

Capture Motor Save State Using I-con Software

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Purpose

The I-con Save State file captures information from your Infinitum motor and variable-frequency drive (VFD). Infinitum Support uses this file to help troubleshoot an issue remotely. Follow the steps below to install I-con, connect to the motor/VFD, create the Save State file, and submit it to Infinitum Support.

Before You Begin

- ☐ You'll need internet access to goinfinitum.com.
- ☐ Physical access the motor's VFD, CIM board or the HMI/controls.
- ☐ The appropriate connection equipment for TCP or Serial communication.

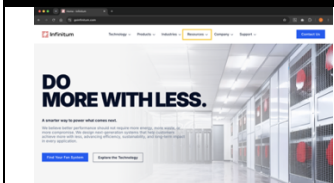
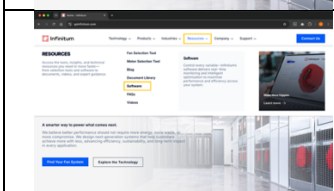
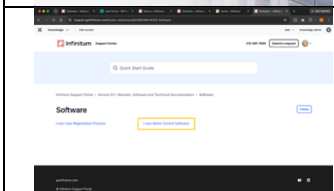
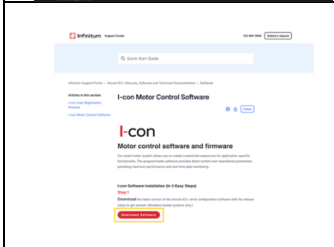
WARNING: Follow all safety requirements.

Follow every safety guideline provided by your employer and the site before accessing the motor/VFD.

WARNING: Only one master control may be connected.

When connecting directly to the motor through the VFD access cover, remove the field wires before connecting. This prevents more than one master control from being connected to the motor.

1. Install the I-con Software

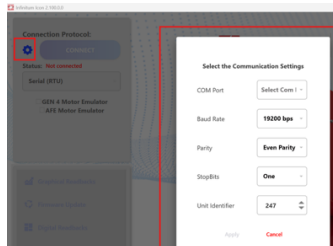
	1. Go to the Infinitum website at goinfinitum.com .
	2. In the navigation, select Resources > then select Software (from the drop down menu)
	3. This will take you to the Infinitum Support Center Software page > then select I-con Motor Control Software
	4. Download and Complete all five installation steps shown on the website. Do not skip any installation steps. Skipping a step may delay the process and require you to start again. The Software page also includes: • Firmware updates • Supporting documentation • Instructional videos Restart your computer before continuing to Step 2.

2. Connect Your Laptop to the Motor/VFD

TCP



SERIAL



Connect at the VFD

1. Follow all site safety procedures.
2. Remove the VFD access cover.
3. Connect directly to the CIM board using either:

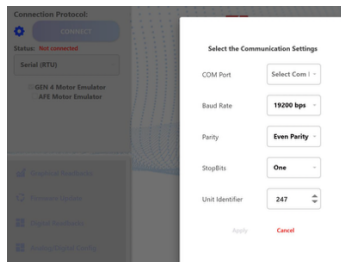
- TCP, or
- Serial communication.

WARNING: Remove the field wires before connecting directly to the motor.

REMINDER: There can only be one master control. Removing field wires prior to connecting to a motor is essential if connecting straight to the motor from the access cover.

3. Configure the Serial Communication Settings

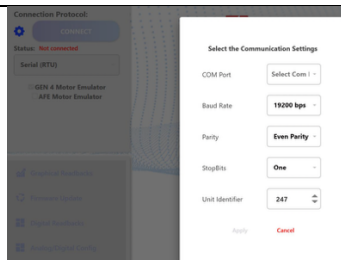
Complete this section before connecting I-con to the VFD through a Serial connection.



1. Open I-con.
2. Select the **gear icon** in the upper-left corner.
3. Choose the correct **COM port** for your connection.

Confirm the communication settings:

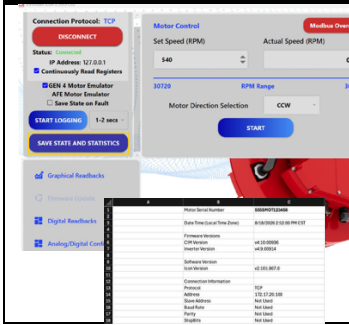
Setting	Required Value
Baud Rate	19200 bps
Parity	Even Parity
Stop Bits	One
Unit Identifier	247



The default Unit Identifier for Infinitum motors is **247**.

1. Apply the settings.
2. Select **CONNECT**.
3. Confirm that I-con connects to the motor.

4. Collect Save State File



1. Locate the **Save State** button in the upper-left section of the I-con screen.
2. Scroll down within that section if the button is not immediately visible.
3. Select **SAVE STATE AND STATISTICS**.
4. Choose where you want to save the file (.CSV) on your laptop.
5. Complete the save process.
6. Confirm that the Save State file appears in the selected folder.

5. Submit the Save State File to Infinitem Support

A	B	C
1	Motor Serial Number	8550PH022456
2	Date Time (Local Time Zone)	8/18/2026 2:52:00 PM CST
3	Firmware Versions	
4	CPU Version	v4.10.0006
5	Inverter Version	v4.9.00014
6	Software Version	
7	Incon Version	v2.101.007.0
8	Connection Information	
9	Protocol	TCP
10	Address	172.17.20.100
11	Slave Address	Not Used
12	Baud Rate	Not Used
13	Parity	Not Used
14	Stop Bits	Not Used

1. Attach your **Save State File** (.CSV) to your Support Request at <https://support.goinfinitum.com/hc/en-us/requests/new>
2. Or respond to the email from support@goinfinitum.com and attach the **Save State File** (.CSV).

Trouble Shooting Notes

I-con will not install

Return to the [I-con Software](#) page and confirm that you completed all five installation steps. Skipping a step may require you to restart the installation process.

I-con will not connect through Serial

Confirm that:

- The correct COM port is selected.
- The Baud Rate is set to **19200 bps**.
- Parity is set to **Even Parity**.
- Stop Bits is set to **One**.
- The Unit Identifier is set to **247**.
- Only one master control is connected.

The Save State button is not visible

Scroll down in the upper-left section of the I-con screen until **SAVE STATE AND STATISTICS** appears.

You cannot find the saved file

Return to the folder you selected when I-con asked where to save the Save State file.

Restart your computer to ensure the software has been installed correctly.

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If an RMA is Needed

If you are unable to resolve the issue onsite after working with Infinitum’s support group and your motor is still under warranty, then an RMA may be needed. Below are links to the Infinitum RMA Policy, Return Shipping Instructions, and steps to submit an RMA through the support channel that was discussed earlier. If you are unsure of the warranty status, please contact your vendor or [Infinitum Support](#) to help find that information.

[RMA Policy](#)

[Return Shipping Instructions](#)

[Submit an RMA Request](#)

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