

HIKMICRO B Series Handheld Thermal Camera (V5.5.72)

Release Notes

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The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the HIKMICRO website (www.hikmicrotech.com/).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

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1 Introduction

The handheld thermal camera is an ideal solution which provides accurate touch-free temperature measurement and heat distribution image display for electrical predictive maintenance, building inspection, HVAC inspection, manufacturing monitor, etc. HIKMICRO's handheld thermal cameras have been used widely in detecting temperature anomalies before detecting radiator efficiency for HVAC inspection, searching for heat loss in buildings, finding hot spots and invisible defects on mechanical or electrical systems that could indicate a potential problem. They are also used for surveying areas that are hard to reach with conventional measurement tools.

This document introduces optimizations in V5.5.72 of B Series.

Version information

Item	Description
Firmware Version	V5.5.72 build 241218
Algorithm Version	V2.1.8_build20230810
Models	FB21, BX20

More information

- Mobile Client: HIKMICRO Viewer (only for the camera models with **Wi-Fi** and **Hotspot**)
  https://www.hikmicrotech.com/en/industrial-products/hikmicro-viewer-software/
- PC Client for analysis and report: HIKMICRO Analyzer
  https://www.hikmicrotech.com/en/industrial-products/hikmicro-analyzer-software/ or contact our technical support.
- PC Client for USB Cast Screen: UVC Client
  https://www.hikmicrotech.com/en/industrial-products/uvc-client/ or contact our technical support.
- Welcome to visit our website and see more Compatibility Lists.
  https://www.hikmicrotech.com/en/support/download-center/compatibility/

Upgrade camera with USB

Before upgrading your camera, make sure:

- Fully charge your camera
- Auto Power-off function is turned-off to avoid accidental suspension during upgrading.

1. Download new firmware from our website (*https://www.hikmicrotech.com/en/industrial-products/b-series-handheld-thermal-imager/*), and save it to your PC.
2. Use supplied USB cable (USB-C to USB-A) to connect the device to PC.
3. Open the detected disk on your PC.
4. Unzip the firmware, and copy and paste the .dav file to the root directory of the disk.
5. Disconnect the device from PC and reboot the device to start upgrading automatically. The upgrading lasts several minutes, please wait for the process to complete.

2 Optimizations

- Default **Temperature Range** is set to **Auto Switch**.
- This new version allows to lock the **Live View** interface by holding the trigger for seconds.



Figure 2-1 Locked Live View Interface

BX20 is NOT included.

- When the user restarts, reboots or resets the camera, the default palette mode changes to **Basic**.

BX20 is NOT included.

3 FAQ on Upgrade

3.1 Why my PC failed to detect the camera as a USB drive?

Check the following items:

- Use a good quality USB-C to USB-A cable to connect your PC to your camera. The supplied USB cable is recommended. Normally, a cable should be able to charge a camera and transfer data.
- Select **USB Drive** as the USB mode.
- Keep the camera powered on.

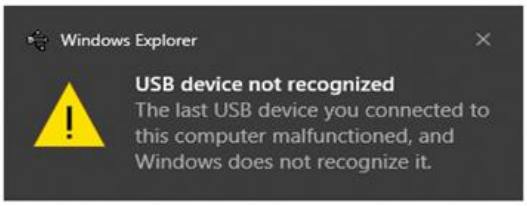
3.2 What should I do when my PC notifies power surge on the USB port?



Check the following items:

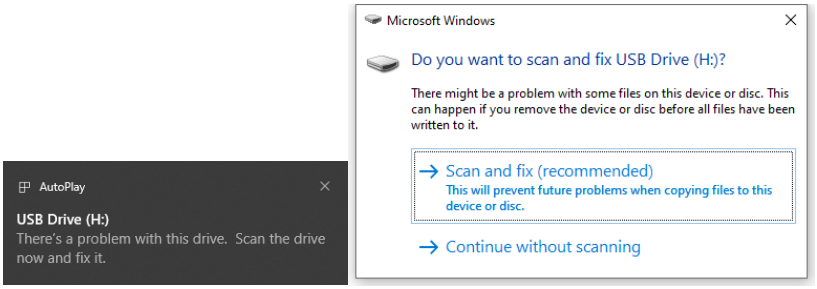
- When you are looking for an adapter of USB-C to USB-A, please choose an unpowered hub. A powered hub such as Surface Dock Station is not compatible.
- If you are using a built-in USB PowerShare port in your PC, please try another port.

3.3 What should I do when my PC notifies USB device not recognized?



In most cases, it does not affect use. You can just ignore the prompt and find the detected USB drive in **This PC**.

3.4 What should I do if my PC notifies the USB drive has a problem to be fixed?



Some Windows computers will scan a USB drive when it is connected, and show the error. Click scan and fix, Windows will confirm the drive is fine and connect to it. You can also skip scanning and find the detected USB drive in **This PC**, which does not affect use in most cases.



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