① **Why does Temp Master not respond after being plugged into the phone?**

Please troubleshoot in this order:

a) Ensure that your phone runs with Android 6.0 and IOS 11 at least

b) Verify that the OTG option is available on your phone and is enabled. If you are using OPPO, vivo, OnePlus, realme, or iQOO, search "OTG" in Settings and manually turn it on. This function is automatically turned off after 10 minutes of inactivity. On most other phones, OTG is turned on by default and can be used directly.

c) Ensure that you have downloaded the temp master app and granted all permissions required by the app.

d) Unplug and plug in the P3. If it still does not respond, contact our after-sales staff.

② **Why is my screen upside down or in an incorrect direction?**

Our app supports 90-degree rotation in four directions and mirror adjustment. You can tap the Settings button on the home screen to enter the menu for operations. For details, refer to 4.2.5 of this manual.

③ **What should I do in the event of a blurry screen?**

Given the operating characteristics of uncooled infrared detectors, you need to refresh the screen using the shutter, that is, tapping the Shutter icon. This helps produce clearer images.

④ **Can I use the camera to observe objects underwater, outside glass windows, under clothes, or under the skin?**

This camera mainly detects an infrared wavelength range of 8~14um. So it cannot observe objects through water or ordinary glass and can only measure temperatures on the surfaces of clothes and skin.

⑤ Does thermal camera pose radiation hazards to the human body?

No. The camera does not actively emit any hazardous radiation but only collects the heat information of objects. It can be used with peace of mind.

⑥How should I increase accuracy in temperature measurement?

a)Correct distance, ambient temperature, humidity, reflected temperature, and emissivity (the emissivity table of common objects is available online)

b) Select products with appropriate focal lengths. The larger the focal length, the longer the detection distance (because the ability of the atmosphere to absorb infrared waves is that the longer the distance, the greater the energy attenuation, and the lower the accuracy of temperature measurement)

⑦ Why does my screen have horizontal, vertical, or wavy lines or ghost images?

It is generally caused by poor interface contact or external electromagnetic interference of the signal. You can solve the problem through the following steps:

a) Restart the mobile phone, unplug and reconnect the thermal camera

b) Directly connect to the mobile phone or connect with an extension cable

c) Test with another mobile phone. If the problem persists, return the device to the after-sales service for troubleshooting.

⑧ Is it normal to always hear a "click" sound inside after connecting the thermal camera?

Yes, it is. This is the shutter sound of the thermal camera to refresh the image (also called correction). For the blurred image, click it manually for a clearer image and more accurate temperature measurement. When the device is just connected to the mobile phone, the shutter will sound several times. After being used for a few minutes, the inside of the device reaches the thermal balance, and the shuttering frequency will decrease.

Product Services

6.1. Service Commitment

Thermal Master Technology Co., Ltd. is committed to providing quality training, maintenance, and technical support for customers. The Company wishes to maintain a long-term relationship with the customers. It continues to offer systems of the latest version and effective, timely support, retraining, and consulting services based on customer needs to help maximize customers' economic benefits.

6.2. After-Sales Contact

Email: support@thermalmaster.com

Website: www.thermalmaster.com

(Official website)

(After-sales service)