

Troubleshooting ThermoVisionT2 hardware and software

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Summary

This article will walk you through troubleshooting issues with your ThermoVision T2.

Before you Begin

1. Make sure your computer has Windows version 10 or newer.
 1. Note: Microsoft will end support of Windows 10 October 2025. We recommend upgrading to Windows 11.
 - <https://www.microsoft.com/en-us/windows/get-windows-11>

Troubleshooting Software

1. Issue with installing the T2 Software

- If you have purchased a computer after 2020, then it may be in 'S-mode'. This prevents users from downloading software online. To disable S-mode, follow the steps in Microsoft support article for your Windows OS version
 - [Windows 10](#)
 - [Windows 11](#)
- Once S-mode has been disabled, go to <https://myovision.com/products/t2/t2-resources/> and click on the red "Download Thermo T2 Software" button. The download should begin normally.
 - For detailed steps on how to install and setup the T2 software, see our support article [How To Set Up Your ThermoVision T2](#)

2. No image in the T2 software

a. Privacy Settings

- If your T2 software screen is showing a blank image, the Windows security settings may be blocking the camera.
- To go to Windows settings, click on the Windows icon at the bottom of your screen and click on the gear icon or search for "settings".
- Windows 10:
 - Go to **Privacy > Camera** (you may need to scroll down on the left menu to see "Camera"). Under **Allow access to the camera on this device**, select "Change" and make sure it is turned on.
 - Next, under **Allow apps to access your camera**, make sure it is toggled on.
 - Finally, scroll down to **Allow desktop apps to access your camera** and make sure it is toggled on.
- Windows 11:
 - Go to **Privacy & Security > Camera** (you may need to scroll down to **App permissions** to see "Camera"). Make sure **Camera access** is turned on.
 - Next, check to see that **Let apps access your camera** is turned on.

- Finally, check **Let desktop apps access your camera** and make sure it is toggled on.

b. Multiple instances are open

- If the T2 software icon is clicked too many times when opening the program, it may open multiple windows.
 - This causes the software to improperly process the camera input, leading to a blank image.
- **Check to see if you have multiple windows open on your screen.** One way to check for multiple windows is to hover over the software icon in your task bar, and then close one of the windows.

