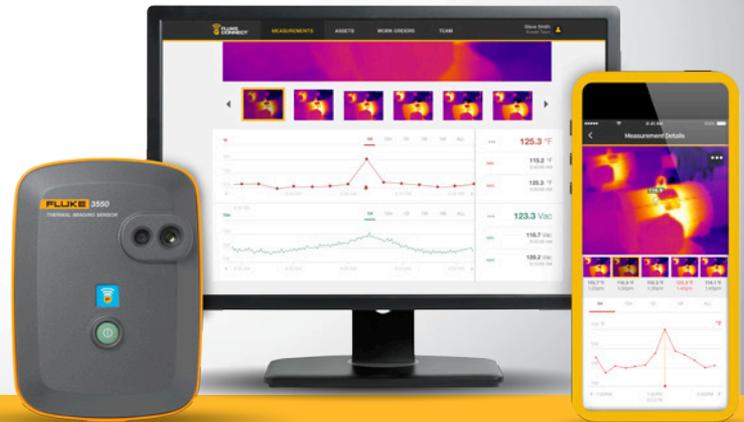


Fluke 3550 FC Thermal Imaging Sensor

Frequently asked
questions



Q: Can unauthorized parties connect to the 3550 FC? I'm concerned about malicious interference with a monitoring session and loss of data.

A: The 3550 FC network is initially configured via an extremely limited BLE interface. Within close physical proximity (up to 90 feet), there's no password required for the BLE so, theoretically, someone could reset the module and create a new password. After configuration, the 3550 FC uses secure communications through your network to reach Fluke's servers and perform its assignment so it's extremely unlikely that an outside entity can access your data.

Q: Is the data transfer encrypted? I'm concerned about unauthorized access to or corruption of restricted/sensitive maintenance data.

A: Data is encrypted between the 3550 FC and the cloud via SSL. Data is not encrypted between the phone and the 3550 FC but it is very difficult for unauthorized parties to gain access. BLE scanner apps may be able to see 3550 FC sensors that are turned on but the data available for scanning is extremely limited in scope. The short-range, point-to-point signal from the sensors is not a target for signal jammers or scrapers, due to the restrictive 90-foot range. To change a 3550 FC recording session or see connected sensors or measurements, a person must have a Fluke Connect® login and password.

Q: What sort of network access does the sensor need to operate?

A: To connect the 3550 FC to the internet, your IT department needs to allow the 3550 FC to connect to a local Wi-Fi network and must also allow http protocol to Fluke.com, MQTT protocol over TCP port 8883 and access to Fluke Connect® Cloud storage for measurements.

Q: How is the data on the cloud protected from unauthorized access?

A: The Fluke Connect Cloud infrastructure was designed to be one of the most secure cloud computing environments available today. Please reference the Fluke Connect FAQs to learn more.

Q: Can I download my images and center-point temperature data?

A: Yes, they're uploaded to the cloud server, where users can download them through the Fluke Connect application. It's not possible to download images directly from the sensor.

Q : Can I edit my images?

A : Image-editing capabilities in both the web and mobile apps will be added in a near-future update and will include functions such as custom color palettes, cropping, mix visible light, IR fusion and more.

Q : Do I need the Fluke Condition Monitoring Gateway to use my TI sensor?

A : No, the 3550 FC does not require with the FCM Fluke Condition Monitoring Gateway.

Q : Can I connect to the cloud via a cellular network?

A : Yes, but only if you're using a cell phone as a Wi-Fi hotspot, a practice known as tethering. Once you've turned tethering on, your sensor can send data to the cloud via your smartphone's connection. The 3550 FC needs Wi-Fi access to send data to the cloud.

Q : Does the sensor permanently store my images?

A : No, images are sent directly to the cloud.

Q : How long will my sensor's battery last?

A : Battery life is specific to frequency of use and operation mode selected, contact your Fluke representative to discuss battery life for your particular application.

Q : Will the software alert me when my battery starts to die?

A : The software will send you a maximum of two alerts per day when the battery is at 20 % or lower.

Q : Can I purchase an additional battery?

A : Additional batteries will be available for purchase in the near future. Contact your Fluke representative to purchase additional batteries.

Q : How tough is this sensor?

A : Like all Fluke products, the 3550 FC has been rigorously tested for durability. It's been dropped from distances of up to 6.5 feet with no adverse effects.

Q : Are there additional mounting options and accessories? Where can I get them?

A : Your Fluke representative can recommend additional mounting accessories. The sensor ships with a positionable bracket that can be mounted using the included magnet, adhesive or plate with drywall screws (screws not included).

Q : Why is there a CD in the package?

A : As legally required, we ship the open-source base code for the sensor's operating system. You do not need this CD to operate the sensor.

For more information, visit: www.fluke.com/conditionmonitoring or call 1-844-427-2269