

# Why Isn't My Thermography Device Showing As Connected?

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## Summary:

In the most recent versions of the MyoVision software, the default software settings are configured for the [USB Wired Thermography](#) (also known as the C-5000) devices, NOT the [VisionPort2/ThermoGlide](#) or [Wireless ThermoVision](#) devices.

If you are using a [VisionPort2](#) or a [Wireless ThermoVision](#) device, the steps below will show you how to set up your device inside the software.

Check Device Settings

Check for VisionPort Errors

Check Cabling

Check Calibrations

Perform A  
Test

If after reading through these steps you're still having issues with your VisionPort system please contact our technical support team. Our support team is available Monday to Friday 9 am - 5 pm (Pacific Standard Time) to assist you over the phone.

**Phone:** (800) 969-6961 Option 2

**Email:** [support@myovision.com](mailto:support@myovision.com)

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