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How to collect raw data for thermal camera

Purpose

When thermal's image displays exception, it needs you to collect some information for further check.

Preparation

1. *Download the RawDataCaptureTool.*

Note:

Tool can be found on FTP. The path: /17 Thermal/Product support/04 Tool/

Steps:

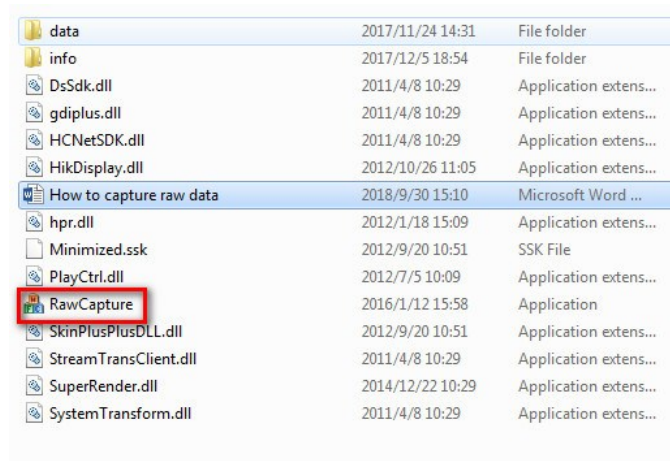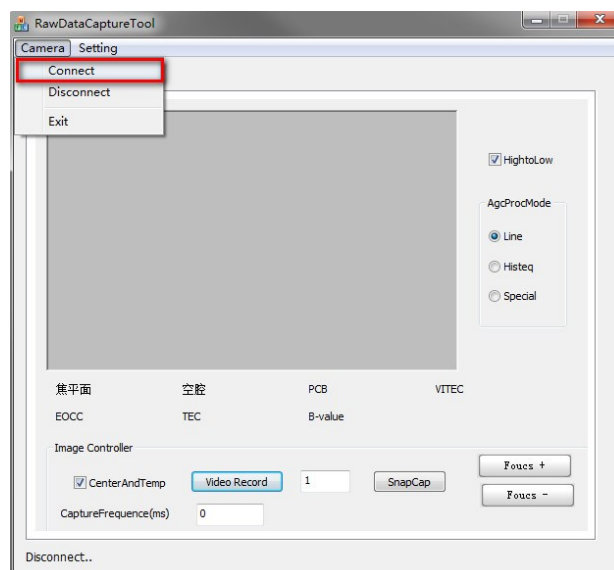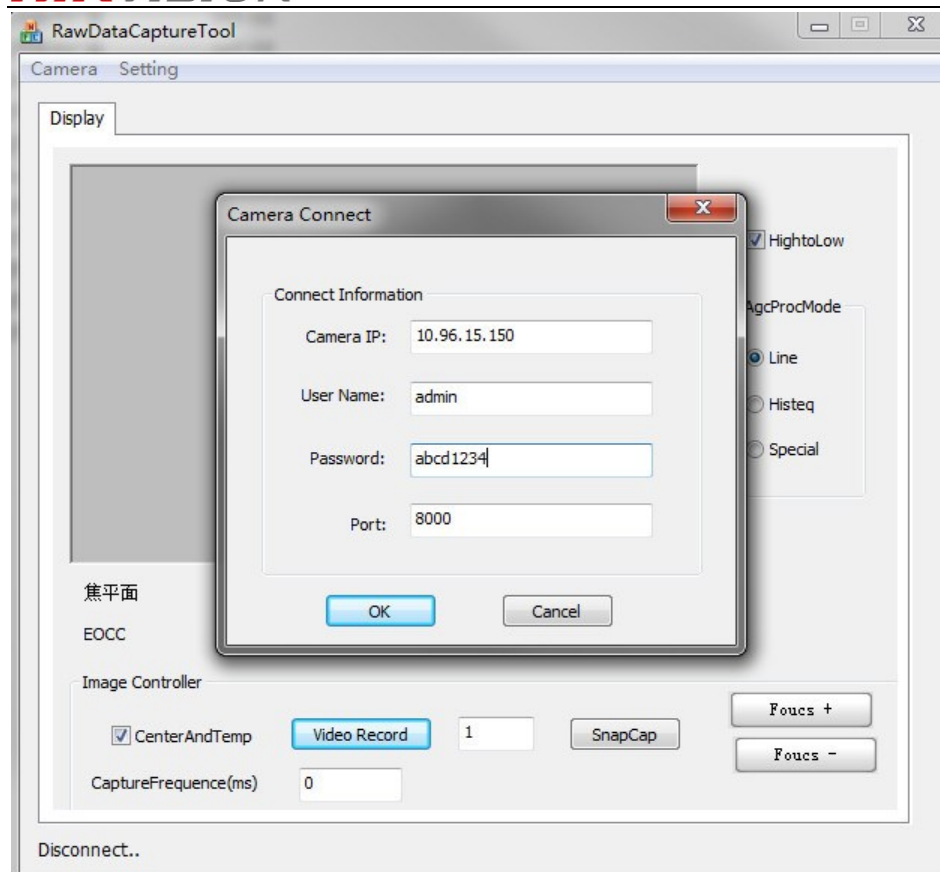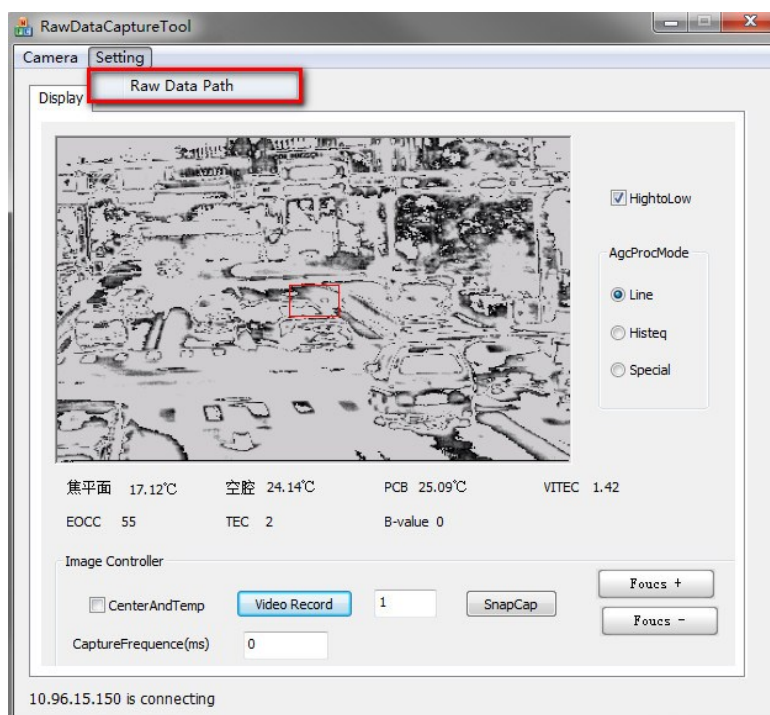1. *Select RawCapture.exe and run it.*
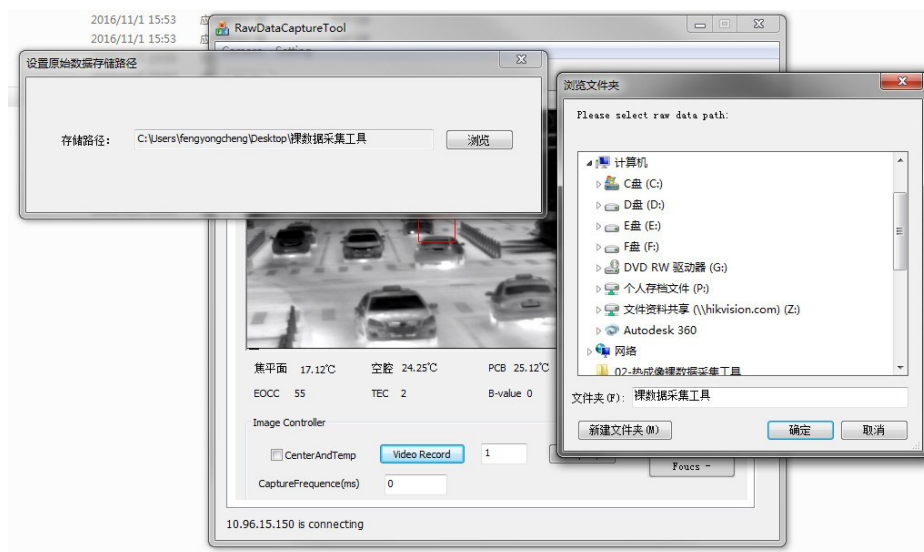

Figure 1

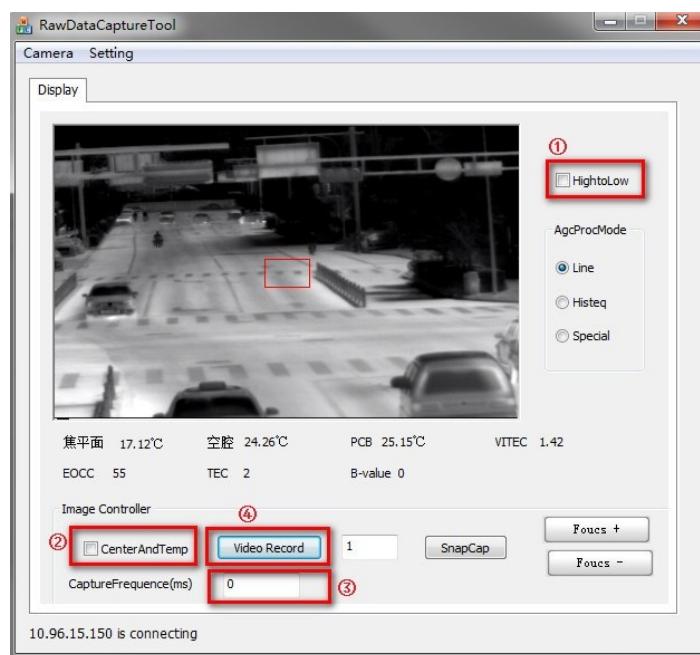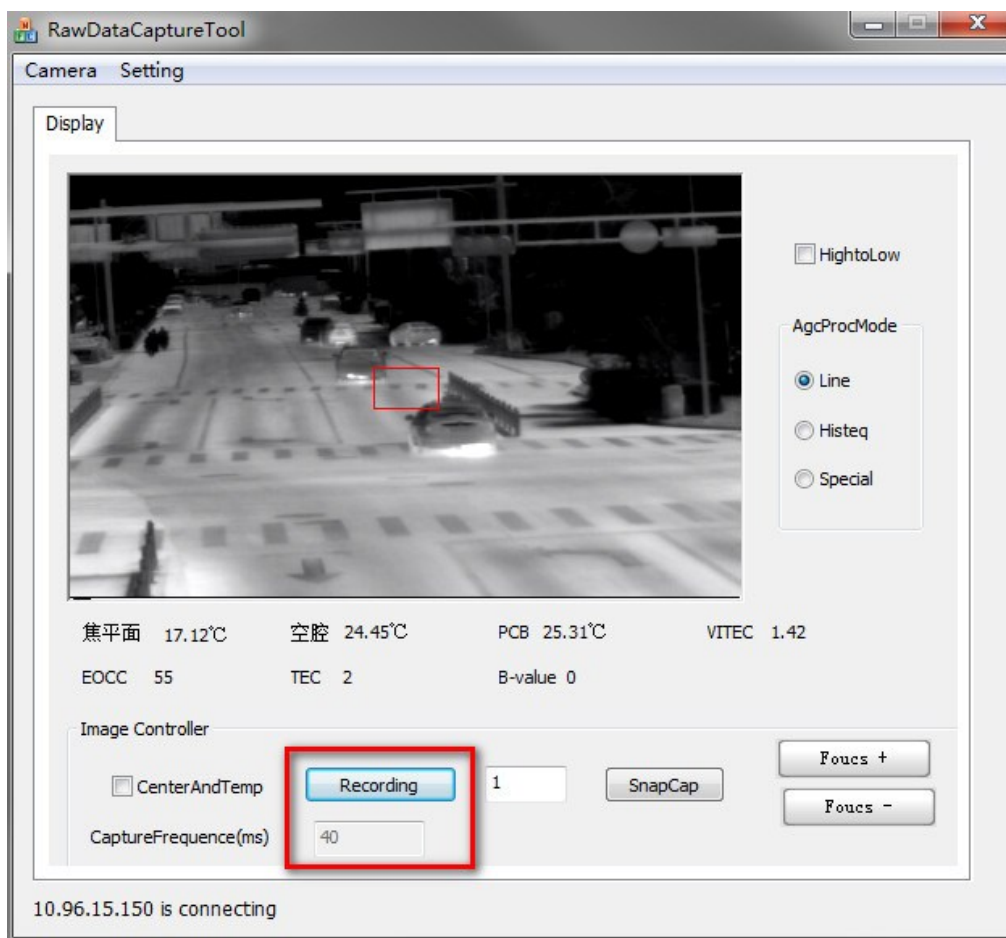2．*As the Figure2 shown,* connecting the device and login it*.*

3．Click Setting→Raw Data Path to choose the saving path.

4. Uncheck ① & ② and make sure the value of ③ is 0.
   Click ④ Video Record button to start, finally click this button again to stop.

5. Go to the saving path, send the following file to us.

Name	Date modified	Type
Record_20180930170134	2018/9/30 17:01	File

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