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2 Conventions

⚠️ **Hint, any or all Opened Window can remain opened for ease of navigation**

Throughout the document, important messages will be presented in specially marked sections. These are important notes including: Hints, Warnings or other special Directions. These sections are deemed to provide additional insights on best practices of the software that are deemed to help you better understand the intentions behind each of the functionalities.

The terms Program and Software are used interchangeably to talk about the same Nortech Client II Software.
3 Nortech Client II Software

The Nortech Client II software is to be installed on your Windows PC and used to configure the Nortech system, like the EasyGrid Base, as well as retrieve data from the monitor.

Once connection established using a Micro-USB cable, you will be able to configure and control your device thru the Nortech Client II software directly.

The main functions of the Nortech Client II software are:

- Real-time display of Nortech EASYGRID BASE temperature measurements, statistics and settings.
  - Configuration and control of the Nortech device.
  - Retrieval and display of the logged data.

The minimum system requirements are:

- Microsoft Windows® 7
- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 1 GB available hard disk space (32-bit) or 2 GB (64-bit)
- Monitor resolution at least 1280 × 800
- A mouse or similar pointing device
- USB Port
- If you have purchased the Ethernet option:
  - In order to configure Ethernet IP settings, you will need to use an Ethernet-USB dongle or a switch/router to connect to the static IP of the device thru its Ethernet port.
  - The default static IP is: 192.168.0.121

Note: Nortech Client II is NOT backward compatible with legacy monitors including EasyGrid and EasyGrid LT.
4 Instrument Accessibility with the Software

4.1 EasyGrid Base

Nortech Client II is designed to be working with EasyGrid Base monitor. Using a micro USB cable, Connect your PC to the monitor’s USB port to establish communication as pictured below.
5 Getting Started with Nortech Client II

5.1 Installing the Program

To install the software for the first time on a Windows computer:

1. Download the software from: http://www.fiso.com/2DScans;
2. Open Windows Explorer and Navigate to where you saved the Setup file and Launch the software by Double-Clicking on Setup.exe;
3. The Install Shield Wizard will automatically start;
4. Click Next to proceed thru the installation Wizard;
5. When the installation is over, Click Finish to exit.

5.2 Accessing the Program

The program installation adds an icon to your desktop, so the software can easily be launched you’re your Windows workstation. The program shortcut can also be found in the installed programs list, under FISO Technologies. The complete access menu is:
Start ► All Programs ► FISO Technologies ► Nortech Client II ► Nortech Client II

Launch from desktop shortcut

*You can rename this Desktop icon to your liking, “EasyGrid Base” for example.*
6 Working with the Nortech Client II Software

6.1 Main Screen

The main screen is composed of the following sections:

- **Menu bar** and **Toolbar** give quick access to port selection, connection, network configuration as well as general configuration and settings.

- The **Connected Device** section shows all devices that have been detected and connected to along with their associated channels numbers. There could be more than 1 device connected using multiple USB cables, one per monitor.

- The **Information Tabs (Monitor and Graph)** allow for visualisation of the information coming from the connected device(s).

- The **Monitor Tab** presents detailed channel(s) information in a table format showing live feed temperature readings from any connected sensors. This tab shows read-only information.

- The **Graph tab** provides data in a graphical format.
**Hint, any or all Opened Window can remain opened for ease of navigation**

Changing channel’s settings implies you **Double-Clicking** on one first from the main Window so its channel-specific configuration window opens. You can then **Drag** it around to the desired position.

To be noted, the program is designed so any window can remain opened while its content is being driven by the channel’s selection performed off the main window as pictured below.
6.2 Connecting to your monitor for the first time

1. Connect your device to the PC via the supplied USB A to Micro B cable.
2. On the first connection, Windows might require you to download and install the FTDI USB driver which is available on Windows update. To install the driver manually, browse the software installation CD and launch \texttt{CDM21228\_Setup.exe} located in the \texttt{Driver} folder, or download the driver online from FTDI website, vcp driver: \url{http://www.ftdichip.com/Drivers/VCP.htm}.
3. The device serial number should appear in the port list. Select the proper port.
4. Click \texttt{Connect} to open communication.

\textbf{Hint, hit Refresh when not seeing your device}

If your device list is empty or not showing any device(s) within the Port selection dropdown, Click on the \texttt{Refresh} button. That should refresh the list of USB connected ports and display device(s) that are available for connection.

To close connection, Click the \texttt{Disconnect} button.
6.3 Selecting Device & Channel(s) to Monitor

The left pane lists all the device(s) you have successfully established communication with and their respective channels.

To select the device to monitor, Check the box beside the one you want. The selected device’s information will then display its “live” data in the Monitor Tab.

To monitor multiple devices or channels, Check as many as desired.
6.4 Monitor Tab

The Monitor Tab shows real-time measurements, statistics and diagnostics of all selected channels.

Click Window ► Diagnostics to either display OFF and ON these additional columns: Light (%), Signal (%), Analog Output and Output Unit.

This section also clearly shows which channels are Enabled.
6.5 Graph Tab

The Graph Tab plots live temperature measurements data from the selected channel(s) as it comes in.

Use the Start button to begin “live” graphical display of measurements. Click Stop to end it.

You could Save or Print the results if needed.
When installing your system and testing your sensors, the below chart can become handy.

Don’t forget, all connections should ALWAYS be cleaned first using appropriate cleaning tool like a One-Click Cleaner.

### 7.1 Light Levels

Sensor connected directly into the monitor (without a patch cord or Easy Through)

<table>
<thead>
<tr>
<th>LIGHT LEVEL (%)</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light &lt; 25</td>
<td>EXCELLENT</td>
</tr>
<tr>
<td>25 &lt; Light &lt; 40</td>
<td>GOOD</td>
</tr>
<tr>
<td>Light &gt; 40</td>
<td>CLEANING or INVESTIGATION IS RECOMMENDED</td>
</tr>
</tbody>
</table>

Sensor with a patch cord and/or Easy Through

<table>
<thead>
<tr>
<th>LIGHT LEVEL (%)</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light &lt; 40</td>
<td>EXCELLENT</td>
</tr>
<tr>
<td>40 &lt; Light &lt; 80</td>
<td>GOOD</td>
</tr>
<tr>
<td>Light &gt; 80</td>
<td>CLEANING or INVESTIGATION IS RECOMMENDED</td>
</tr>
</tbody>
</table>

### 7.2 Signal Levels

Sensor connected directly into the monitor (without a patch cord or Easy Through)

<table>
<thead>
<tr>
<th>SIGNAL LEVEL (%)</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signal &gt; 88</td>
<td>EXCELLENT</td>
</tr>
<tr>
<td>80 &lt; Signal &lt; 88</td>
<td>GOOD</td>
</tr>
<tr>
<td>Signal &lt; 80</td>
<td>CLEANING or INVESTIGATION IS RECOMMENDED</td>
</tr>
</tbody>
</table>

Sensor with a patch cord and/or Easy Through

<table>
<thead>
<tr>
<th>SIGNAL LEVEL (%)</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signal &gt; 80</td>
<td>EXCELLENT</td>
</tr>
<tr>
<td>40 &lt; Signal &lt; 80</td>
<td>GOOD</td>
</tr>
<tr>
<td>Signal &lt; 40</td>
<td>CLEANING or INVESTIGATION IS RECOMMENDED</td>
</tr>
</tbody>
</table>
8 Menus Explained

8.1 File

The user configuration archive is a feature that allows you to save all the customization you have done during a device configuration. The archived file can be used as a backup to be restored or copied into one or multiple devices that require the same configuration.

![Menu - File](image)

You can name the user configuration file to the desired name.

Updated data are:

- Data logging configurations (log type, memory mode, period) (when mega logs are empty and not running)
- Hardware configurations (channel enable, description, offset, min & max analog output, front panel LEDs)

8.1.1 File - Import

From here you can import a pre-existing monitor configurations file into another device.

8.1.2 File - Export

From here you can export a specific device's configuration into an importable file.

8.1.3 File - Exit

This closes the software.
8.2 Window

The Window menu items are node-dependant meaning its content enabled or not depending on the node selected in the navigation pane on the left PRIOR to Click Menu/Window items.

The last two functions, Select All and Deselect All and quick shortcut helping out for selections of the nodes within the navigation pane.

That same menu items are accessible by doing a Right-Click into the left navigation pane on nodes or within the pane itself.
8.2.1 Window - Network Config

From here you can view the USB communication configuration for Fiso Protocol and configure your RS-485/422 communication for Modbus.

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The selected monitor Serial Number and Model</td>
</tr>
<tr>
<td>2</td>
<td>The Fiso Protocol Communication Configuration</td>
</tr>
<tr>
<td>3</td>
<td>The Modbus Communication Configuration</td>
</tr>
</tbody>
</table>

**Careful**

Duplicate addresses on your network will cause issues. You have the ability to set multiple monitors to communicate in a serial BUS fashion over the same shared network with the data travelling from one hop to the next. In order to achieve that, each monitor on the network needs NOT to share the same network ID in order to avoid communication conflicts. It is recommended to assign consecutive numbers to the devices of a same network, starting with #1.
8.2.2 Window - System Info

From here you can view the System Date & Time and Status and configure your system Date & Time.

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The selected monitor Serial Number and Model</td>
</tr>
<tr>
<td>2</td>
<td>The system’s Date &amp; Time</td>
</tr>
<tr>
<td></td>
<td>• It is recommended to set a valid date and time in the system so appropriate</td>
</tr>
<tr>
<td></td>
<td>timestamps appears for each event within the event logs</td>
</tr>
<tr>
<td></td>
<td>• For your Date and Time settings, you could select the SNTP option in order</td>
</tr>
<tr>
<td></td>
<td>to defer Date and Time synchronisation from your network’s SNTP server,</td>
</tr>
<tr>
<td></td>
<td>if you have one</td>
</tr>
<tr>
<td>3</td>
<td>The system’s Status will display any internal error codes if any, as well as</td>
</tr>
<tr>
<td></td>
<td>system’s internal temperature</td>
</tr>
</tbody>
</table>
8.2.3 Window - Device Info

From here you can view the Device Info personalised information about the monitor.

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The selected monitor Serial Number and Model</td>
</tr>
<tr>
<td>2</td>
<td>The optional personalised information about the monitor including: manufacturer information’s, its physical location and what it monitors.</td>
</tr>
</tbody>
</table>

Opening Window - Device Info  
Click Restore to discard modifications  
Click Apply to save modifications
8.2.4 Window - Device Log

From here you can view, configure and export data logs from the selected device.

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The selected monitor Serial Number and Model</td>
</tr>
<tr>
<td>2</td>
<td>Basic Log saves data at a defined rate and is programmed and controlled by the user. This can be turned off by the user if desired. Data includes temperature readings seen from the Monitor Tab.</td>
</tr>
<tr>
<td>3</td>
<td>The Event Logger saves all system’s generated data events as they occur. This software routine is self-operated by the internal operating system. These logs include all system related exception entries. Sometimes used for diagnostics purposes.</td>
</tr>
</tbody>
</table>
Logs Configuration

To edit Logs configuration, the logger has to be STOPPED first otherwise all settings are locked.

Press the **Stop** Button if the Logger is running.

Select the desired Type between Standard (less info, more logging capacity) or Enhanced (more info, less logging capacity).

The log Type affects the number of logs entries stored in memory which in turn dictates the number of days of “free space” remaining.

The Mode defines how the logs are to be saved within the device’s memory and the action to be taken by the system when its internal memory is full.

In **Continuous mode**, the system will keep logging messages “Continuously” with entries being overwritten in a FIFO fashion (Overwriting the oldest record first) when the memory gets full. This allows for the logging system to keep logging entries endlessly.

In **Stop When Full mode**, logging will stop when no more space is available.

Select the Period option to set time interval between each log entry (days hours minutes). You can also select the real time option which will save an entry at the end of each read cycle.

Once completed, Click **Start** to begin the data logging.
Memory Status

A progress bar is showing the current Logger internal memory status. When the Logger is running the status LED is green ●, when stopped the LED is red ●. The Remaining Time shows an estimation of the time left before the logger stops (when in Stop When Full mode) or starts over (in Continuous mode).

The numbers below the progress bar shows the current number of log entries over the total number of available entry spaces available in the internal memory.

The percentage is a ratio comparison of these numbers (# of entries / Total available log’s slots).

Use the Clear button to delete all the logs.

Use the View button to open the Log Viewer.

Use Download button to save locally all logs.

Use the Show in Folder button to open up Windows explorer folder to where logs are saved.

The default folder location is: C:\..\Documents\Fiso Technologies\Nortech Client II\<Device Serial Number>\Log\Data

The data files downloaded locally into the logs folder is of an Excel® (XLSX) format.
**Event Logger**

The Event Logger monitors any live state changes of the device as they occur. It is always active and running in the background in a “Continuous” mode (FIFO fashion).

![Log Event Memory Status]

An event entry log is triggered as the following events occur:

- Sensors states and statistics
- System Relay state
- System status
- Internal errors or warnings

The numbers below the progress bar shows the current number of log entries over the total number of available entry spaces available in the internal memory.

The percentage is a ration comparison of these numbers (# of entries / Total available event’s slots).

Use the **Clear** button to delete all the logs.

Use the **View** button to open the Log Viewer.

Use **Download** button to save locally all logs.

Use **Show in Folder** button to open up Windows explorer folder to where logs are saved.

The default folder location is: `C:\Documents\Fiso Technologies\Nortech Client II\<Device Serial Number>\Log Event\Data`

The data files downloaded locally into the logs folder is of an Excel® (XLSX) format.
Log Viewer

The log viewer is used to browse through the logs and display them without stopping the Graph from continuing. Data can be filtered, searched, zoomed on, exported or printed.

Grid

In the grid view, you can select the information you want by doing a Drag and Drop of any column header into the upper filtering section in order to get a grouped view of entries to your liking.

Depending if you are in Standard or Enhanced Mode, different columns will be available such as sensor measurements, statistics or internal temperatures.
On the left in the navigation pane appears all data downloads Excel files that were created from previous Download actions.

**Graph**

In the graphical mode, you can select the specific channel you want to see by checking the channel(s) you want to display.

The graph will automatically adjust its bounds to the data to display.

You have the ability to export to multiple formats as well as printing the graphic you are seeing.
Event logs viewer

The viewer can be opened via the View button off the Log Event section from the Device Log window.

You can select the information you want by doing a Drag and Drop of any column header into the upper filtering section in order to get a grouped view of entries to your liking.
8.2.5 Window - Channel Config

The displayed channel# showing in this window is driven by the selected channel number (row) off the Monitor Tab. This window displays Device Information and gives you the ability to manage all channel related settings.

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The selected monitor Serial Number, Model and Channel Number</td>
</tr>
<tr>
<td>2</td>
<td>A Preset is a channel configuration template that you can build and save for later allocation to specific channel # in order to save time during configuration.</td>
</tr>
<tr>
<td>3</td>
<td>From the Channel section you can give it a name, enable or disable it, change its units, give the channel an offset. It is also possible to apply an offset value (negative or positive) to the channel’s displayed output. Setting the offset value to zero (0) is as if no offset is applied.</td>
</tr>
<tr>
<td>4</td>
<td>The Analog section allows you to configure the analog output range to your liking.</td>
</tr>
</tbody>
</table>

**Hint**

This window is driven by the selected channel number (row) within the Monitor Tab. It is best to leave the Channel Configuration Window open and Select the channel from the Monitor tab.
**Preset (2)**

**To create a Preset:**

- Make the desired configurations within the section (3);
- **Click** the Plus icon to add that Preset. The new Preset will now appear in the dropdown.

**To delete a Preset:**

- **Select** a Preset from the dropdown list and **Click** the Minus icon;

**To assign an existing Preset to a specific channel:**

- **Select** the desired channel# first from the Monitor tab;
- **Click** dropdown list and **Select** the desired Preset;
- **Click** the Load Preset button;
- **Click** Apply;
  - Settings from that Preset template have now been applied to selected channel.

**Channel settings (3)**

**To enable/disable a channel:**

- **Select** the desired channel# first from the Monitor tab;
- **Click** the Enable checkbox (checked equals Enabled);
- **Click** Apply;

**Click** Absolute button to remove any established offsets for that channel.

**Click** Zeroing button to set to 0 the value of any channel*.

* a negative offset equivalent to the measured temperature will be applied in order to bring the measured temperature to zero.

**Click** Reset button to reset the Min/Max/Average diagnostics data to zero.

**Analog settings (4)**

In this section you set the association between temperature vs analog output. The minimum temperature is outputted at 4mA while the maximum temperature is outputted at 20mA.
8.2.6 Window - Set as Reference

This function is quite useful to set a temperature reference for all channels to adjust to. When used, the software calculates all offsets between each of the enabled channel(s) measured temperature and an arbitrary user-entered temperature reference target.

After entering the target temperature reference.

Click Apply and assign all calculated offsets to each individual enabled channel.

This becomes useful to users wanting to show uniformity of measurements between all channels and apply offsets quickly, all channels at once.
8.2.7 Window - PC Log

The **PC Log Window** is used to configure and save Device log data of the selected device directly to your PC (Personal Computer). The acquired data will be recorded directly to a specified file on our PC. The data recording process is done on a real-time basis. That means that the Device must be connected to the PC for the duration of the acquisition process.

Select the folder where you wish the data to be recorded under.

Add a comment to personalise the acquired data meaning or purpose.

Select the exact Graph period or starts now without ending.
8.3 Tools

8.3.1 Tools - Firmware update

To open the Firmware Uploader allows you to update easily, if required, your device.

<table>
<thead>
<tr>
<th>Menu</th>
<th>Window</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Menu Image]</td>
<td>![Window Image]</td>
</tr>
</tbody>
</table>

Opening Tools - Firmware Uploader

**Hint**

You need to first Disconnect from your device in order to be able to Connect from the Firmware Uploader software.

Be sure to have a valid firmware file provided to you by Fiso. Otherwise, the device could be damaged and require factory repair. We recommend connecting a PC directly to the device, upgrading a device over a network is not recommended.

8.3.2 Tools - Ethernet

This section pertains to the optional Ethernet port network settings. Ethernet options Available in CAT6 (copper) or Fiber Optic (62.5/125µ). This section includes information concerning:

- Physical Connectivity;
- Scanning and detecting the IP address of your device;
- Changing IP Configurations;
- Updating Ethernet port’s firmware (if required);
- Recycling the Ethernet port;
- Showing detailed information about the inner Ethernet port;

**Hint**

The monitor supports only STATIC IP addressing. The default STATIC IP of any new EasyGrid Base monitor is set to: **192.168.0.121**

The Ethernet IP settings can only be configured THRU the ETHERNET COM port itself. NOT THRU THE USB CABLE!! So, in order to proceed with IP configurations, it is recommended to use one of the 2 following network setup options to connect into the Ethernet COM port:

1. Using a USB/Ethernet dongle as pictured;
2. Using a Router/Switch setup. Make sure you set the appropriate subnet to: 192.168.0.x;
Ethernet Connectivity

In order to proceed with IP configuration of your new monitor, you will need to connect directly into the optional Ethernet using one of the two following methods:

**Using a USB/Ethernet dongle**

![Diagram of using a USB/Ethernet dongle]

**Using a switch or router**

![Diagram of using a switch or router]

To test connectivity, you can start a DOS window and PING your device. Ex: ping 192.168.0.121
8.3.3 Tools - Ethernet - Scan

You will be presented with the IP information window of your device. When Clicking Scan, the software will detect and return the IP address of the connected device.

For this to work you need to be connected off the same network and subnet, example: 192.168.0.x.

It is also necessary to keep active only the desired Ethernet adaptor. If multiple network adaptors are enabled from your computer, this feature may not work. This can be configured under Windows / Network Parameters.

Hint

The Scan function will ONLY WORK when the only active network adaptor is the one pointing to subnet: 192.168.0.x. The Scan function will NOT WORK if more than one adapter is enabled.

To Disable/Enable network adaptors, from Windows, navigate to:

Configuration Panel/Network and Internet/Network Connections
8.3.4 Tools - Ethernet – IP Config

Under Tools/Ethernet/IP Config you will be able to set the STATIC IP of your monitor.

Fill the usual IP, subnet and Gateway fields.

When Clicking Apply, the new IP configuration will be saved onto the Ethernet port of your monitor and it will reboot. Give it a few seconds to take effect. You can PING the new IP address to make sure it responds.

Take notice, the IP address showing into the Device’s IP Address field, is the LAST ONE entered. Not the one present on the device at the moment.

Opening Tools - Ethernet - IP Config

Click Apply to save modifications
8.3.5 Tools - Ethernet – Date & Time

This is to set your network’s date and time settings.

You can set a SNTP server from this window. When all set, **Click Apply** to save.

![Diagram of Nortech Client II User Manual v1.0](image)
8.3.6 Tools - Ethernet – Download

This section is to download, towards your Ethernet port, a new configuration file.

These configuration files are the ECC file type you may have seen before.

Keep in mind; this only occurs if you have to change the protocol of your Ethernet port from/to any of the following protocols: IEC 61850, Modbus TCP, DNP3 or IEC 61870.

You will most likely NEVER have to proceed with such a change.

From this window, Enter the IP address of your device, Navigate and Select the appropriate ECC file from your PC matching your specific device model and type and then Click Download.

The configuration file will be sent towards the Ethernet port and the port will re-cycle. Give it a few seconds to come back.
8.3.7 Tools - Ethernet – Restart

Should you need to re-cycle the Ethernet module, this is exactly what this function is about.

First make sure your computer sits on the same subnet as your monitor. Ex: 192.168.0.x

Then key in the target IP address of the monitor. Ex: 192.168.0.121 and **Click Restart**

You will see Activity light, normally solid, flashing a few times. The Ethernet module is re-cycling and network connection resetting.

---

**Menu**

### Ethernet

- **Status**
- **Firmware Uploader**
- **Ctrl+Maj+F**

**Ethernet Restart**

- **Device**
- **Scan**
- **IP Config**
- **Ctrl+Maj+S**
- **Date & Time**
- **Ctrl+Maj+T**
- **Download**
- **Ctrl+Maj+D**
- **Information**
- **Ctrl+Maj+I**
- **My Sensor**
- **Ctrl+Maj+M**

**Window**

### Ethernet Restart

- **Device**
  - IP Address: 192.168.0.121
- **Restart**
  - **Ctrl+Maj+R**

**Opening Tools - Ethernet - Restart**

**Click Restart to reboot the Ethernet module**
8.3.8 Tools - Ethernet – Information

Should you be instructed to do this or should it become necessary to gather detailed information about your Ethernet module, for support purposes for example, you proceed with this function to gather information.

Launch the Information window, Enter the IP address of the monitor: Ex: 192.168.0.121 and Click Get.

All fields will self-populate with information from your Ethernet Module.
8.4 Help

Under Help/About you will be able to see the version of your Nortech Client II software.
9 Q&A and How-To section

9.1 Changing temperature scale

Temperature values can be displayed in Celsius (°C) or Fahrenheit (°F).

User can change temperature scale anytime from within the Channel Config screen window. To access this feature, **Double-Click** any channel row from the Monitor tab to open channel-specific configuration screen and then **Select** the desired Unit. **Click** Apply to save changes.

Keeping the Channel Config window opened, you can **Click** a different channel row off the Monitor tab to change the channel information within the Channel Config window.

**CAREFUL!** Don’t forget to **Click** Apply in order to save your changes.
9.2 Installed Files and Locations

During the installation of the program, a bunch of additional files and documents are silently installed in the program folder.

Here is a listing, purpose and location of these files:

<table>
<thead>
<tr>
<th>FILE TYPE</th>
<th>PATH</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Data</td>
<td>\Users\Public\Documents\Fiso Technologies\Nortech Client II</td>
<td>Where all Nortech Client II Software related exported files are saved.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ex: Logs, Log Events, Pc Logs, Export Graph or Grid etc...</td>
</tr>
<tr>
<td>Configuration Files</td>
<td>C:\ProgramData\FISO Technologies\Nortech Client II</td>
<td>Where all Ethernet Option’s configuration files (ECC files) are stored as well as all reference manuals and guides.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ex:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manual, Doc, White Papers, etc...</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Protocol</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o IEC 61850</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o IEC 60870-5-104</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o DNP 3.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Modbus TCP-IP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Modbus Reader</td>
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<tr>
<td></td>
<td></td>
<td>o RTU</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o TCP-IP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Etc...</td>
</tr>
<tr>
<td>Software Executable</td>
<td>C:\Program Files (x86)\FISO Technologies\Nortech Client II</td>
<td>Where the application is installed</td>
</tr>
</tbody>
</table>
9.3 FISO Service Center

If your product requires servicing, contact your local FISO supplier or FISO Headquarters.

FISO Headquarters Service Center
500 St-Jean-Baptiste Avenue, Suite 195
Quebec City (Quebec)
CANADA G2E 5R9

Telephone: (418) 688-8065
Fax: (418) 688-8067
Email: support@FISO.com