

Basic Troubleshooting of Camera Performance and Operation Issues on the Fluke TiS10-TiS20-TiS40-TiS45-TiS50-TiS55-TiS60-TiS65 Thermal Imagers

If there is a concern on performance or operation on the above models, the following basic troubleshooting should be performed prior to requesting or issuing a Service Return to Manufacturer Authorization (RMA).

1. Check battery level and condition.

Step 1: If the smart battery level indicates low, please recharge before continuing.

Step 2: Check for physical damage to smart battery pack and connection pins.

Step 3: If battery will not charge, and camera will not operate with battery, check to see if camera will operate when connected to AC Power.

Step 4: If the camera will operate on AC Power, but the battery will not hold a charge, please contact your local Authorized Fluke Sales Partner to order a replacement battery pack.

Does this resolve the issue? (If so, the issue was likely caused by low power level.)

2. Perform “Restore Factory Defaults” within camera settings menu.

Navigate to: **MENU>Settings>Advanced>Factory Defaults**

Does this resolve the issue? (If so, the issue was likely caused by one or more user settings on the camera. Please refer to User Manual for further operation and use of camera features.)

3. Regardless of apparent resolution, a firmware update should be applied to the camera in order to bring it up to latest version.

Step 1: Connect the infrared camera to AC Power.

Step 2: Using the included USB cable, connect the infrared camera to a personal computer that is connected to the internet and also has SmartView Software installed.

Step 3: Open SmartView Software.

Step 4: If prompted, allow SmartView Software to be updated.

Step 5: Within five minutes of connection, SmartView Software will notify if there is a firmware update available for your infrared camera.

Step 6: Follow all directions a prompted and allow camera firmware to update.

If no notification is provided about an available update, there may not be one available at that time. It is recommended to connect and check for updates on a monthly basis. (This may resolve the issue if the reset did not, and/or add valuable new performance fixes and features.)

4. If the issue is still present, please consider contacting appropriate local Fluke Technical Support in your region who will try to provide further assistance and troubleshooting.