

iQ360 Set Up Guide



Please follow the instructions below to activate your subscription to iQ360 and to confirm that the communication between the instrument and Thermo Fisher Scientific is working properly. If you have any questions, please call (866) 282-0430 and choose option 2 for technical support:

- Unbox the instrument & install
- Connect all required tubing, wiring, hardware, etc. & power up
- While the instrument stabilizes, configure all the settings, ranges & ratio
- Calibrate the instrument. It should be working properly before the next steps
- Work with your IT Dept. to complete the following tasks:
 - a. Connect an Ethernet cable from the instrument to an active connection
 - b. Get a Static IP address
 - c. Get the “SMTP Server Address”
 - d. Get the “SMTP Server Port”

Navigate to the following menu: Home, Settings, Communications, Email Server (SMTP)

- Enter the SMTP Server Address (case sensitive)
- Enter the SMTP Server Port #
- In the “From Email Address”, enter model@yourcompany.com (example: 49iQ@thermo.com)

(this is only used to populate the “From” field in the email. It does not need to be real)



Navigate to the following menu: Home, Settings, User Contact Information

- Enter a user name, at least one user email address and a user phone number for reference (this information is used to populate the email and for us emailing you the evaluation report)

Navigate to the following menu: Home, Settings, Communications, Wired TCP/DHCP

- If “DHCP” is enabled, press that button to disable it
- Once disabled, you can enter the Static IP Address into the “Static IP Address” menu
- Reboot the instrument for the new IP to get updated

Navigate to the following menu: Home, Settings, Health Check, iQ360

- Select the “Get Started” button (DO NOT leave this screen or you will need to redo this step)
- Call us at 866-282-0430 option 2 to receive your one-time-use passcode
 - a. Please have the instrument fully configured (ranges, limits, ratio)
 - b. Please call during business hours: 8am – 6pm EST
- Once you receive the Passcode, press the “Enter Subscription Access Code” menu
- Enter the passcode into the keypad and press the “Save” arrow then press OK to continue
- The correct code will now let you press the “Status & Renewal” menu button
- Select “Test Connection” and then select “Send Email” to continue
- Once we receive the test email, your subscription is verified
- Return to the Home screen. iQ360 is now active for one year. Renew at any time.

If you have any questions or problems please contact Technical Support at 1 (866) 282-0430, Option 2 or email: epm.techsupport@thermofisher.com

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