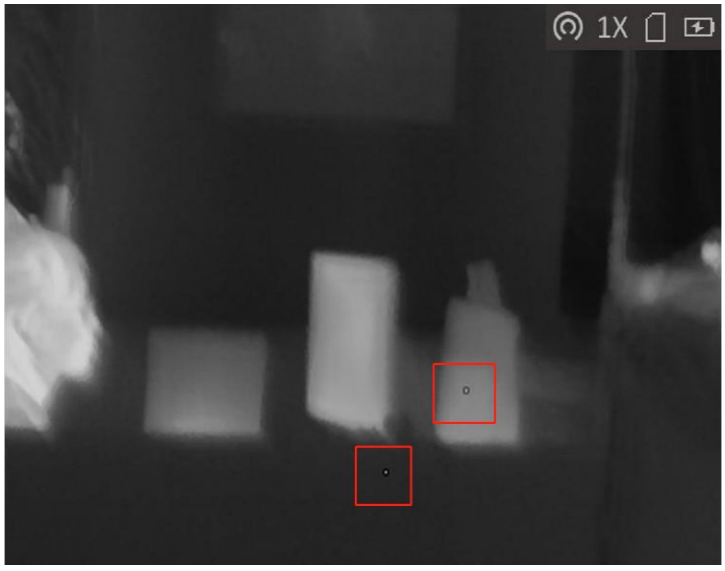
How to Use ThermalCameraConfigTool to Fix Pixel Failure of Binocular Camera

1. Issue Phenomenon

During the use of outdoor thermal camera, defective pixels may appear. Shown as the picture below. First snap is the defective pixel in uniform image, second is the defective pixels in the actual scene.



Pixel defect refers to the pixels that cannot display the image on the monitor screen

when the outdoor thermal camera is in normal working condition, generally divided into bright spots and dark spots. The bright spot refers to the white bright spot that never goes out under any background of the screen. Dark dots refer to black dots and grey dots displayed on a white or grey background.

2. The Cause of this Issue

During the use of outdoor thermal camera, defective pixels may be generated due to the unstable environment and improper operation, like robust collision or unexpected falling. For this issue, the manufacturer reserves the DPC function to help customers solve it on their side, with no need of sending device back to RMA.

3. Solution

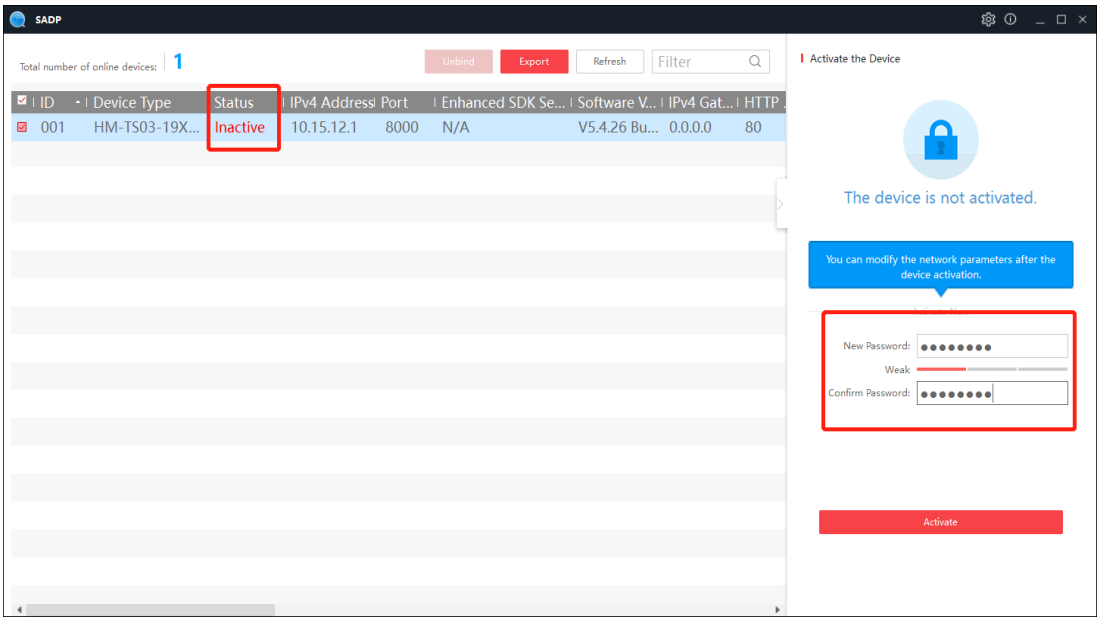
We can use ThermalCameraConfigTool to do the DPC. The specific method is as follows:

1） Enable Hotspot function for the device and make sure your PC connecting the Hotspot (name is HIK-IPTS Serial Number, password is the serial number).

2） Open the SADP tool to search the device, then you need to activate it, set login password (for connecting ThermalCameraConfigTool) and confirm it, then click “Activate”.

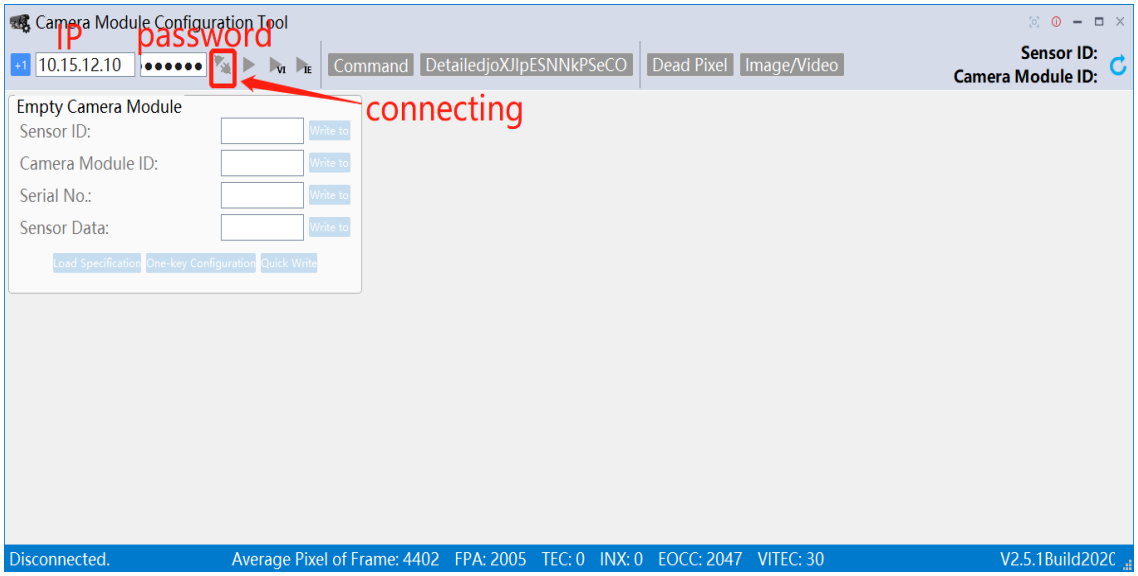
Download and install SADP tool for windows by the following link:

https://www.hikvision.com/en/support/tools/desktop-tools/sadp-for-windows/



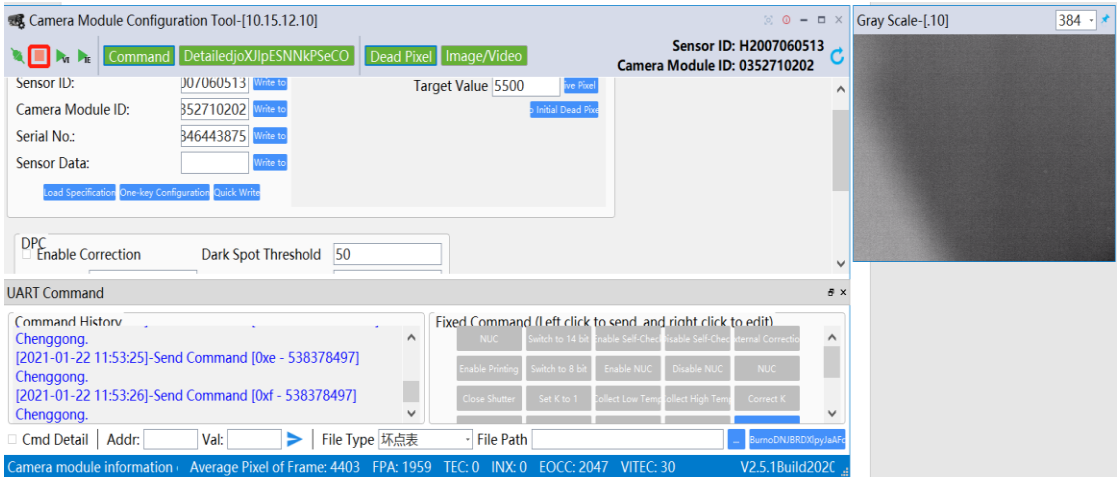
3） In last step, when we searched the device, it also show us the device’s IP.

Next, we open the ThermalCameraConfigTool to connect with device.

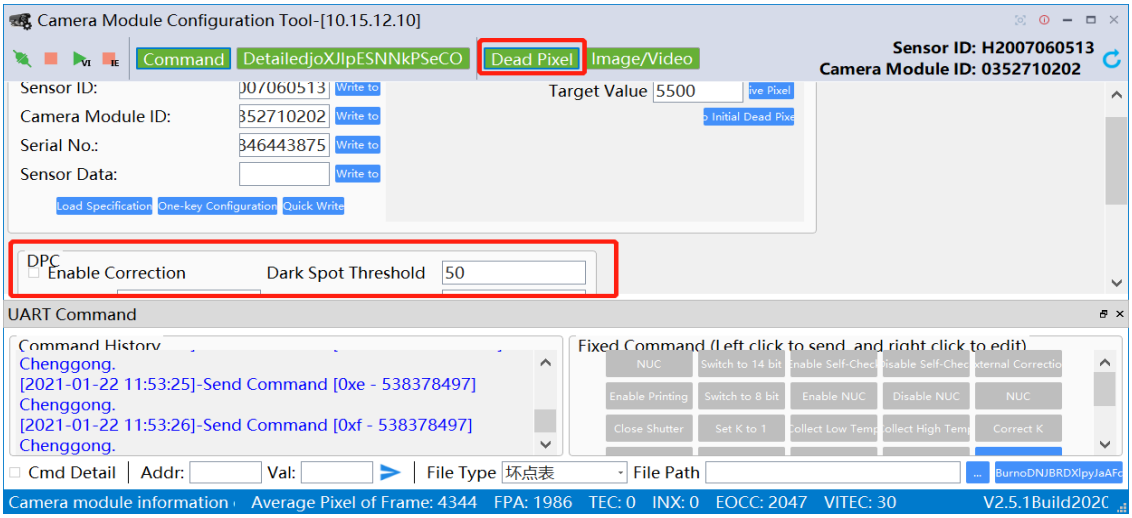


4） Click “Live View” to show the image of Gray Scale, and we do all the dead pixel

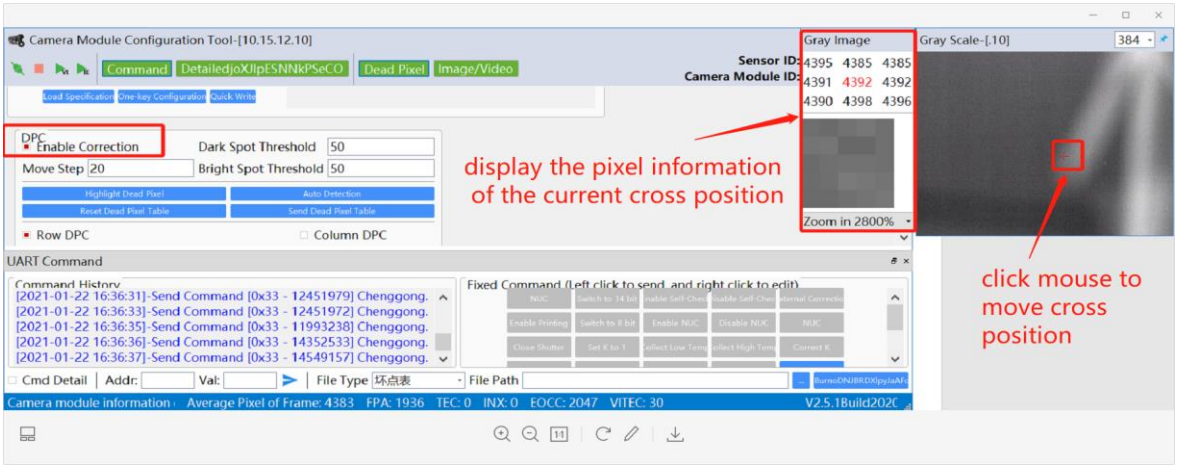
correction on this image.



5） Click “Dead Pixel”, DPC dialog window will be pop-up, we can set some parameters.

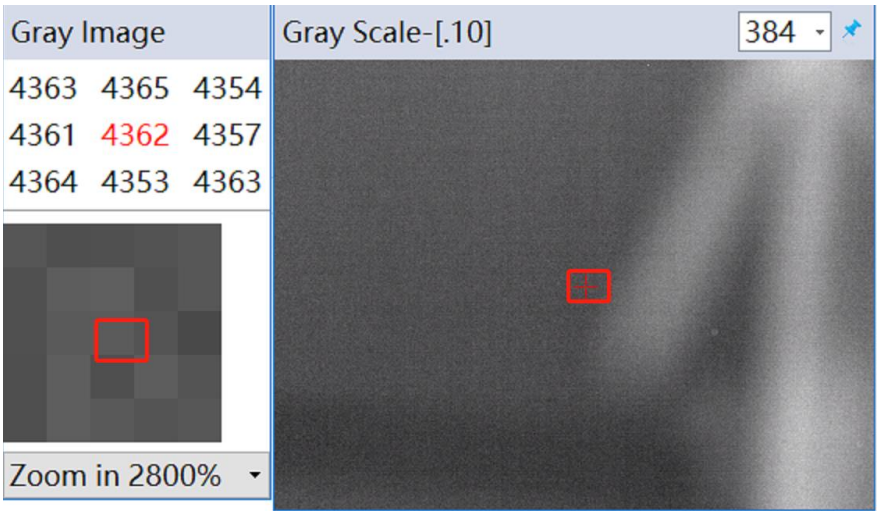


If dead pixels are few, we can correct it manually one by one.



Move the cross close to the dead pixel and make sure the dead pixel is in the center of the magnified area. Then press the ENTER key, DPC will be finished.

Note: The test equipment is normal, just show the operations.



After all the dead pixels are corrected, please remember to cancel the “Enable Correction”, so that the corrected dead pixels can be saved offline.