



# TXS FAQ

This FAQ provides additional documentation for your TXS thermal imager. It contains the most frequently asked questions and recommended procedures for camera maintenance and use.

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## How do I customize the startup screen?

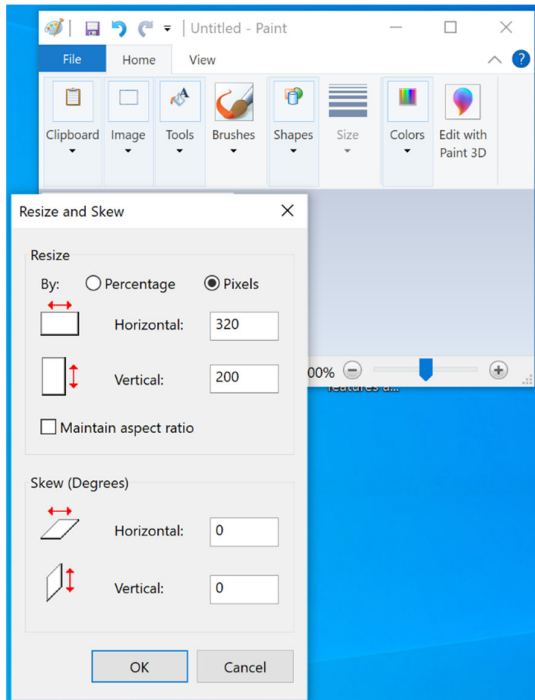
The TXS allows to customize the startup screen with an image of choice. This may help identifying imagers from your company when working together with other departments. When deploying large fleets, it may also be practical to use a different startup screen for every apparatus, or even personalize the image per seat for quick identification.

### How to prepare the image?

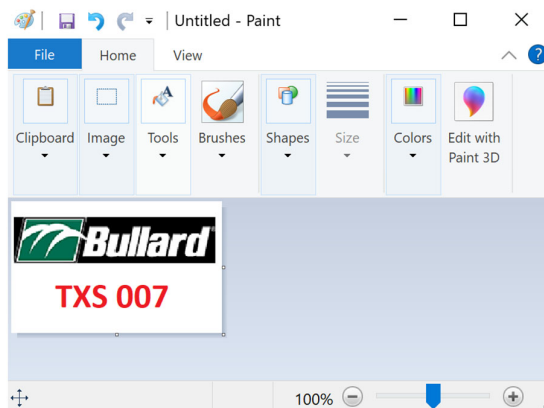
The TXS only accepts BMP files with a width of 320 pixels and a height of 200 pixels. There are many ways and software programs that allow you to create such an image, here we will provide an example with MS Paint, a simple image editing tool that can be found on any Windows PC.

1. Open MS Paint

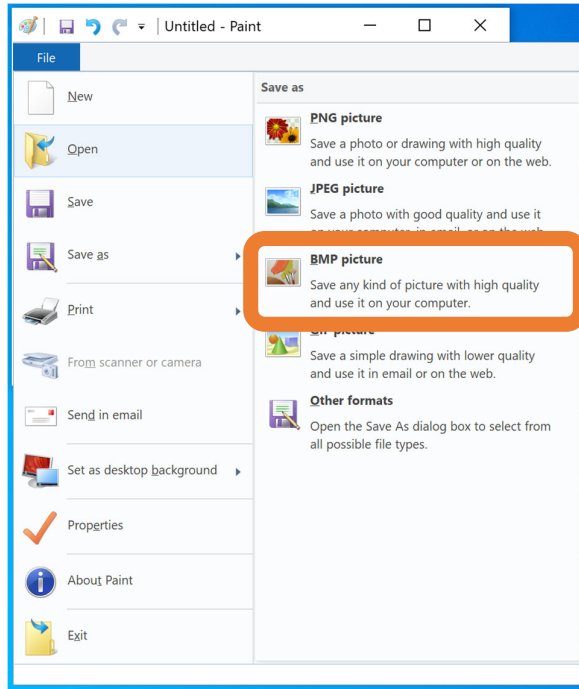
2. Click on Image -> Resize; and change the pixels to 320x200. Ensure that 'Maintain aspect ratio' is not active!



3. Prepare your artwork, you can copy your logo from elsewhere and add a text or use advanced drawing features.



4. Save the image as a **splash.bmp**  
**WARNING: Do not just change the filename from another file format (e.g. PNG or JPG) to BMP. It is essential to use 'save as BMP' from Paint or another image editing program.**



5. Remember the filename and location and continue to the next step.

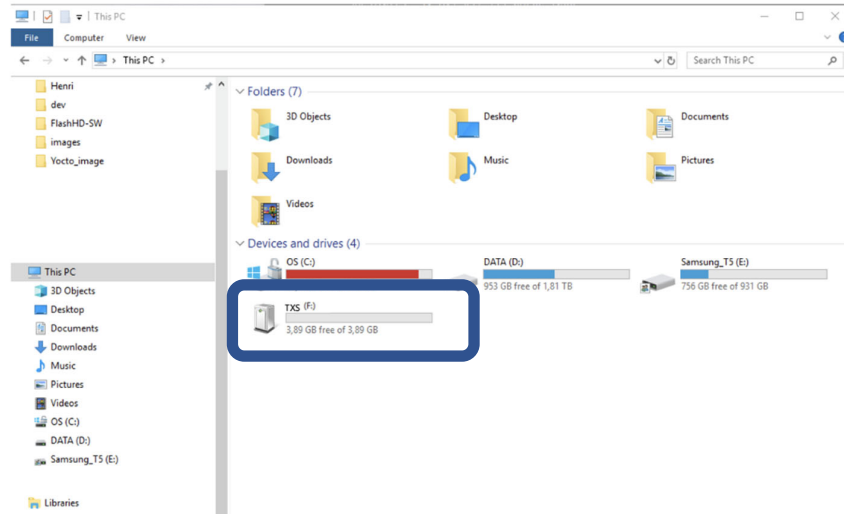
How to install the customized startup screen to the imager.

Follow the steps below to change the startup screen:

1. Connect the USB cable to the PC
2. Connect the USB cable to the camera USB



3. Turn the camera ON
4. A mass storage device should appear named **TXS** with folders inside:



- a. Recordings
- b. Update
- c. Configuration
- d. Logs
- e. Splash

**Important note:**

- Only BMP format is accepted
  - Splash screen size is:
    - Width: 320
    - Height 200
  - **The filename must be named splash.bmp**
  - See the previous section how to prepare such an image.
5. Navigate to the Splash folder
  6. Locate the image you want to use on your computer, and copy the .bmp file into the Splash folder.
  7. **Eject the mass storage device from the computer**
  8. Turn OFF the camera
  9. Turn ON the camera
  10. On the **next** boot, the new splash screen will be used

**The startup screen is not shown!**

Common issues when loading the splash screen on the imager are:

- The image should be named splash.bmp - Windows may not show the filename extension and a risk while renaming the file is naming it **splash.bmp.bmp**. Click right on your image, and see under Properties if the name is **splash.bmp** and

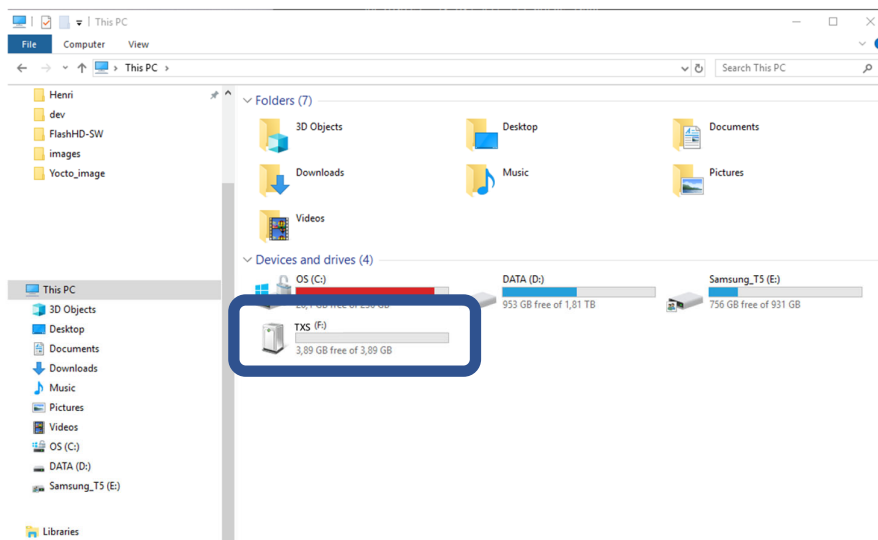
not `splash.bmp.bmp`. If the latter is the case, just rename the file and remove the `.bmp`

## How to change camera units from Fahrenheit to Celsius and vice versa

1. Connect the USB cable to the PC
2. Connect the USB cable to the camera USB



3. Turn the camera ON
4. A mass storage device should appear named `TXS` with folders inside:



- a. Recordings
- b. Update
- c. Configuration
- d. Logs

- e. Splash
5. Navigate to the **Configuration** folder
6. Inside the Configuration folder, create a text file:
  - a. To configure the camera in Celsius, create a text file named C.txt
  - b. To configure the camera in Fahrenheit, create a text file named F.txt
  - c. The complete filename MUST be C.txt or F.txt
  - d. The content of the file does not matter
  - e. The file will be deleted after a successful configuration
7. Be very careful in Windows : If you create a 'text file' it already has an invisible txt extension (the filename will become C.txt.txt), so you only have to call it 'C' and the txt will be there (the icon will be a 'text icon').
8. **Eject the mass storage device from the computer**
9. Turn OFF the camera
10. Turn ON the camera

### Blue screen on startup in extreme cold

The TXS has been designed and tested for an extremely wide temperature range, but in rare cases, or with older batteries, it can suffer from a lack of current on startup and give a blue screen. If this blue screen occurs:

- Try to warm up the imager
- Reset the imager (20s button press, or take the battery out and place it back in)
- The TXS should start up as normal

### XSCHARGER flashes red/green

The charger has entered a fault state, likely due to a (short) communication error with the battery. How to fix this:

- Take the battery pack (or TXS) of the charger for 20s and put it back on
- OR click the reset button on the charger to go through a power cycle