Basic Troubleshooting of Camera Performance and Operation Issues on the Fluke TiX560 and Fluke TiX520 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 a notification is not provided about an available update, one may not be 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.