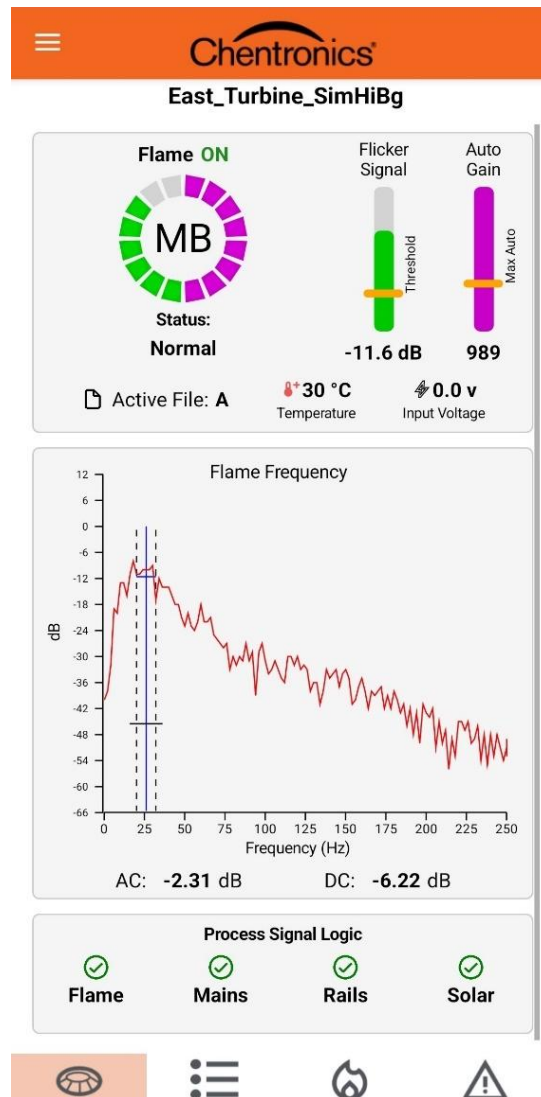


iScan[®] Live MOBILE APP USER MANUAL



Contents

1	INTRODUCTION.....	3
2	HOME SCREEN & MAIN MENU OPTIONS	4
3	SCANNER DETAIL TABS	8
4	CONNECTING TO A SCANNER.....	11
5	PRO TIPS	16
6	TROUBLESHOOTING	22
7	SUPPORT & INFORMATIONAL LINKS.....	23
8	CONTACT INFO	23
9	EULA	24

1 INTRODUCTION

The iScan Live mobile app is designed for Bluetooth-enabled iScan3+ and later Chentronics® flame scanners. Users can view and record scanner data, including flame frequency, operational status, and first-out events.

In addition to monitoring, the app provides the following features:

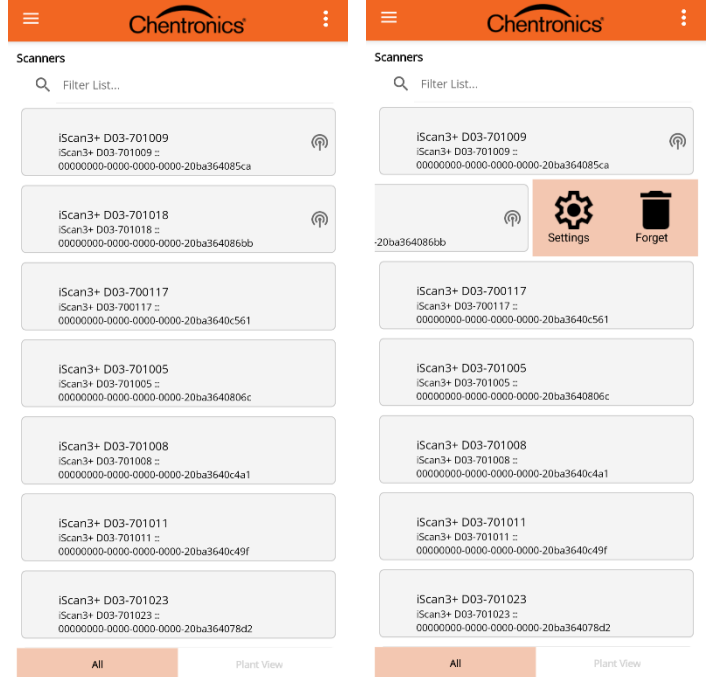
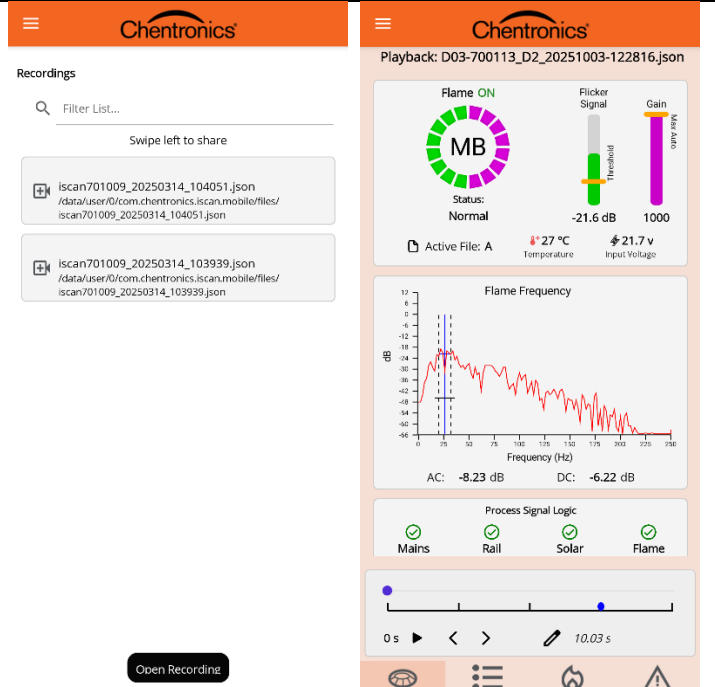
- ♦ Capture screenshots of live data.
- ♦ Save live data recordings and add comments.
- ♦ Share data with Chentronics and other mobile app users.

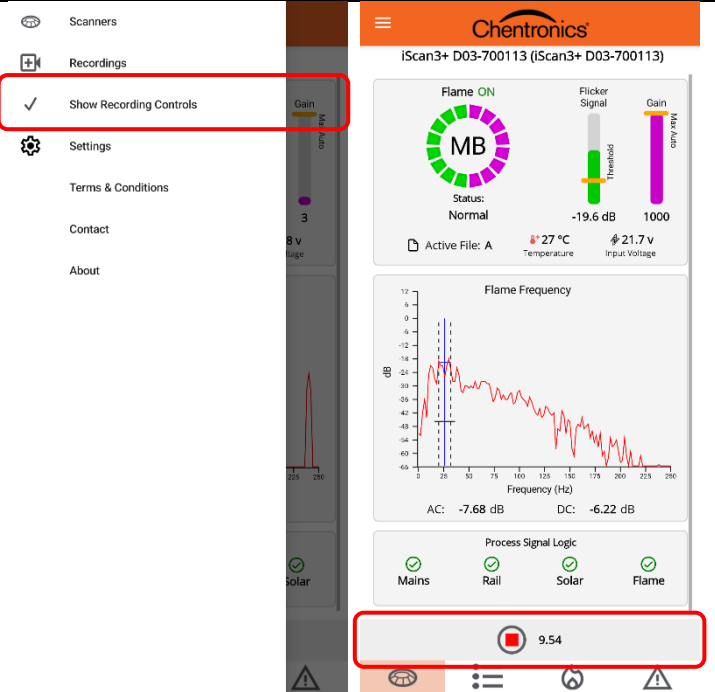
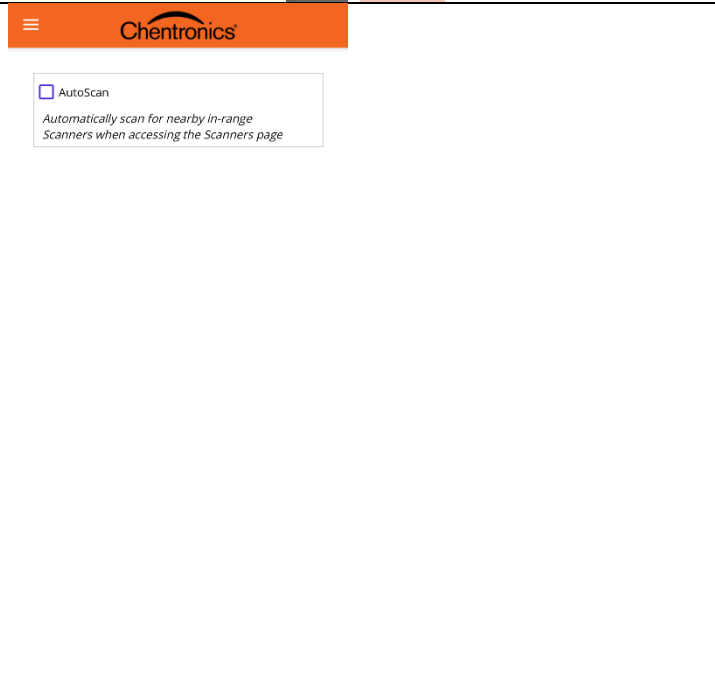
Reminders and Caveats:

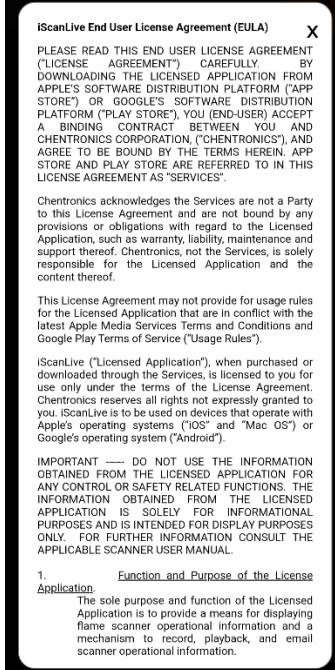
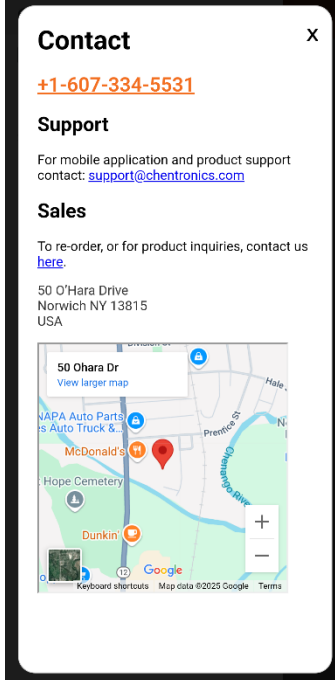
- ♦ All data presented within the app is not for safety-critical flame proving, but only for informational purposes.
- ♦ Data is subject to interpretation; users should apply judgment when reviewing results.
- ♦ Parameters displayed assist in making informed operational decisions, not as definitive indicators of system safety or performance.

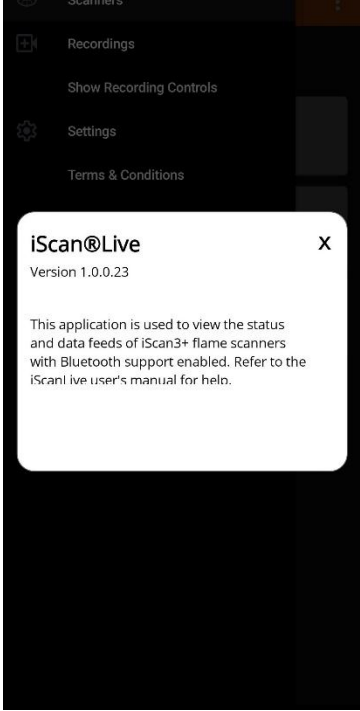
Use of this app is contingent upon use of the scanner according to the product manual and all applicable safety instructions and guidelines. Manuals for Chentronics® flame scanners can be found here: [Literature & Product Support](#).

2 HOME SCREEN & MAIN MENU OPTIONS

Menu Option	Description	Screenshot
Scanners	Default Home page. Can also be accessed by pressing the ≡ icon. Select a scanner to pair with while in connection range to view its scanner detail tabs. Swipe left on a scanner to set a custom name or forget the scanner. Lists scanners in two sections ordered as follows: - Previously connected, then by Serial Number. - Not previously connected, then by Serial Number.	
Recordings	Accessed by pressing the ≡ icon. Shows previous recordings. Swipe left on a recording to share or delete. Select a recording to open playback menu. - Play/Pause button allows for pausing of playback - Forward/Backward arrows move between frames of recording - Pencil button adds or edits notes	

Show Recording Controls	Accessed by pressing the ≡ icon. Selecting this option adds a small recording bar to the scanner detail tabs. ◆ Recording Button can be used to start and stop recording of scanner data	
Settings	Accessed by pressing the ≡ icon. ◆ AutoScan will scan for nearby scanners when opening the Scanners page	

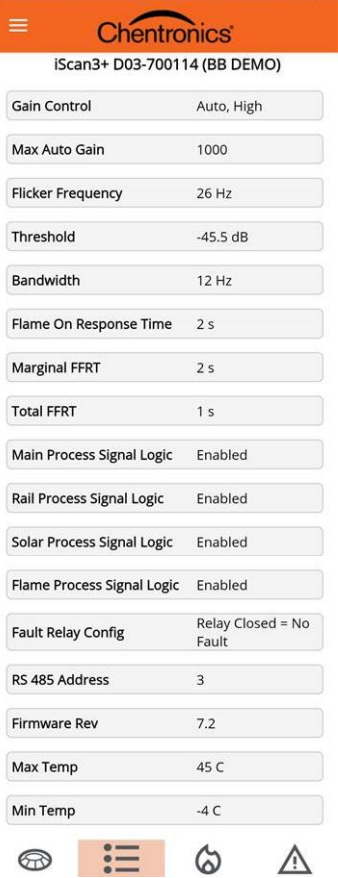
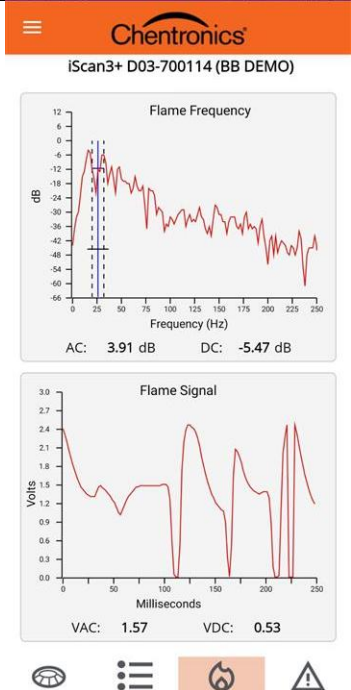
Terms & Conditions	Accessed by pressing the ≡ icon. ◆ iScan Live End User License Agreement (EULA)		
Contact	Accessed by pressing the ≡ icon. Offers multiple contact options for product support. ◆ For mobile application and product support, contact: support@chentronics.com ◆ To re-order, or for product inquiries, click on the link to navigate to our online contact form.		

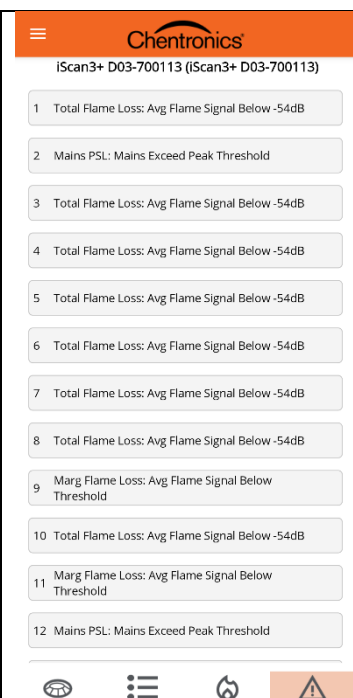
About	Accessed by pressing the ≡ icon. ◆ Details iScan Live app version.	
--------------	---	--

3 SCANNER DETAIL TABS

- Select a scanner in the Scanner view to see its scanner details
- Scanner details can be navigated by clicking any of the four icons at the bottom of the screen.
- You can go back to the Scanners view or other menu options by clicking the menu icon (≡) in the top left corner.

Page Option	Description	Screenshot
Active Scanner Landing Page	◆ Default landing page when connecting to scanner ◆ Shows key information about the connected scanner, including current flame status	

Scanner Status	- Detailed status information of the scanner - See § 3.1 Scanner Status Definitions below for more information	
Scanner Flame Graphs	- Complete flame graphs from the scanner - Includes flame frequency analysis and flame signal	

First Out Events	- Displays twenty-five previous first-out events - First-out events refer to events when flame relays open - Refer to the iScan scanner manual for First Out Event descriptions	
------------------	---	--

3.1 Scanner Status Definitions

The iScan Live app does not allow for changing any of the below values. iScan Live allows for viewing of these parameters. The iScan Desktop App can be used to change certain values, refer to [Section 7](#) for more information.

Table 1: Definitions	
Gain Control	Displays current Gain mode. Depending on iScan model, can be changed between Auto or Manual and High or Low modes.
Max Auto Gain	Maximum allowable gain value when Gain Control is set to Auto mode. Changing Gain Control to Low will cap Max Auto Gain to 100.
Flicker Frequency	“Flicker” or “Flicker Frequency” refers to the modulation of flame intensity due to micro-explosions. Shown in app as the vertical black bar on Flame Frequency graph.
Threshold	The level the Flicker Signal must exceed for the scanner to declare “Flame On”. Shown in app by the horizontal black bar on Flame Frequency graph.
Bandwidth	The range of frequencies around the Flicker Frequency over which the flame's energy is summed to determine the Flicker Signal strength. Shown in app by the vertical blue lines on Flame Frequency Graph.
Flame ON Response Time (FORT)	The time it takes the flame relay contacts to close after the flame signal rises above the set threshold.
Marginal Flame Failure Response Time (MFFRT)	The time it takes the relay contacts to open after the flame signal drops below the set threshold.

Total Flame Failure Response Time (TFFRT)	The time it takes the flame relay contacts to open after the complete loss of a sensed flame.
Process Signal Logic	Process Signal Logic are four additional checks on the flame signal to ensure that extraneous sources do not result in a false indication of flame. The possible Process Signal failures are: ▢ Power Mains Signal Detected (50/60 or 100/120 Hz) ▢ Flame Signal at Maximum or Rail Condition ▢ Strong Solar-Like signal ▢ Non 1/f Flame-Like Signal
Fault Relay Config	Fault Relay can be configured to be Normally Open or Normally Closed. The app shows current Fault Relay Configuration.
RS485 Address	Each iScan flame scanner is shipped with its Comm Address set to “1”. To enable RS485 communication, each scanner must be assigned a unique address (1–127) before communication with all scanners on the network can be established.
Firmware Rev	The version of the flame scanner firmware.
Max Temp	Maximum temperature experienced by the scanner during operation, initially set to a factory default of 45 °C.
Min Temp	Minimum temperature experienced by the scanner during operation, initially set to a factory default of 15 °C.

4 Connecting to a Scanner

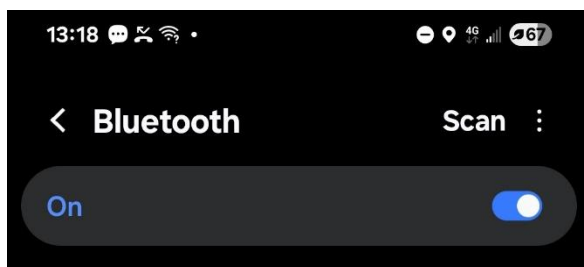
It is recommended to complete the initial pairing process to scanners individually, as the mobile app can only communicate with and connect to one scanner at a time.

4.1 How to connect using Android OS

- ◆ Open device Settings menu



- ◆ Navigate to Bluetooth settings and confirm Bluetooth is on
- ◆ Scan for devices (may also be called pair new device or connect new device)



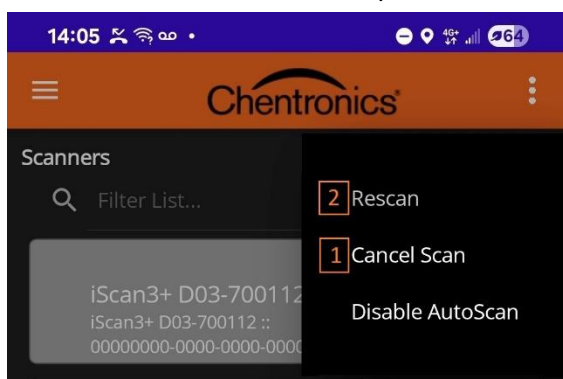
- ◆ Once the scanner you are looking for appears, select it to pair (for new devices, see “Available Devices”)
- ◆ The message "An app is needed for this device" may pop up when trying to pair

An app is needed to use this device.

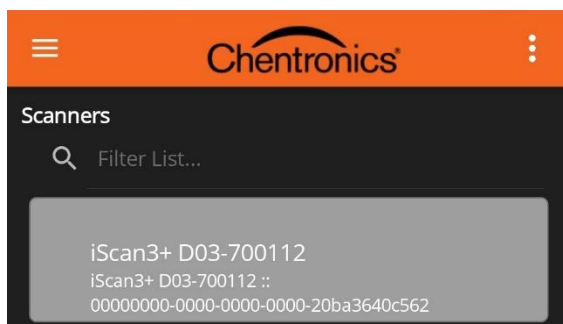
- ◆
 - ▢ Ensure you have the iScan Live mobile app installed. If message is still shown, ignore and continue to the next step.
- ◆ Enter Bluetooth Passcode
 - ▢ For new or previously unpaired scanners, enter the passcode then tap pair. The default passcode is the last 6 digits of the serial number. A scanner's passcode may be changed using the Windows iScan Software.
 - ▢ If the scanner was previously paired, iScan Live will automatically connect to it. However, if the scanner's passcode has changed since the last connection, iScan Live will prompt you to enter the new passcode.
- ◆ Press Pair
- ◆ Open the iScan Live mobile app



- ◆ Press to open top right menu, select Cancel Scan¹
- ◆ Select Rescan² and let it complete



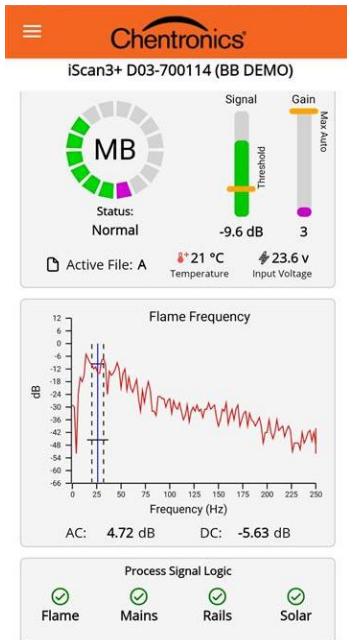
- ◆ The scanner will appear at the bottom of the list in grey, with no Wi-Fi icon



- ◆ Press on the scanner tile and wait for it to connect



- ◆ When connection has been established, the scanner detail page will appear



- ◆ To disconnect from the scanner, open hamburger menu (≡) in top left and select the 'Scanners' menu option

4.2 How to connect using iOS

- ◆ From the iPhone home screen:
 - ❑ Launch the Settings app.



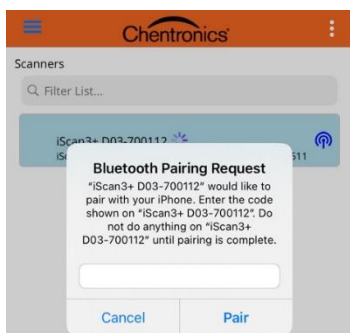
- Tap Bluetooth to enter Bluetooth Settings and ensure Bluetooth is on.



- Return to the home screen and Launch the iScan Live app.



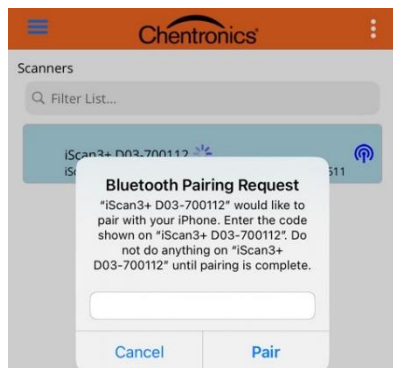
- On first launch, allow the app access to Bluetooth when asked.



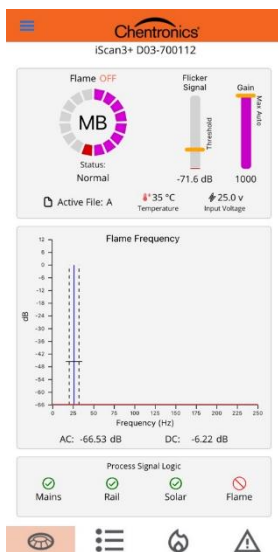
- The app will scan for devices and display those found. It will also display those previously connected even if not in range.
- Tap on the desired device to initiate connection.



- For new or previously unpaired scanners, enter the passcode then tap pair. The default passcode is the last 6 digits of the serial number. A scanner's passcode may be changed using the Windows iScan Software.



- If the scanner was previously paired, iScan Live will automatically connect to it. However, if the scanner's passcode has changed since the last connection, iScan Live will prompt you to enter the new passcode.
- When connection has been established, the scanner detail page will appear



- To return to the app home page, open the hamburger menu (≡) in top left and select the 'Scanners' menu option

5 PRO TIPS

5.1 Flame sighting

- ◆ Proper flame sighting is essential for effective flame scanner detection and discrimination. The view through the sight port should display the entire flame, as illustrated in **Figure 1**.



Figure 1: Sight Port View

5.1.1 Aiming an SB/SB4 Model

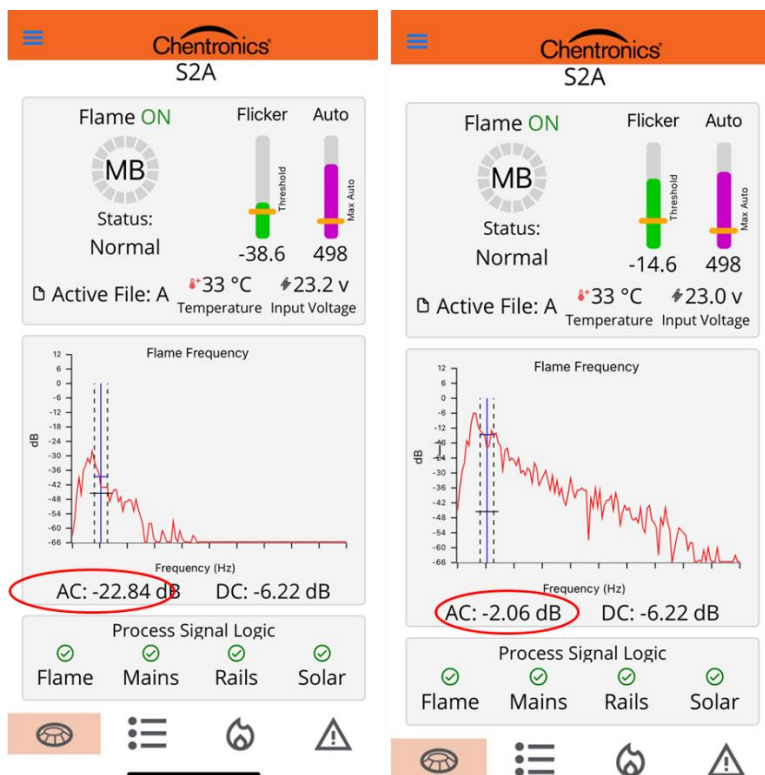
- With the target flame on, aim the scanner to have a full view of the flame, as shown in **Figure 1**.
- Automatic gain is enabled on SB models, so iScan3+ gain output increases or decreases to maintain a predetermined AC level. This will be based on the amount of UV/IR light hitting the detector.
- Using the Ring of Light as a guide, aim the scanner until the Ring of Light (RoL) displays as many green bars as possible. The opposite is true for the purple gain side; however, this largely depends on fuel being fired. Gaseous flames are less bright, so it is typical to see most of the purple bars light up, whereas bright flames like oil or coal will display fewer.
- Align the scanner to maximize green LEDs on the Ring of Light, indicating optimal flame targeting. Fewer purple LEDs are preferred, but their behavior varies by fuel type. Gaseous flames typically illuminate more purple LEDs due to lower brightness, while brighter fuels like oil or coal result in fewer. Refer to the Advance Aiming Section for more info.

5.1.2 Aiming an MB Model

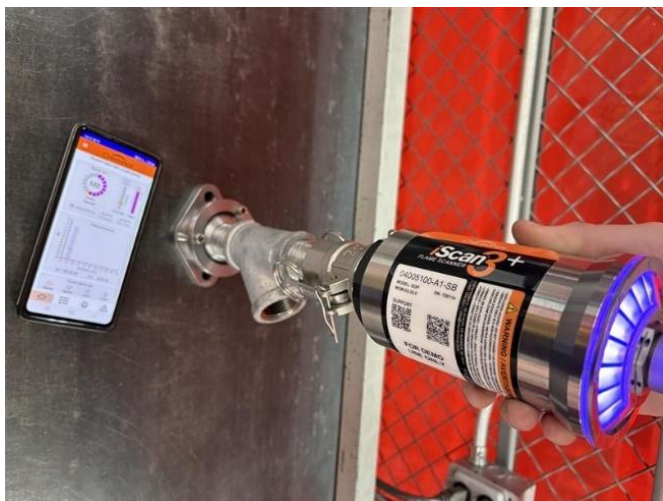
- Follow the steps above to aim the scanner. For multi-burner scanner set up and configuration, follow instructions as detailed in the iScan desktop software manual, (MNL-iScan Software, § 6.6, p. 27).

5.1.3 Advance Aiming

- When scanner gain is fully saturated (all purple LEDs ON) or manually set to a fixed value, fine-tuning alignment can be performed using the *iScan Live App* or *iScan[®] software*.
- Refer to the AC value reading (see screen captures below). A value closer to 0 indicates a stronger flame signal. As shown, flame frequency response can vary significantly even at the same gain setting, depending on flame characteristics.



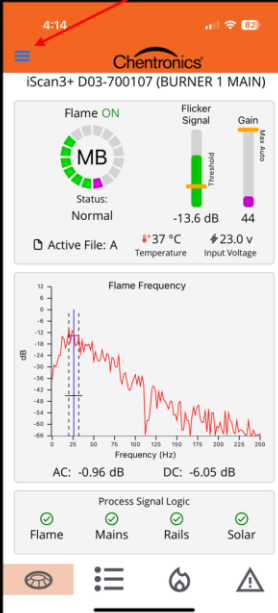
5.1.4 How to better aim the scanner



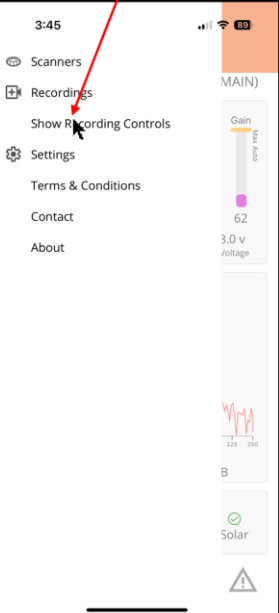
When aiming your iScan3+ while using the iScan Live App, use slow motions with pauses in between to check the app data. Adjust the scanner position in small increments and wait roughly 5 seconds for the data to stabilize. The key value is the AC dB. Getting that value as close to 0 will ensure your scanner is correctly sighted.

5.2 How to record Scanner and Flame Data

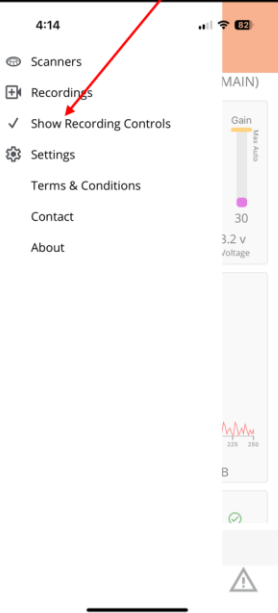
To use the recording feature, it first must be enabled (Click here)



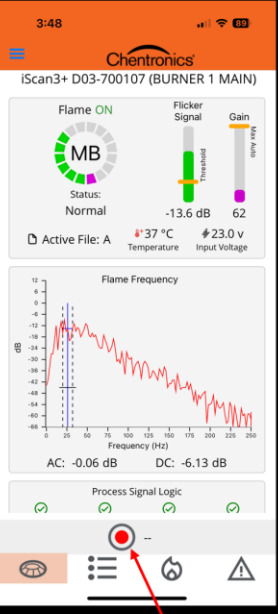
Next Click on Show Recordings



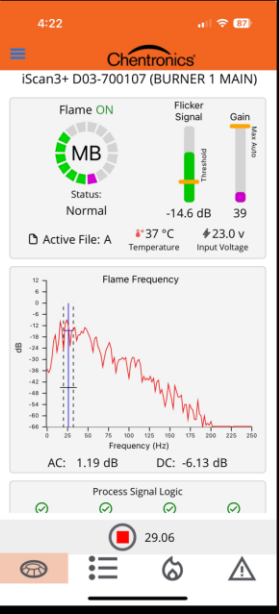
Once enabled, a check will appear



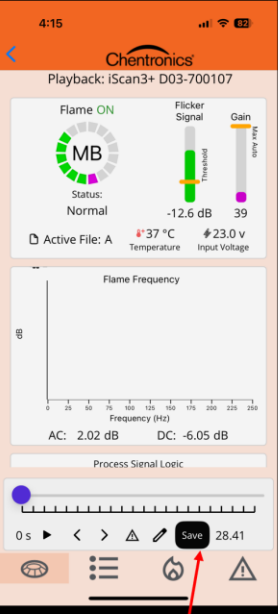
Now, the main screen will show a record button. Press to start.

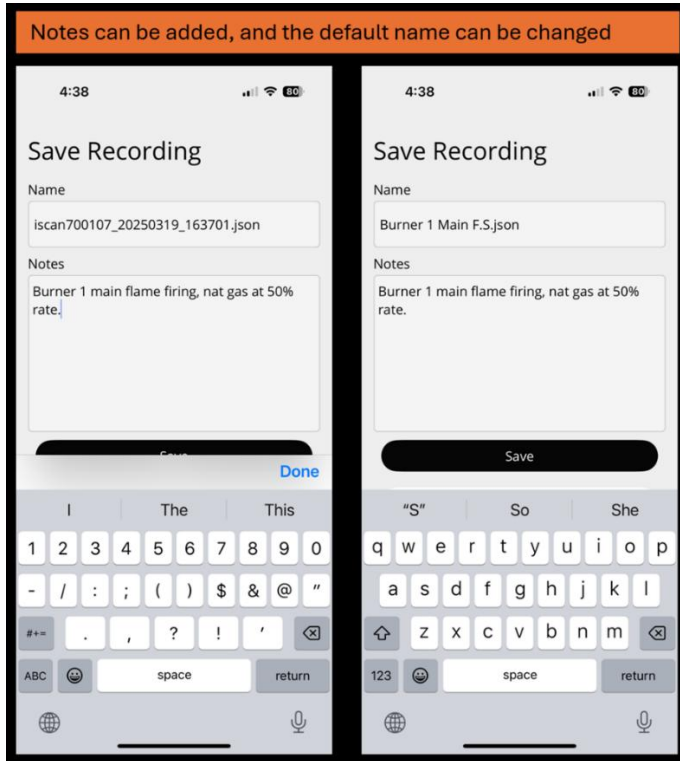


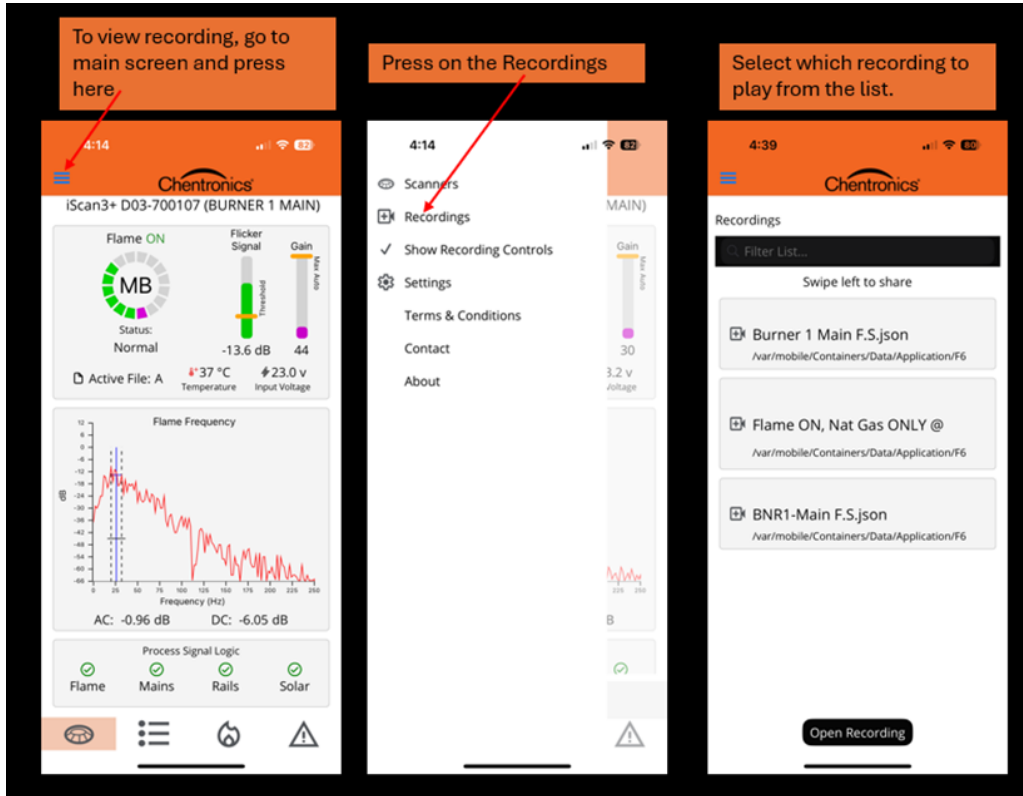
The recording will last for 30 seconds and can be stopped at anytime.



Once complete, press save, and you will be prompted to name and add notes







5.3 Sharing Data Recordings



Recordings can also be shared between users. Click **Share** to send recording over email. Recordings from other users can be viewed by pressing the **Open Recording** button at the bottom of the screen as seen above and navigating to the saved recording on the device.

5.4 Naming a scanner

- ◆ In the Scanners list, swipe left and press Settings. Input the display name for the scanner. Note the device name will not transfer to the Desktop application device name field when re-named via iScan Live.

6 TROUBLESHOOTING

For any issues specific to the scanner and not the iScan Live mobile app, use the latest scanner manuals found in [Section 7](#) for troubleshooting.

6.1 General

6.1.1 App border flashing while in scanner view

- ▮ The border will flash blue to indicate communication errors between the scanner and the app. This may be caused by weak communication between the scanner and the app. If possible, move closer to the scanner.

6.2 Android OS

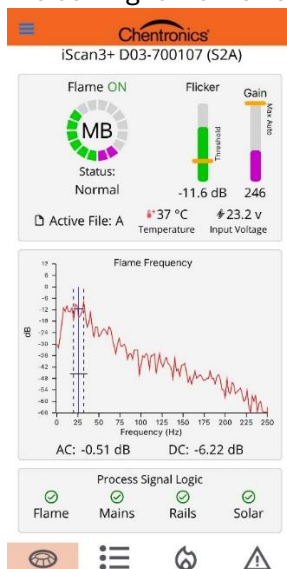
6.2.1 'Scanner time out' message

- ▮ If you receive the above message but:
 - ◆ you have previously connected to a scanner,
 - ◆ it's in the scanner list, and
 - ◆ it appears as connected in your BT settings, then
- ▮ Fully close the app, then re-open and re-connect to the scanner.

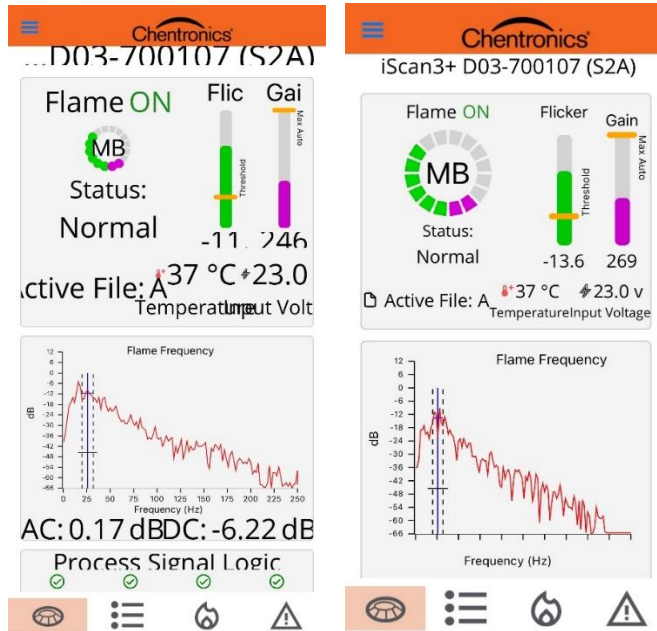
6.3 iOS

6.3.1 Font Display Issues

- ▮ iScan Live Mobile App does not support Dynamic Type. If you have not changed anything in the setting for text size or zoom display, it will look like the example below



- ▮ If you have increased your text size in SETTINGS > DISPLAY & BRIGHTNESS, your screen may look like the one shown below on the left.
- ▮ What resolves this is reducing the text down to default and then, under SETTINGS > DISPLAY & BRIGHTNESS, changing DISPLAY ZOOM to large text, which will look like the example below on the right.



7 SUPPORT & INFORMATIONAL LINKS

7.1 Support: [Contact - Chentronics](#)

7.2 Literature: [Literature & Support - Chentronics](#)

7.3 iScan3+ Flame Scanner

- Brochure: [iScan3+ Brochure 2025_08_27](#)
- Manual: [MNL-iScan3+ REVB.docx](#)

8 CONTACT INFO

- Mailing Address:
Chentronics, LLC
50 O'Hara Drive
Norwich NY 13815
USA ([Click for map](#))
- Phone Number: +1.607.334.5531
- Email: sales@chentronics.com

9 EULA

- ◆ PLEASE READ THIS END USER LICENSE AGREEMENT (“LICENSE AGREEMENT”) CAREFULLY. BY DOWNLOADING THE LICENSED APPLICATION FROM APPLE’S SOFTWARE DISTRIBUTION PLATFORM (“APP STORE”) OR GOOGLE’S SOFTWARE DISTRIBUTION PLATFORM (“PLAY STORE”), YOU (END-USER) ACCEPT A BINDING CONTRACT BETWEEN YOU AND CHENTRONICS CORPORATION, (“CHENTRONICS”), AND AGREE TO BE BOUND BY THE TERMS HEREIN. APP STORE AND PLAY STORE ARE REFERRED TO IN THIS LICENSE AGREEMENT AS “SERVICES”.
- ◆
- ◆ Chentronics acknowledges the Services are not a Party to this License Agreement and are not bound by any provisions or obligations with regard to the Licensed Application, such as warranty, liability, maintenance and support thereof. Chentronics, not the Services, is solely responsible for the Licensed Application and the content thereof.
- ◆
- ◆ This License Agreement may not provide for usage rules for the Licensed Application that are in conflict with the latest Apple Media Services Terms and Conditions and Google Play Terms of Service (“Usage Rules”).
- ◆
- ◆ iScan Live (“Licensed Application”), when purchased or downloaded through the Services, is licensed to you for use only under the terms of the License Agreement. Chentronics reserves all rights not expressly granted to you. iScan Live is to be used on devices that operate with Apple’s operating systems (“iOS” and “Mac OS”) or Google’s operating system (“Android”).
- ◆
- ◆ **IMPORTANT ----- DO NOT USE THE INFORMATION OBTAINED FROM THE LICENSED APPLICATION FOR ANY CONTROL OR SAFETY RELATED FUNCTIONS. THE INFORMATION OBTAINED FROM THE LICENSED APPLICATION IS SOLELY FOR INFORMATIONAL PURPOSES AND IS INTENDED FOR DISPLAY PURPOSES ONLY. FOR FURTHER INFORMATION CONSULT THE APPLICABLE SCANNER USER MANUAL.**
- ◆

1. Function and Purpose of the License Application.

The sole purpose and function of the Licensed Application is to provide a means for displaying flame scanner operational information and a mechanism to record, playback, and email scanner operational information.

2. Scope of License.

Chentronics grants to you a nontransferable license to use the Licensed Application on any device that operates with Apple’s operating systems (“iOS” and “Mac OS”) or Google’s operating system (“Android”) that you own or control. "Use" means storing, loading, installing, executing, or displaying the Licensed Application. You may not modify the Licensed Application or disable any licensing or control features of the Licensed Application.

You may not copy, reverse-engineer, disassemble, decompile, decrypt, attempt to derive the source code of, modify, or create derivative works of the Licensed Application, any updates, or

any part thereof (except as and only to the extent that any foregoing restriction is prohibited by applicable law or to the extent as may be permitted by the licensing terms governing use of any open-sourced components included with the Licensed Application). You may not copy the Licensed Application onto any bulletin board or similar system.

3. Consent to Use of Data.

Consent to Use of Data: You agree that Licensor may collect and use technical data and related information—including but not limited to technical information about your device, system and application software, and peripherals—that is gathered periodically to facilitate the provision of software updates, product support, and other services to you (if any) related to the Licensed Application. Licensor may use this information, as long as it is in a form that does not personally identify you, to improve its products or to provide services or technologies to you.

4. Ownership.

The Licensed Application is solely and exclusively owned and copyrighted by Chentronics. Your license confers no title or ownership in the Licensed Application and is not a sale of any rights in the Licensed Application.

5. Termination.

Chentronics may terminate your license upon notice for failure to comply with any terms of the License Agreement. Upon termination, you must immediately remove and/or uninstall the Licensed Application, together with all copies, in any form, on any device you own or control.

6. Export Requirements.

You may not export or re-export the Licensed Application or any copy or adaptation in violation of any applicable laws or regulations. In particular, but without limitation, the Licensed Application may not be exported or re-exported (a) into any U.S.-embargoed countries or (b) to anyone on the U.S. Treasury Department's Specially Designated Nationals List or the U.S. Department of Commerce Denied Persons List or Entity List. By using the Licensed Application, you represent and warrant that you are not located in any such country or on any such list.

7. U.S. Government Restricted Rights.

To the extent that the Software and documentation are being used in support of a contract with the United States Government, Chentronics asserts that the Software and documentation have been developed entirely at private expense and, therefore, are provided as "Commercial Computer Software" or "Restricted Computer Software" as defined in the following clauses: FAR § 27.405-3, Commercial computer software, FAR § 227-14, Rights in Data—General, FAR § 227-19, Commercial Computer Software License (DEC 2007), DFARS § 252.227-7014, Rights in Noncommercial Software and Noncommercial Computer Software Documentation (FEB 2014), and any other applicable FAR or DFARS clause. Chentronics is responsible for (1) providing

adequate documentation to verify the funding sources of the development of the Software and documentation and (2) supplying the Software and documentation with any markings necessary to limit the rights acquired by the Government. The Government may obtain only those rights provided by the Chentronics standard Software agreement for the product or the applicable FAR or DFARS clause.

8. Governing Law.

This License Agreement shall be governed by and interpreted in accordance with the laws of the State of New York. Venue for any action arising out of this License Agreement, including breach whether sounding in contract, tort or otherwise, shall be commenced and maintained exclusively in the state or federal courts located in New York, New York. YOU WAIVE, TO THE FULLEST EXTENT PERMITTED BY LAW, ANY RIGHT YOU MAY HAVE TO A TRIAL BY JURY IN RESPECT OF ANY SUIT, ACTION, CLAIM OR PROCEEDING RELATING TO THE LICENSE AGREEMENT.

9. Warranty.

The Licensed Application is delivered to you "AS IS" and Chentronics makes no warranty as to its use or performance. CHENTRONICS DOES NOT AND CANNOT WARRANT THE PERFORMANCE OR RESULTS YOU MAY OBTAIN BY USING THE LICENSED APPLICATION OR DOCUMENTATION. CHENTRONICS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE.

10. Design.

Chentronics reserves the right at any time to discontinue the manufacture of any model or make changes in design to add improvements to products or Software without incurring any obligations to furnish or install the same on products previously manufactured. All data and dimensions provided in bulletins are to be considered reasonably accurate at the time of printing. Where exact dimensions and data are required Chentronics can provide certified drawings and specification sheets to reflect the product specifications at the time of manufacture.

11. Severability.

In the event any provision of this License Agreement is held by a tribunal of competent jurisdiction to be unenforceable or otherwise contrary to the law, the remaining provisions of this License Agreement will remain in full force and effect.

12. Successors and Assigns.

This License Agreement shall be binding on, inure to the benefit of, and be enforceable by the parties and their respective heirs, successors and valid assigns.

13. Survival.

The provision addressing the limitation of liability and all other provisions which by their nature are intended to survive, shall survive the expiration or termination of the license or License Agreement.

14. LIMITATION OF LIABILITY.

(A) IN NO EVENT SHALL CHENTRONICS BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFITS, REVENUES OR OTHER ECONOMIC LOSSES, WHETHER ARISING UNDER WARRANTY/GUARANTEED, CONTRACT, NEGLIGENCE (INCLUDING NEGLIGENT MISREPRESENTATION), STRICT LIABILITY, INDEMNIFICATION, OR ANY OTHER CAUSE OR COMBINATION OF CAUSES, INCLUDING ANY THEORIES OF CONCURRENT LIABILITY ARISING FROM A DUTY OF CARE BY OPERATION OF LAW OR OTHERWISE NOTWITHSTANDING ANY FUNDAMENTAL BREACH OR FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. (B) IN NO EVENT SHALL THE OVERALL CUMULATIVE LIABILITY OF CHENTRONICS EXCEED ONE HUNDRED DOLLARS (\$100.00). (C) YOUR REMEDIES ARE LIMITED TO THOSE REMEDIES EXPRESSLY STATED IN THIS LICENSE AGREEMENT; AND, THESE REMEDIES SHALL NOT FAIL THEIR ESSENTIAL PURPOSE BECAUSE YOU ARE LIMITED TO THE EXCLUSIVE REMEDIES AS STATED HEREIN. (D) THESE LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FUNDAMENTAL BREACH OR FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.