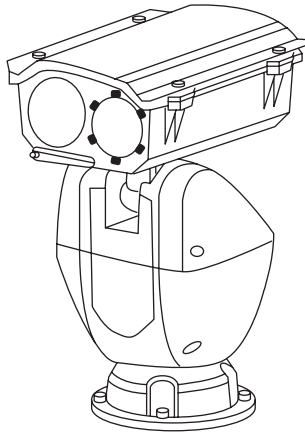




# DETECTIR 640 PTZ SERIES USER MANUAL

PLEASE READ THIS MANUAL BEFORE SWITCHING THE UNIT ON.  
IMPORTANT SAFETY INFORMATION INSIDE.



ICI cameras fall under US Federal Law and Export Control.

## Revision History

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07.2024-001 Document created

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# 1. Disclaimers

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## 1-1 Terms and Conditions

Warranty Terms and Condition of Sale are made available online at:

<https://infraredcameras.com/support/terms-and-conditions-of-sale/>

## 1-2 U.S. Government Regulations

This product may be subject to U.S. Export Regulations. Please send any inquiries to [support@infraredcameras.com](mailto:support@infraredcameras.com)

## 1-3 Copyright

© 2024, Infrared Cameras, Inc. All rights reserved worldwide. No parts of the software including source code may be reproduced, transmitted, transcribed or translated into any language or computer language in any form or by any means, electronic, magnetic, optical, manual or otherwise, without the prior written permission of Infrared Cameras, Inc.

The documentation must not, in whole or part, be copied, photocopied, reproduced, translated or transmitted to any electronic medium or machine readable form without prior consent, in writing, from Infrared Cameras, Inc. Names and marks appearing on the products herein are either registered trademarks or trademarks of Infrared Cameras, Inc. and/or its subsidiaries. All other trademarks, trade names or company names referenced herein are used for identification only and are the property of their respective owners.

## 1-4 Quality Assurance

Infrared Cameras, Inc. is committed to a policy of continuous development; therefore we reserve the right to make changes and improvements on any of the products without prior notice.

## 1-5 Customer Help

For customer help, visit:

<https://infraredcameras.com/support/>

E-mail:

[support@infraredcameras.com](mailto:support@infraredcameras.com)

## 2. User Notice

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### 2-1 Calibration

Annual calibration to the thermal camera is recommended. Contact customer service to schedule maintenance.

### 2-2 Accuracy

For very accurate results, we recommend that you wait a minimum of 5 minutes after you have started the camera before measuring a temperature.

### 2-3 Cybersecurity

After the products are connected to the Internet, they may face risks including but not limited to network attacks, hacker attacks, virus infections, etc. The company will not be responsible for the abnormal operation of the products and any loss or liability caused therefrom shall be at your own risk.

### 2-4 Disposal of Electronic Waste

Electrical and electronic equipment (EEE) contains materials, components and substances that may be hazardous and present a risk to human health and the environment when waste electrical and electronic equipment (WEEE) is not handled correctly.

Equipment marked with the below crossed-out wheeled bin is electrical and electronic equipment. The crossed-out wheeled bin symbol indicates that waste electrical and electronic equipment should not be discarded together with unseparated household waste, but must be collected separately.

All local authorities have established collection schemes under which residents can dispose of equipment at a recycling center or other collection points, or WEEE will be collected directly from households. More detailed information is available from the administration of the relevant local authority. Always dispose of waste in accordance with local, state, and federal regulations.



## 2-5 Intended Use

The DetectIR 640 PTZ Series cameras are equipped with an advanced thermal detector and a high-resolution visible module, designed for medium to long-distance observation. With its thermal imaging capability, the PTZ camera can capture objects in darkness or adverse weather conditions. This series is ideal for applications such as forest fire prevention, border and coastal defense, and other long-distance observation needs.

Environment of use: industrial and petrochemical buildings, electrical plants, security rooms, science labs, animal reserves as well as environmental conservatories, among others.

You agree that this product is for civilian use only, and shall not use applications that may infringe the rights of third parties, medical and safety devices or other applications where product failure may lead to life-threatening or personal injury, as well as weapons of mass destruction, chemical and biological weapons, nuclear explosions, unsafe use of nuclear energy, dangerous or humanitarian purposes. Any loss or liability caused therefrom shall be at the your own risk.

## 2-6 Manual Update

The user manual will be updated from time to time. To access the latest manuals, translations of manuals, and notifications, go to:

<https://infraredcameras.com/product-resources/>

The manufacturer reserves the right to alter the specifications of the product without prior notification. The manufacturer allows himself the right to modify without any preliminary opinion the technical specifications of the product.

## 2-7 Scope of Application

Infrared Cameras, Inc. issues generic manuals that cover several cameras within a model line.

This means that this manual may contain descriptions and explanations that do not apply to your particular camera model. This manual may contain technical inaccuracies or typographical errors.

## 2-8 Authoritative Versions

The authoritative version of this publication is English. In the event of divergences due to translation errors, the English text has precedence.

Any late changes are first implemented in English. Other languages may or may not be available.

## 2-9 Training

To read about infrared training, visit:

<https://infraredtraininginstitute.com/>



### 3. Safety Information

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- This device must be installed by qualified service personnel or system installation personnel.
- Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- Do not disassemble or modify the thermal device.
- Do not point the imager (with or without the lens cover) at intensive energy sources, e.g. devices that emit laser radiation, or the sun. This can affect the accuracy of the camera, and cause damage to the detector.
- Do not use the imager in an ambient temperature outside of the operation range. High/low temperatures can cause damage to the device.
- Prior to start of the device, make sure that the power supply is properly connected. If the power supply is connected incorrectly, the device may be damaged.
- Do not place any objects on the power cord, and do not place the device where the power cord can be easily touched.
- Do not get water or salt water on the device or permit the device to get wet. Damage to the device may occur.
- Remove any water or moisture on the device before you install it. Damage to the device may occur.
- Clean the case with a damp cloth and a weak soap solution. Do not use abrasives, isopropyl alcohol, or solvents to clean the case or lens/screen.
- Be careful when cleaning the infrared lens. Do not clean the infrared lens too vigorously. This can damage the anti-reflective coating.
- Avoid condensation. Taking the imager from cold to hot will cause condensation in thermal imager. To protect the imager, power on the device and wait until it becomes warm enough for the condensation to evaporate.
- Keep device out of reach of children.
- Storage: If you do not use the imager for a long period of time, put the device in a cool and dry environment. Store the device in an ambient temperature of -40 °C to 70 °C (-40 °F to 158 °F).
- This product is a precise electronic device that must be handled with care during use, storage, and transportation to prevent dangerous actions such as the device being hit by external force, or falling from heights.
- During transportation and storage the original packaging box must be used.
- Do not drop or throw the device.
- Do not put the product into a fire.
- It is recommended to calibrate the device(s) annually.

- If the device operates abnormally, please contact the supplier and do not dismantle the device on your own.
- Do not block the heat sinks to avoid heat accumulation.

**THE ENCAPSULATION RATING IS ONLY APPLICABLE WHEN ALL THE OPENINGS ON THE CAMERA ARE SEALED WITH THEIR CORRECT COVERS, HATCHES, OR CAPS. THIS INCLUDES THE COMPARTMENTS FOR DATA STORAGE, BATTERIES (IF APPLICABLE), AND CONNECTORS.**

## 4. Technical Specifications

### 4-1 Industrial Specifications

	Thermal Camera
Pixel Resolution	640 x 512
Accuracy	± 2°C (± 3.6°F) or ± 2%
Operation Range	-40°C to 70°C (-40°F to 158°F)
Storage Range	-20°C to 70°C (-4°F to 158°F)
Detector Array	UFPA (VOx)
Spectral Band	8 μm to 14 μm
Pixel Pitch	12 μm
Focus	Auto/Manual/One-shot auto
Pan/Speed	360° Continuous Rotate; 0.1°~100°/s
Tilt/Speed	-90°~+40°; 0.1°~60°/s
Measurement Distance	0.5 m - 4 m, step size 50 cm (1.6' - 13.12', step size 9.84")
Thermal Sensitivity (NETD)	< (40 mK) 0.04°C at 30°C (86°F)
Frame Rate	25 Hz
Humidity	≤ 90%, relative
Pixel Operability	> 99 %
Weight (without lens)	14 kg (30.86 lbs)
Power	24V DC; 75W
Interface	RJ45 Ethernet 10M/100M; audio: 1channel input, 1 channel output; alarm: 7-channel input, 2-channel output; 1-channel RS485
Protocols	TCP/IP, UDP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, RTP, RTSP, RTCP, IGMP, SMTP, NTP, QoS
Browser	IE8+, multi-language
Live Streaming	up to 20 channels

## SPECIFICATIONS SUBJECT TO CHANGE WITHOUT NOTICE

	Thermal Camera
User Management	Up to 20 users; 2 levels: Administrator and User
Video	2688×1520 (Visible); 1280×1024 (Thermal)
Video Format	H.264/H.265/MJPEG
Image Polarity	20 options
Emissivity Correction	0.01 to 1.0
Scan Modes	Preset/Pattern Scan/Patrol, Scan/Linear, Scan/Panorama Scan
Memory	Micro SD (up to 256 GB)
IP Rating	IP66; TVS 6000V Lightning Protection; Surge Protection; Voltage Transient Protection; Conform to GB/T17626.5 Grade-4 Standard

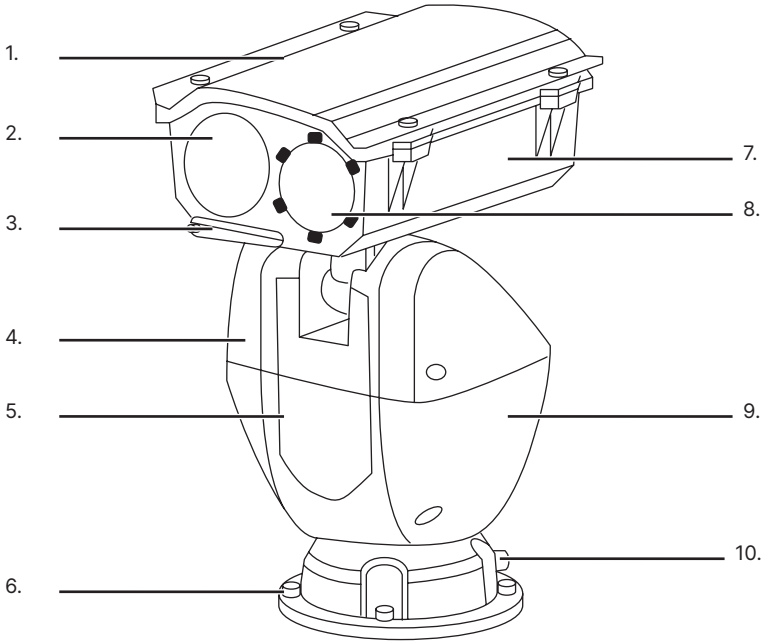
	Visible Camera
Pixel Resolution	2688×1520, 4 MP
Detector Array	2688×1520 (Visible); 1280×1024 (Thermal)
Video Format	1/1.8in CMOS
Focus	Auto/Manual/One-shot auto
Focal Length	6.5~240mm
FOV	61.8°×37.2°~ 1.86°×1.05°

**4-2 Lens Options**

Lens Options			
Focal Length	F#	FOV (HxV)	IFOV
25 mm-75 mm	F0.95~F1.2	17.5°×14.0°~5.9°×4.7°	1.077 mrad
75 mm	F1.0	5.9°×4.7°	0.737 mrad
100 mm	F1.2	4.4°×3.5°	0.560 mrad

## 5. Structure

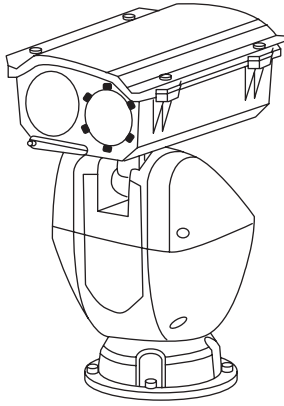
### 5-1 Appearance and Definitions of Housing Interface



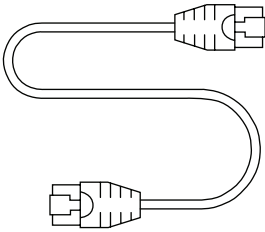
- |                  |                     |
|------------------|---------------------|
| 1. Sunshield     | 6. Base             |
| 2. Visible lens  | 7. Protective cover |
| 3. Wiper         | 8. Infrared Lens    |
| 4. Left PT cover | 9. Right PT cover   |
| 5. PT            | 10. Cable outlet    |

## 6. Package Includes

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DetectIR 640 PTZ device



Ethernet Cable



Waterproofing Kit



Software USB Drive

**ENSURE ALL SYSTEM EQUIPMENT AND COMPONENT ITEMS ARE PRESENT BEFORE BEGINNING INSTALLATION**

## 7. Quick Start Instructions

---

### 7-1 Tools

- Electric drill
- Expansion bolts
- Securing cables or straps

**ON PERSONAL INSTALLS, THE COMPANY PROVIDES ALL THE TOOLS AND EQUIPMENT REQUIRED TO SUCCESSFULLY COMPLETE THE INSTALLATION.**

**PROFESSIONAL INSTALLATION IS RECOMMENDED.**

**THE PTZ IS HEAVY, SO YOU MUST CHECK WHETHER THE PTZ CAN BE POWERED ON AND THE SELF-CHECK AND PTZ CONTROL IS NORMAL OR NOT. START INSTALLING AFTER ALL THE TESTS ARE NORMAL.**

**MOUNTING GUIDES VARY BY BRACKET. DO NOT DRILL HOLES BEFORE RECEIVING THE PACKAGE.**

### 7-2 PPE Equipment

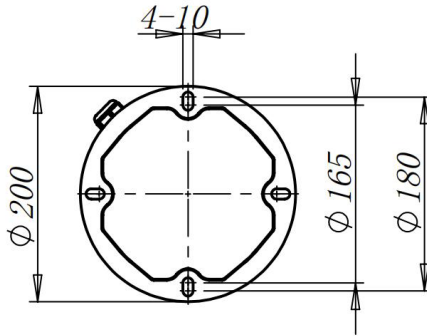
- Safety glasses
- Working gloves (recommended)
- Comply with all site PPE requirements

**MAKE SURE TRIPODS DO NOT BLOCK THE DIRECT PATH OF PERSON(S) TO BE IMAGED TO ENSURE THE EQUIPMENT WILL NOT BE MOVED OR KNOCKED DOWN. USING A DIVIDING BARRIER WILL HELP KEEP TRIPODS SEPARATE FROM THE PATH.**

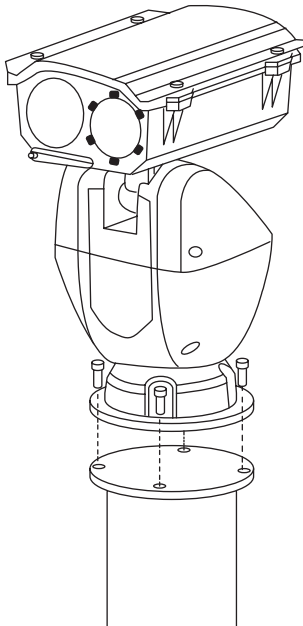


**7-3 Setup****A.**

Drill four mounting holes on the mounting surface according to the diagram.

**B.**

Affix the PTZ device to the bracket using the mounting screws.



## C.

Wire the PTZ device according to the pigtail cable diagram.

P1 Power AC 24V

P2 Ground

P3 Network (LAN)

P4 RS-485

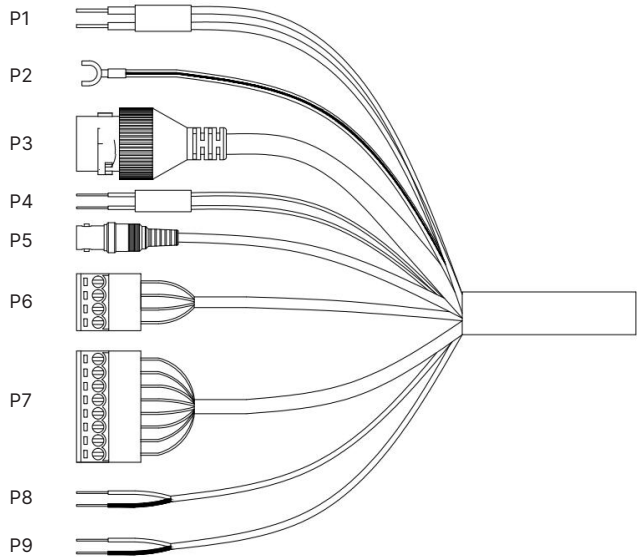
P5 Video (BNC)

P6 Alarm out (ALARM OUT)

P7 Alarm in (ALARM IN)

P8 Audio out (AUDIO OUT)

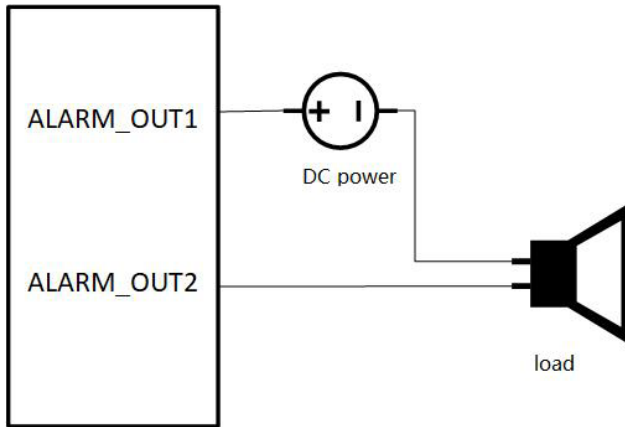
P9 Audio in (AUDIO IN)



**PIGTAIL CABLES VARY BASED ON THE PRODUCT MODEL.**

## D.

The camera can be connected with an alarm signal (0 ~ DC5V) input and switch output (no voltage).



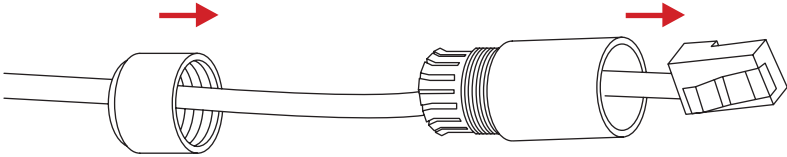
**AN EXTERNAL POWER SUPPLY IS REQUIRED WHEN CONNECTING THE ALARM APPARATUS.**

## E.

Use the waterproof tape to tightly wrap the wiring terminal and nearby cables. Continue wrapping until the wiring terminal and surrounding cables are fully covered with the waterproof tape.

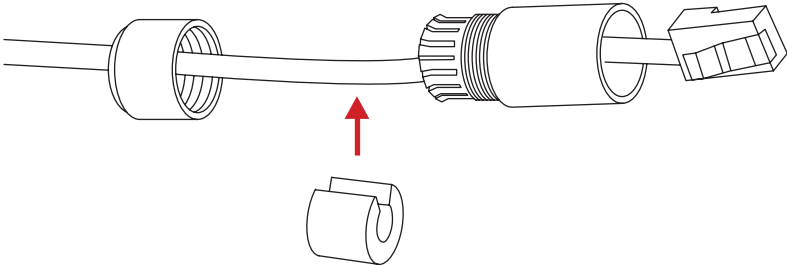
## F.

Thread the network cable through the fastening nut and then through the main body of the waterproof cover.



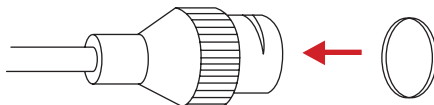
## G.

Break the waterproof rubber ring and place it on the network cable between the main body of the waterproof cover and the fastening nut.



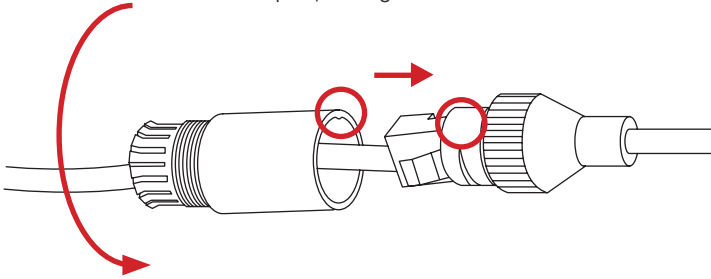
## H.

Insert the O-shaped rubber ring into the network port, then insert the network cable into the network port.



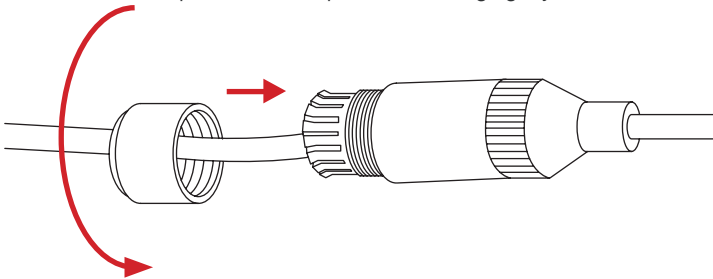
## I.

Align the notch of the network port with the buckle of the main body of the waterproof cover, put the main body of the waterproof cover into the end of the network port, and tighten it clockwise.



## J.

Insert the waterproof rubber ring into the main body of the waterproof cover; then, turn the fastening nut clockwise and press the waterproof rubber ring tightly.



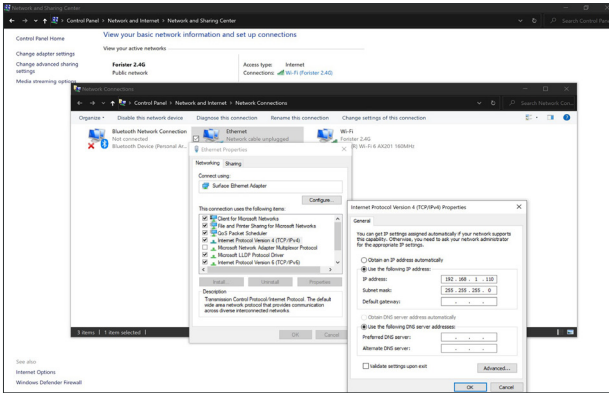
## K.

After installation, apply anti-corrosion paint to all fixed screws and nuts until it overflows, ensuring that the screw heads are completely covered.

## 8. Operation Instructions

### 8-1 IP Address Configuration

The DetectIR 640 PTZ comes configured with static IP address for the infrared camera. The infrared camera lies at 192.168.10.117. Connecting the computer requires setting the IPv4 settings of the Ethernet port to a static IP address in the same "Class C." We suggest applying 192.168.10.110 with a subnet mask of 255.255.255.0. There is no need to set a gateway as this is a direct connection from the computer to the cameras with no router.



Be sure the static IP address is set by doing the following:

1. Click on Windows icon.
2. Click on Settings.
3. Click on Network and Internet.
4. Click on Ethernet.
5. Click on Change Adapter Settings.
6. Right click on Ethernet and choose properties.
7. Double click on Internet Protocol Version 4 (TCP/IPv4) Properties.
8. The IP address should read 192.168.10.110. If it does not, click in the box and fill in the correct number.
9. The Subnet Mask should read 255.255.255.0. If it does not, click in the box and fill in the correct number.
10. Click Ok.

## 8-2 IR Flash Pro

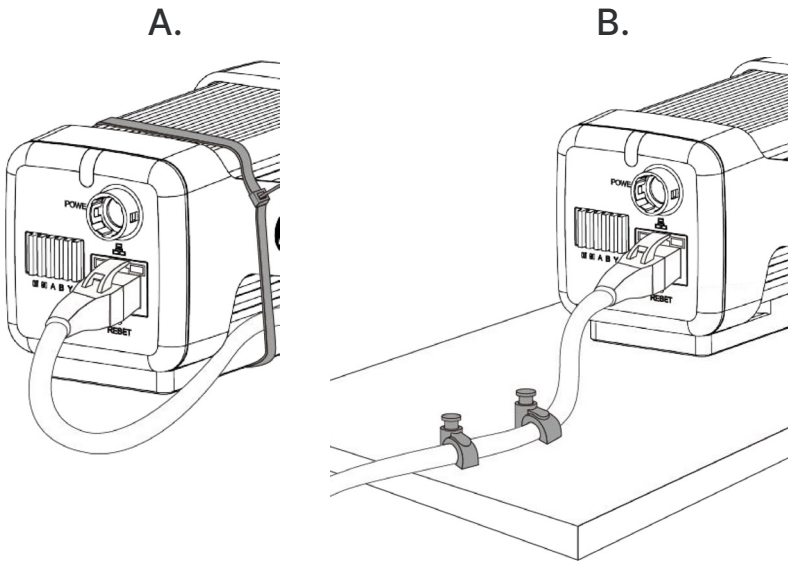
Software arrives installed on computers and tablets purchased from ICI as complete systems and it will launch automatically on startup. A copy of the software is provided on the Software USB Drive. Documentation can be found online on the IR Flash Pro web page under the Downloads section or at this address:

<https://infraredcameras.com/ir-flash-pro-manual/>

- **Processor:** Intel i5 Quad core or above
- **RAM:** 4 GB or above
- **OS:** Windows 8/8.1/10
- **Hard Drive:** 256 GB or above
- **Resolution:** 1920 x 1080

## 8-3 Cable Management

In installations where the camera is subject to vibrations or shocks the power cord may need an external cable management to avoid power port failure. The following images show two cable management solutions.



## 9. Cleaning and Maintenance

---

### 9-1 Cleaning the Germanium Lens

Do not use corrosive chemicals on the optical glass components. The germanium window surface is coated with anti-reflection coating. Dust, grease, and fingerprints will produce harmful substances and lead to a decline in performance, or cause scratches. If dirt is found, please use the following methods:

1. Use a blown balloon or a soft brush to clean the lens surface to avoid dust particles scratching the anti-reflection film on lens surface during the wiping process.
2. Use a soft cotton or microfiber cloth or lens wiping paper and dip in distilled water. Gently wipe the lens surface from the middle to the edge, paying attention to not crack the lens, or use too much liquid. If the lens is still not clean, replace the cloth and repeat the wiping process.

### 9-2 Disinfecting the Camera Surface

Do not use corrosive cleaning solutions on the optical glass components. It is recommended to disinfect the camera surface regularly with a non-corrosive sanitizing product. Follow the directions provided by the manufacturer of the cleaning solution. Adhere to the sanitation protocols and cleaning schedule set forth by the employer.

### 9-3 Device Calibration

It is recommended to have the device(s) re-calibrated annually. Contact customer service to schedule maintenance.

### 9-4 Storage

When the equipment is not in use, the device should be placed in a dust-free and moisture-free environment with a stable temperature and humidity.

**DO NOT USE CORROSIVE CLEANING SOLUTIONS ON THE OPTICAL GLASS COMPONENTS. DISINFECT THE CAMERA SURFACE REGULARLY WITH A NON-CORROSIVE SANITIZING PRODUCT.**

**CALIBRATE YOUR DEVICES ANNUALLY. CONTACT CUSTOMER SERVICE TO SCHEDULE MAINTENANCE.**



## 10. Radiometry

### 10-1 Introduction to Radiometry

The basic reason for employing image processing programs when analyzing IR images is to have a fast and comprehensive means to determine the information content of an image in numerical terms. Radiometry is considered the base from which to conduct this analysis.

Typically, converting the gray scale values to values of temperatures requires either a calibration of individual cameras or field calibration data. The method for calibrating images provided in this program is camera dependent because temperature calibration data is collected through an advanced calibration process at the factory and installed within the software program.

IR Flash Pro looks for a very specific file in its structure and mates that with the camera serial number automatically read by the program. If this software cannot match the camera to the calibration file, the user cannot perform temperature analysis on the data. Contact customer service if there is an issue.

**IF YOUR PACKAGE INCLUDES ADDITIONAL LENSES A SEPARATE CALIBRATION IS REQUIRED FOR EACH LENS. CONTACT CUSTOMER SERVICE IF THERE IS AN ISSUE.**

### 10-2 Radiometry Correction

The accuracy of temperature conversion is also dependent on the physics of the scene. These physical properties include humidity, emissivity and reflection of the target, the transmission in the intervening atmosphere, and the background/ foreground temperature within the scene.

Information for an image is stored in the Project Information/Zones area and can be retrieved by clicking the drop-down tab next to "Image". ROI data is stored under "Zones". The dialog box shown below allows users to offset potential errors by typing precise values into the input field next to the property:

Users can include data in reports. To toggle data on/off click the squares. Boxes are green when selected.

Image	
Zones	Min Avg Max
1	
<input checked="" type="checkbox"/> Name	1
<input checked="" type="checkbox"/> Min	36.4 °C
<input checked="" type="checkbox"/> Min Ref	
<input checked="" type="checkbox"/> Avg	38.3 °C
<input checked="" type="checkbox"/> Avg Ref	
<input checked="" type="checkbox"/> Max	38.8 °C
<input checked="" type="checkbox"/> Max Ref	
<input checked="" type="checkbox"/> Std Dev	26.204
<input checked="" type="checkbox"/> Emissivity	1.00
<input checked="" type="checkbox"/> Ambient	20.0 °C
<input checked="" type="checkbox"/> Distance	1m
<input checked="" type="checkbox"/> Humidity	50%

Use the input fields to enter information and numerical data.

**IMAGE DATA, I.E. INFORMATION FOR THE ENTIRE IMAGE, IS SEPARATE FROM REGION OF INTEREST DATA, INFORMATION STORED IN THE ROI CREATED BY THE USER. VISIT THE APPROPRIATE DROP-DOWN TAB TO INCLUDE PREFERRED INFORMATION IN THE REPORT.**

### 10-2-1 Detail Parameters

Name, Date, and Time information is automatically recorded and stored when an image is captured. Images have a default name of "XYZ\_IR" where "X" is a series of numbers. Users can enter notes in the Comments section. Location/GPS is captured if enabled.

### 10-2-2 Emissivity

Users are provided the capability to enter any value of surface optical property of the target surface deemed appropriate to the analysis. To set the emissivity enter a value from 0.01 to 1.0 in the input box.

The accompanying table gives the typical emissivity of important materials:

Material	Emissivity
Water	.96
Stainless steel	.14
Aluminum plate	.09
Asphalt	.96
Concrete	.97
Cast iron	.81
Rubber	.95
Wood	.85
Brick	.75
Tape	.96
Brass plate	.06
Human skin	.98
PVC plastic	.93
Polycarbonate	.80
Oxidized copper	.78
Rust	.80
Paint	.90
Soil	.93

**AS THE EMISSIVITY VALUE BECOMES LOWER THE ERROR BETWEEN THE ACTUAL SURFACE TEMPERATURE OF THE OBJECT AND THAT SHOWN BY THE CAMERA BECOMES GREATER. A GREAT DEAL OF ERROR CAN BE INTRODUCED INTO THE CALCULATION PROCESS IF YOU ARE NOT CAREFUL WITH THE EMISSIVITY SPECIFICATION.**

### 10-2-3 Ambient Temperature

The Ambient Temperature, which is often referred to as the background, is the temperature of the air surrounding the target object. This number can affect surfaces whose energy will hit the face of the target object and reflect from it into the camera's field of view.

Entering a numerical value in the appropriate input box will adjust the temperatures of an image accordingly.

### 10-2-4 Distance and Angle of Capture

Although distance usually will not affect the temperatures measured by the software it can be helpful to know the distance to the target location. Generally, the further away the IR sensor is from the target/background area, the less thermal contrast seen in the image.

Angles of reflection can also affect the contrast. This is significant because when the IR sensor is operated at low angles over water there may be no perceived thermal difference between the horizon and the water, i.e. the horizon can seem to disappear. Users can change their angle by changing where they stand or by attaching a camera to an unmanned aerial system.

While there is an input box for Distance there is not an input for Angle. Use the Comments section to create notes.

### 10-2-5 Humidity

Humidity remains in the atmosphere even on bright days. Water of all three states can be found naturally in the atmosphere: liquid (rain, fog, and clouds), solid (snowflakes, ice crystals), and gas (water vapor). Water in any state is an obstacle to accurate temperature measurements. When the wave passes through the water particles, a part of its energy is absorbed and a part is scattered. Therefore the electromagnetic wave is attenuated.

Users can correct for atmospheric attenuation due to humidity by defining the value using the input field.

Users can include data in reports. To toggle data on/off click the squares. Boxes are green when selected.

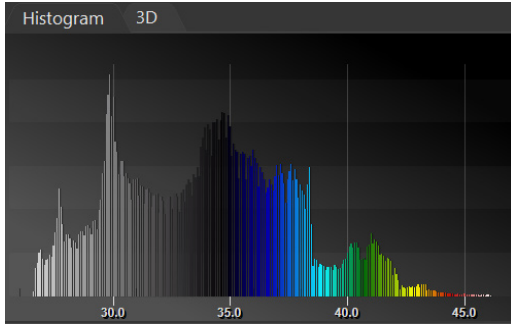
Image	
Zones	
	Min Avg Max
1	
<input type="checkbox"/> Name	1
<input type="checkbox"/> Min	36.4 °C
<input type="checkbox"/> Min Ref	
<input type="checkbox"/> Avg	38.3 °C
<input type="checkbox"/> Avg Ref	
<input type="checkbox"/> Max	38.8 °C
<input type="checkbox"/> Max Ref	
<input type="checkbox"/> Std Dev	26.204
<input type="checkbox"/> Emissivity	1.00
<input type="checkbox"/> Ambient	20.0 °C
<input type="checkbox"/> Distance	1m
<input type="checkbox"/> Humidity	50%

Use the input fields to enter information and numerical data.

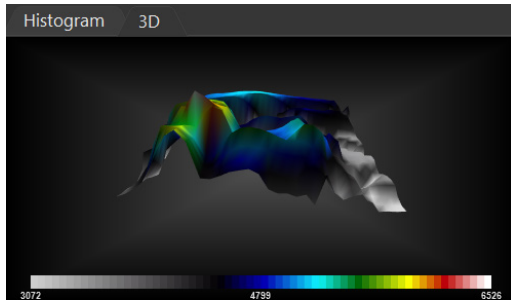
### 10-3 Histograms & Graphs

The bottom right corner of the screen plots image information in the form of a histogram or a 3D rendering. It also allows users to visualize the temperature data over time for any/all ROIs placed on the image; the last image below shows a plot for three Regions of Interest.

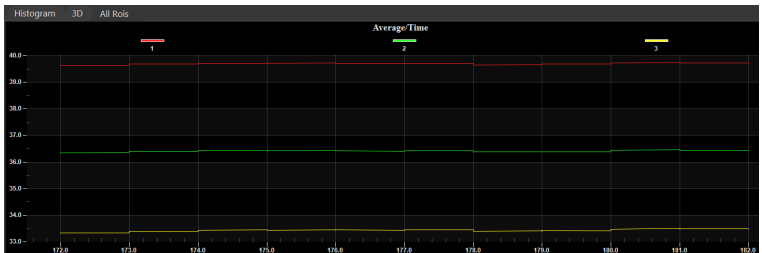
Histogram



3D Rendering



Data Over Time (ROI)



## 11. Troubleshooting

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If the user encounters any problems while using the imager, refer to the following options. If the problem persists, disconnect the power and contact the customer support department.

### 11-1 Camera(s) not showing, camera(s) lagging, or software crashing

- Close and reopen software
- Reconnect power & Ethernet cables
- Ensure that camera has been powered on for a few minutes
- Verify that static IP address is correct:
  - Default IPv4 of 192.168.10.110
  - Default subnet mask of 255.255.255.0
- Restart computer
- Verify that correct software is installed
- Uninstall & reinstall software, running as administrator
- Verify that firewall is not blocking software
- Try newer or different version of IR Flash Pro software

### 11-2 Thermal imager shuts off unexpectedly

- Reconnect power & Ethernet cables
- Check whether the power supply voltage is between 10 and 36V
- Restart computer

### 11-3 No thermal image

- Open the lens cap
- If lens is foggy, use professional equipment to clean the lens

### 11-4 Camera out of focus

- Use the focus settings in the software after aiming the thermal device at the subject of interest
- Performance NUC operation using the software

**11-5 Unclear or dark visible images**

- Turn on lights in imaging area
- If lens is foggy, use professional equipment to clean the lens

**11-6 Temperature readings are incorrect**

- Turn off the device; then, turn it back on
- Ensure the device has sufficiently acclimated to the environment before taking measurements
- Device is at proper height
- Ensure device is in focus
- Adjust emissivity
- Adjust for ambient temperature
- Perform a NUC operation
- Reconnect power and Ethernet cables
- Ensure the camera has been powered on for several minutes
- Restart the Computer
- Ensure the camera is away from direct sunlight or reflective light
- Try newer version of IR Flash Pro software

**11-7 Network recognized but not connected**

- Change the network configuration according to the manual

## 12. About ICI

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ICI manufactures complete systems and software. We can provide complete engineering, software, and OEM solutions. Our Fortune 500 clients rely on us for infrared equipment and thermography training (which we offer through the Infrared Training Institute).

In addition to providing custom germanium, silica, and sapphire optics, we also build windows for enclosures, as well as custom pan and tilt units. We can even provide customizable explosion-proof systems.

Our knowledge and experience stems from years of using infrared imaging and temperature measurement instruments to provide solutions to: managers, engineers, scientists, inspectors and operators in space, power companies, medical, pulp and paper, food industry, research and development, and various process industries. You can see our products and services used in industrial, commercial, and government applications worldwide. Additionally, our ICI 7320 was awarded "Product of the Month" by NASA\*. Originally named Texas Infrared (still DBA), Infrared Cameras, Inc. has been in business since March, 1995.

Thank you for your dedicated and continued support.

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You may reach a customer care representative by phone or email during regular business hours: Monday – Friday 8:00AM - 5:00PM CST.