

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.