



HIKMICRO M Series  
Handheld Thermal Camera **(V5.5.49)**

**Release Notes**

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([www.hikmicrotech.com/](http://www.hikmicrotech.com/)).

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

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# Chapter 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 new features and optimizations in V5.5.49 of M series cameras.

## 1.1 Version Information

Item	Description
Firmware Version	V5.5.49 build 230628
Algorithm Version	V2.1.6 build 20230315
Models	M11(W), M20(W)
Mobile Client	HIKMICRO Viewer, V2.0.0 and later versions
PC Client	HIKMICRO Analyzer, V1.3.1.5 build230626

## 1.2 Upgrade Device with USB

Before upgrading your device, make sure:

- Device battery is fully charged.
- USB Cast Screen function is turned off.
- Auto Power-off function is turned-off to avoid accidental suspension during upgrading.
- A memory card has been installed to device.

Step 1 Download new firmware from our website (<https://www.hikmicrotech.com/en/industrial-products/m-series-handheld-thermal-imager/>), and save it to your PC.

Step 2 Use supplied USB cable (USB type A to USB type C) to connect the device to PC.

Step 3 Open the detected disk on your PC.

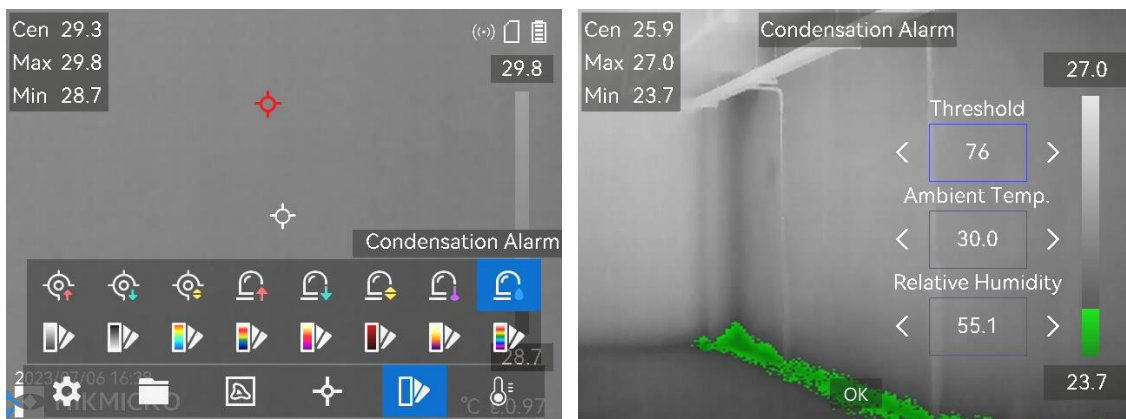
Step 4 Unzip the firmware and copy the .dav file to the root directory of the disk.

Step 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.

## Chapter 2 New Features

### 2.1 Condensation alarm for surface moisture detection

M11(W) and M20(W) of V5.5.49 offer condensation alarm for surface moisture detection. Condensation alarm helps to find areas with potential moisture problems by marking the surface where the relative humidity exceeds the set threshold with green.



Step 1 Select **Palettes** from the main menu.

Step 2 Tap on  .

Step 3 Adjust ambient temperature, air relative humidity and humidity threshold for the alarm.

- **Threshold:** The surface humidity threshold. Anywhere with higher humidity in the scene is marked with green.
- **Ambient Temp. and Relative Humidity:** The ambient temperature and relative humidity of the environment around the target. The parameters help the device calculate target humidity more accurately.

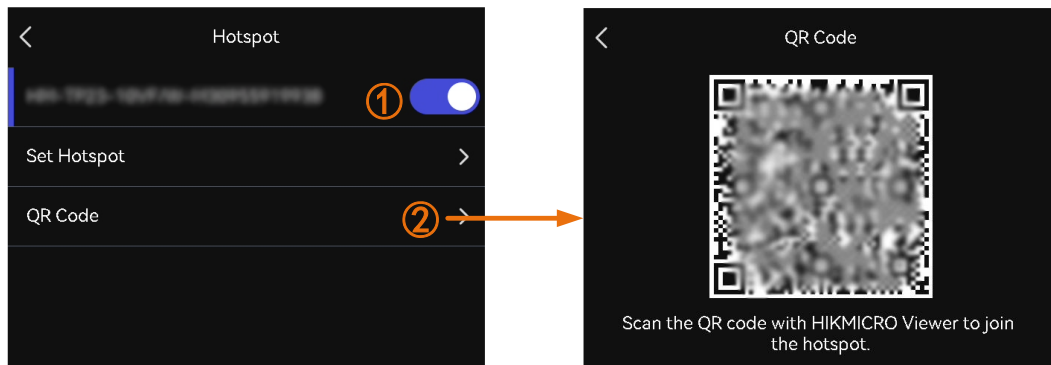
Step 4 The ambient temperature and relative humidity change as your location and weather condition change. Check and reset the parameters every time of using.

### 2.2 Connect to HIKMICRO Viewer by QR code scanning

M11(W) and M20(W) of V5.5.49 can quickly connect to HIKMICRO Viewer by scanning an embedded QR on device, saving your time of discovering, setting and inputting password of the hotspot.

Step 1 To use the function, you should first upgrade your HIKMICRO Viewer to the latest version (V2.0.0 and newer version) that supports QR code scanning.

Step 2 Turn on the camera's Hotspot function and display the QR code for scanning.



Step 3 Run the HIKMICRO Viewer, and scan the QR code with its scanning function.



**Note**

If scanning fails, follow the APP instruction to try other methods.

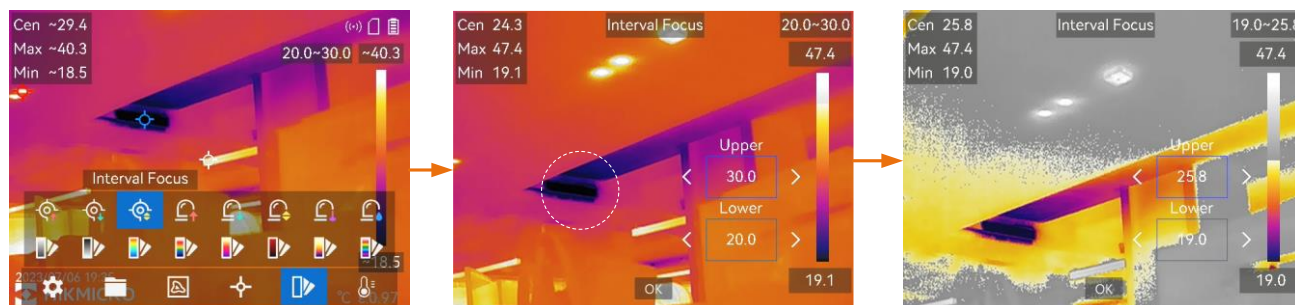
## Chapter 3 Optimizations

HIKMICRO M series handheld thermal cameras have been optimized to improve your experience.

### 3.1 One-tap temperature setting for focus mode palette

In this version, when setting focus mode palette, temperature threshold can be automatically read and input by tapping on an interested area on the screen. The camera analyzes temperature of the selected area and returns a temperature range to best display its details.

To set the focus mode palette quickly, it is recommended to 1) tap on an interested area; 2) fine tune the upper and/or the lower temperature threshold.



Step 1 Select **Palettes** from the main menu.

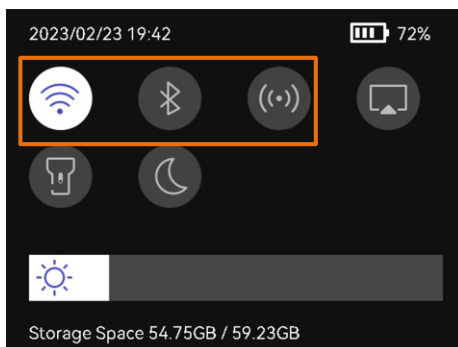
Step 2 Tap the icons to select a palette type.

Step 3 Tap on the screen to select an area of interest. The device automatically adjusts the upper and lower temperature limit of the selected scene.

Step 4 Press  $\Delta$  and  $\nabla$  to select between upper limit and lower limit. Press  $\triangleleft$  and  $\triangleright$  to fine-tune the temperature.

### 3.2 Quick Functions Configuration via Swipe-down Menu

M11(W) and M20(W) of V5.5.49 offer quick function configuration for Wi-Fi, Hotspot, and Bluetooth. Tap and hold the Wi-Fi, Hotspot, or Bluetooth icon in swipe-down menu to jump to the corresponding configuration interface.



### **3.3 More Optimizations**

- Save Visual Image: The default visual image resolution is adjusted to 8 MP in this version.
- Optimized on-screen keyboard to improve user experience.

## Chapter 4 FAQ on Upgrade

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

Check the following items:

- Use a good quality type A to type C USB cable to connect your PC to your camera. The supplied cable is recommended. Normally, a cable should be able to charge a camera and transfer data.
- Keep USB Cast Screen function off.
- Keep the microSD card inserted and do not remove it during connection.
- Keep the camera powered on.

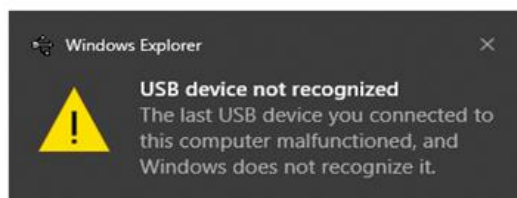
### 4.2 What should I do when my PC notifies power surge on the USB port?



Check the following items:

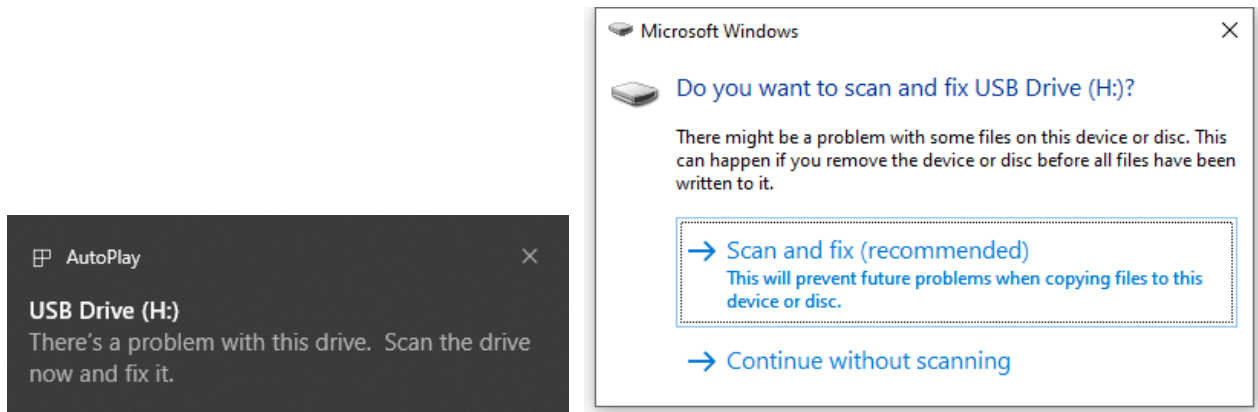
- When you are looking for an adapter of USB type C to USB type A, please choose an unpowered hub. A powered hub such as Surface Dock Station is not compatible.
- If you are using a built-in USB PowerShare port in your PC, please try another port.

### 4.3 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**.

## 4.4 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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