

3xLOGIC

SERVICE BULLETIN 250006

3XLOGIC VISIX VX-VT-56/35 - STATIC OBSCURING IMAGE - FIX

Document #	250006-1
Date	May 21st, 2025
Product Affected	VISIX VX-VT-56, VISIX VX-VT-35
Purpose	This bulletin is intended to inform users of an issue identified in certain 3xLOGIC VISIX thermal camera models (VX-VT-56/35, causing the thermal image to become obscured by static. A fix is also outlined in this bulletin.
*Importance	Medium

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1 PROBLEM

3xLOGIC engineering has identified an issue in VISIX VX-VT-56 and VX-VT-35 thermal imagers where a shutter speed reset interval bug was causing the sensor's image to be obscured by static when large temperature changes in the camera's FoV were observed. This decrease in sensor image quality could lead to a lack of visual clarity and decreased effectiveness in object tracking for these cameras.

2 SOLUTION

3xLOGIC has engineered a fix for this issue in the form of three separate updates for the camera:

- **Thermal Camera Firmware Update:** [A11.2.3_20250519](#)
- **VCA Plugin Update:** [V1.0.143-g6ba8583f.1155](#)

■ **AIO Plugin Update:** [V11.0.121-20250408](#)

Download the files above then proceed through this bulletin for installation directions for all components. Be sure to reference the VISIX Gen III User Guide for specifics on installation of firmware / plugins.

2.1 Prepare the Camera for Firmware Update:

1. Ensure the camera is powered on and connected to the network.
2. Access the camera's web interface using a standard web browser.

2.2 Install the Thermal Firmware:

1. Download the firmware using the link in [Section 2](#) of this bulletin.
2. Navigate to the Firmware Update section in the camera's web interface (*Setup > System > firmware Update*).
3. Use the **Select file** button to upload the Thermal FW (All-in-One) - A11.2.3_20250519 firmware file.
4. Follow the on-screen instructions to complete the firmware installation.
5. Restart the camera once the firmware update is complete.
6. From the camera's **Firmware Management** page, confirm the correct firmware version is now listed.

2.3 Install the VCA Plugin:

1. Download the plugin using the link in [Section 2](#) of this bulletin.
2. Navigate to the **Plug-in** section in the camera's web interface (*Setup > System > Plug-In*).
3. Click **Select file**, choose the VCA Plugin file on your local system and use the **Upload Plugin** button to upload the VCA Plugin - V1.0.143 file to the camera.
4. Confirm the plugin's *Status* is **running**.

2.4 Install the AIO Plugin:

1. Download the plugin using the link in [Section 2](#) of this bulletin.
2. On the camera's Plug-in page, click **Select file**, choose the AIO Plugin file on your local system and use the **Upload Plugin** button to upload the .AIO Plugin - V11.0.121 file to the camera.
3. Confirm the plugin's *Status* is **running**.

2.5 Verify Installation:

After completing the installation of all files:

1. Double-check the appropriate sections of the camera's web interface to ensure all plugins and firmware are up to date.
2. Verify that the camera's thermal image is no longer becomes obscured by static when the proper conditions for encountering the issue are met.

3 CONTACT INFORMATION

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: helpdesk@3xlogic.com

Online: www.3xlogic.com

*Importance	Description
Low	VIGIL Server System will function properly - Affects non-critical system features only.
Medium	Recommended Upgrade - Will not cause loss of video records, may affect usability of the System.
High	Mandatory Upgrade - Will affect the recording functionality of the VIGIL Server System and may cause loss of video records.