

# 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.

🍌 data	2017/11/24 14:31	File folder
鷆 info	2017/12/5 18:54	File folder
🚳 DsSdk.dll	2011/4/8 10:29	Application extens
🚳 gdiplus.dll	2011/4/8 10:29	Application extens
🚳 HCNetSDK.dll	2011/4/8 10:29	Application extens
🚳 HikDisplay.dll	2012/10/26 11:05	Application extens
How to capture raw data	2018/9/30 15:10	Microsoft Word
🗟 hpr.dll	2012/1/18 15:09	Application extens
Minimized.ssk	2012/9/20 10:51	SSK File
PlayCtrl.dll	2012/7/5 10:09	Application extens
RawCapture	2016/1/12 15:58	Application
SkinPlusPlusDLL.dll	2012/9/20 10:51	Application extens
StreamTransClient.dll	2011/4/8 10:29	Application extens
🚳 SuperRender.dll	2014/12/22 10:29	Application extens
SystemTransform.dll	2011/4/8 10:29	Application extens

Figure 1

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

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3. Click Setting  $\rightarrow$  Raw Data Path to choose the saving path.

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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.

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

Name	<u>^</u>	Date modified	Туре
Record_20180	0930170134	2018/9/30 17:01	File

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