

## General

**Issue:** How do I update my firmware on my ATN device?

**Answer:** Please go to [www.atncorp.com/firmware](http://www.atncorp.com/firmware) and download the latest firmware on to your computer. Then transfer the downloaded file on to a microSD card. Insert the microSD card with the new firmware into your SMART HD device and power the unit on. Once ON, please follow the prompts displayed on your SMART HD device.

**Issue:** My image is not focusing or not in focus?

**Answer:** Most of our products have more than once focus adjustment. It is highly recommended that the customer adjust the diopter to focus on the numbers on your screen and then adjust the focus on the front of the device to focus the distance.

**Issues:** My ATN product is missing components, what do I do?

**Answer:** Before returning your product, please contact ATN's customer service at **1-800-910-2862** and we will send you the missing component.

**Issue:** My ATN device is dying overnight or after sitting for prolonged period of time, what do I do?

**Answer:** Verify that the unit is powered off properly before storing your ATN product.

**Issue:** My ATN riflescope shuts off from recoil. Is my scope defective?

**Answer:** All of our riflescopes go through a rigorous testing process before leaving our factory. Majority of the time the shut off is caused by a loose battery pack. Please advise the customer to make sure the battery cap is tightly secured until the red O-ring is barely visible

**Issue:** My battery drains to fast, or devices dies too quick.

**Answer:** We highly recommend using lithium batteries only. On top of that, please make sure non-essentials modes/functions are turned off.

## Thermal

**Issue:** My ATN thermal has a ghost image on the sensor, is my unit defective?

**Answer:** What the customer is experiencing is completely normal and can easily be resolved without having to send the product back to ATN. Sometimes due to temperature or humidity the sensor can burn an image on to the sensor. This "ghost image" does not damage the sensor or impact the longevity of the scope.

To calibrate the sensor please follow this 2-step procedure:

- Put the front lens cap back on the scope so the lens is covered.

- Press the “POWER” button once and the system would calibrate the sensor

**Issue:** My thermal image appears washed out or lacks contrast. What do I do?

**Answer:** There are three adjustments that can be used to improve your thermal image quality.

**Note:** These adjustments are independent of each other and can be made in no particular order.

Under the “Thermal Menu” please selected the appropriate “Metering Mode” best suited for your environment. Select the best “Thermal Sensitivity” for your environment and lastly adjust your contrast.

### **Day & Night**

**Issue:** My X-Sight dims down after initial night vision mode start up.

**Answer:** Our system is designed to find the optimal setting so if it detects that the IR light is too bright; it will dim down the amplification. The customer does have the capability to adjust the light amplification settings, screen brightness as well as the light sensitivity. Refer to your owner’s manual on how to adjust these settings.

**Issue:** Night vision is not working on my X-Sight, what do I do?

**Answer:** When using the X-Sight at night, please make sure to use the included IR illuminator with the device. First of all make sure the IR illuminator is properly working and not obstructed by any structure. If your IR illuminator is not working, please contact ATN and we will send you a replacement unit.

**Issue:** My X-Sight is not working at night even when I turn on night vision mode. What do I do?

**Answer:** When using X-Sight at night, ensure that you are using the included IR illuminator. It is required that you use an IR illuminator at night with the X-Sight. Also, please make sure the sunshade and pinhole filter is removed.

If you are still experiencing issues, please contact our customer service team at **1-800-910-2862** during these business hours: 7:00AM to 4:30PM (PST)