Honeywell

Honeywell Safety Suite Device Manager

Frequently Asked Questions

GENERAL QUESTIONS

Q. How can I access Honeywell Safety Suite Device Manager?

A. Honeywell Safety Suite Device Manager is offered as Software as a service (SaaS). You can buy the software subscription to start using the software.

Q. Can I try the software before I decide to buy it?

A. You can try out the software before you buy it by signing up for a one-month trial subscription that allows for up to 25 instruments. You can do so by visiting: https://safetysuite.honeywell.com/trialaccount or https://eu.safetysuite.honeywell.com/trialaccount for customers in EMEA region.

Q. How can I access the software?

A. The software is accessible through a browser. Google Chrome and Microsoft Edge are the currently supported browsers.

Q. How do I connect devices to communicate with the cloud software?

A. The devices connect to the cloud software through a software called Gateway, installed on a computer at the customer site.

Q. Does Honeywell Safety Suite Gateway require administrative privileges on the windows operating system?

A. Only for installation. For normal use, Honeywell Safety Suite Device Manager Gateway does not require administrative privileges on the operating system.

Q. What are the minimum software and hardware requirements for installing the Gateway for Honeywell Safety Suite Device Manager?

A. Hardware

- CPU, 1.0 GHz or higher
- Color monitor (1366x768 or higher resolution or higher, 16-bit color)
- 2 GB RAM
- 4 GB of free hard disk space
- USB port for instrument/dock connection
- LAN connection for network-connected docks

B. Software

- Microsoft Windows 10 (64 bit)
- .Net Framework v4.6.1 or above

Q. Does Honeywell Safety Suite support data migration for Fleet Manager II, ProRAE Studio II and IQ Management Software Suite?

A. Honeywell Safety Suite Device Manager supports data migration from Fleet Manager II for all the supported instruments. In addition, it supports data migration for GasAlert Extreme. Existing Fleet Manager II instances should be upgraded to latest version before initiating data migration. The software also supports data migration from ProRAE Studio II for all supported RAE instruments. In addition, it supports data migration for QRAE II. Data migration from IQ Management Software Suite is supported for ToxiPro.

Q. Can Honeywell Safety Suite Device Manager manage both BW & RAE Systems instruments?

A. Yes, Honeywell Safety Suite Device Manager has been designed to support both BW & RAE Systems instruments.

Q. What instrument connectivity options are currently supported by Honeywell Safety Suite Device Manager?

A. Honeywell Safety Suite Device Manager currently supports instrument connectivity through IntelliDoX, MicroDock II and AutoRAE 2 for BW & RAE Systems instruments. BW Instruments can connect directly through IR Dongle wherever applicable. RAE instruments can also connect directly through the Travel Charger.

Q. What instruments are supported by Honeywell Safety Suite Device Manager?

A. Following is a list of currently supported instruments. Additional instruments will be enabled in future releases.

IntelliDoX & MicroDock II

- BW Clip & BW Clip Real Time
- BW MaxXT II
- BW MicroClip XL & BW MicroClip X3

IntelliDoX

- BW Clip4
- BW Flex
- BW Icon & BW Icon +
- BW Solo
- BW Ultra

MicroDock II

- BW Quattro
- GasAlertMicro 5

IR Dongle

- BW Flex
- BW Icon & BW Icon +
- BW MaxXT II
- BW MicroClip XL & BW MicroClip X3
- BW Quattro
- BW Ultra

AutoRAE 2 & Travel Charger

- MicroRAE
- MiniRAE 3000 + & MiniRAE Lite +
- MultiRAE Family
- ppbRAE 3000 +
- QRAE 3
- ToxiRAE Pro Family
- UltraRAE 3000 +

Direct USB

- AreaRAE Plus & AreaRAE Pro

Q. What is the default username and password for Honeywell Safety Suite Device Manager?

A. The default username is the email account you signed up with. You are required to create a password when you sign up for the software.

Q. What Fleet Manager II & ProRAE Studio II features are not supported by Honeywell Safety Suite Device Manager?

A. Honeywell Safety Suite Device Manager has streamlined the tasks performed by Fleet Manager II and ProRAE Studio II, and greatly improves the overall user experience. In addition, it supports a lot of other features as outlined in the product brochure.

Q. What languages are currently supported by Honeywell Safety Suite Device Manager?

A. Honeywell Safety Suite Device Manager currently supports English language. Support for additional languages may be added in future releases.

DEVICE INVENTORY

Q. How do I see my instruments in the Device Inventory list?

A. For BW instruments connected through IntelliDoX, MicroDock II or IR Dongle, the instrument data should be downloaded for the instruments to show up in the Device Inventory. Make sure the filter option "Not Connected" is selected to view the instruments in the Device Inventory List for which data has been downloaded.

For RAE Systems instruments connected through the AutoRAE 2, Travel Charger or Direct USB, the software should be able to communicate to the instruments to show up in the Device Inventory list.

In addition, instrument data should be downloaded to view the RAE Systems instruments in the inventory after the instrument is disconnected from the software. The filter option "Not Connected" should be selected to view RAE Systems instruments in the Device Inventory List for which data has been downloaded but are currently not connected to the software.

Q. What are the different options to connect Docking Stations to the software?

A. IntelliDoX can connect to the software over the network. MicroDock II can connect to the software using direct USB connection. AutoRAE 2 can connect to the software either over the network or using direct USB connection.

Q. I have connected the docking station over the network. However, I am not able to see the docking station in the software?

A. First, make sure the software is set up to scan for checking the appropriate box for "Allow Dock Discovery" under Details for the Gateway Node to which the docking stations are connected. If the docking station is in a network path different than the software, the software may not be able to see the docking station. For the software to see the Docking Station, add the Docking Station manually to the software using the add option for AutoRAE 2 and IntelliDoX under Devices for the Gateway Node using the IP Address of the Docking Station.

Q. I have connected the docking station. However, it is not appearing online in the software.

A. The software periodically scans the USB ports and network to check the online status of the docking station/instruments. However, the online status of the docking station might not be reflected right away in the software. If you are unable to see the docking station status online, you can click the Refresh button in the Device Inventory view to see the online status of the docking station.

Q. I am not able to perform any action on the IntelliDoX after upgrading to the latest firmware?

A. IntelliDoX now requires a network passcode for added security when connecting the docking station to the software. Enter the network passcode for the IntelliDoX using "Update Passcode" option under "Actions" menu before trying to perform any action on the docking station. The default value for the network passcode is "000000".

Q. How can I update the firmware for the devices on Honeywell Safety Suite Device Manager?

A. Honeywell Safety Suite Device Manager provides the option to update the firmware under Device Details. If a new firmware is available, you will see the option to update the firmware.

DEVICE DATA DOWNLOAD

Q. Does the software download existing data from the Docking Stations?

A. The software downloads all the historical data stored in the docking station. When the data is downloaded for the first time, it can take a while depending on the amount of data stored in the docking station.

Q. I do not see the option to select a start and an end date for data downloaded in Honeywell Safety Suite Device Manger.

A. The software utilizes a smart download manager to incrementally download the data in order to optimize the download time. The software compares the existing downloaded data against the latest logged data and downloads only the incremental data since the last download.

Q. Does Honeywell Safety Suite Device Manager support data download from IntelliDoX USB connector?

A. Currently, the software does not support data download via the USB connector on the IntelliDoX using a USB storage device.

DEVICE CONFIGURATION

Q. Why am I not able to save the Dock/Device Configuration?

A. For performing the Dock/Device Configuration, the Dock/Device needs to be connected to the computer on which the gateway is installed and appear online to the software.

Q. Can I download data and configure a device at the same time?

A. You can perform data download on one dock and manage configuration changes on another dock at the same time. However, you can perform only one device action at a time on a specific dock or instrument connected to the gateway. You must wait for the current operation to complete before performing another action. Consequently, if you are performing a data download, you must wait for the data download to complete before performing a device configuration on a single dock or instrument.

Q. How can I update the network configuration parameters for IntelliDoX and AutoRAE 2?

A. For both IntelliDoX and AutoRAE 2, the network parameters can be managed using the configuration options available on individual docking stations. Network configuration parameters cannot be updated using the software.

Q. For BW devices, unlike Fleet Manager, I do not see the Updatable option against each of the sensor parameters. Why?

A. Honeywell Safety Suite Device Manager has a streamlined user interface to make it easier to manage configuration parameters. As a result, a common Updatable option is provided for all of the configuration parameters, including the sensor settings under the Settings tab.

Q. For RAE Systems devices, can I update the Lot Number of the gas cylinder in the software?

A. You can navigate to the AutoRAE 2 details and edit the gas inlet configuration details for the attached gas cylinder in order to update the Lot Number of the gas cylinder.

Q. For RAE Systems devices, can I update the Sensor Serial No. after installing a new sensor?

A. Yes, you can update the Sensor Serial No. after installing a new sensor for the instruments that support this option under the Sensors tab for the corresponding instruments if they are currently online and connected to the software.

Q. Does Honeywell Safety Suite Device Manager support instrument configuration using IntelliDoX USB connector?

A. Currently, the software does not support instrument configuration via the USB connector on the IntelliDoX using a USB storage device.

DEVICE HISTORY

Q. What information is presented in Device History?

A. Device History provides a comprehensive view of all the data related to the lifecycle of the selected instrument. This includes test data for calibration and bump tests. This also includes the instrument event data, along with the corresponding data logs.

Q. Are all device-related data logs, event logs and test data logs shown in the Device History?

A. All information related to device data logs, event logs and test logs is shown in the Device History, with the exception of IntelliDoX & MicroDock II data logs and BW instrument test logs for bump and calibration operations performed outside of the IntelliDoX & MicroDock II.

Q. Why can't I see the Device History?

A. Make sure that you have downloaded the data from the docking station corresponding to the selected instrument before viewing the Device History. Once the data has been downloaded, you can view the history for the selected device.

Q. Can I export the data log corresponding to the events captured by the instrument?

A. Yes, you can export the instrument data log in csv (comma-separated value) format, which can be opened in Microsoft Excel for further analysis.

Q. Can I delete the data log for an instrument once it has been imported into the software?

A. We do not allow data logs to be deleted once they have been downloaded to the software.

USER MANAGEMENT

Q. What are the different roles I can assign to a user?

A. You can assign one or more of the following roles to a user:

Customer Administrator – A user with the customer administrator role has access to all the features and functionality for all sites within the organization with which the user is associated.

Site Administrator – A user with the site administrator role has access to all the features and functionality within the site with which the user is associated.

Advanced User – A user with the advanced role can perform all the device operations. However, the user does not have access to site or user management functionality.

Standard User – A user with the standard role can perform all device operations except device configuration and firmware updates.

Worker – A user with the worker role has no access to the software. However, the user can be assigned/unassigned instruments.

Q. I want to assign an instrument to an individual. However, I do not want to provide the individual with access the software.

A. You can assign a user the "Worker" role if you want to just assign instruments to the user.

Q. How can I log on to the software if I have forgotten my password?

A. You can reset your password by clicking the "Can't access your account?" link on the Login Screen. A link to reset the password will be emailed to the email associated with the account.

Q. What is the purpose of deactivating a user account?

A. If you want to temporarily suspend user access to the system, you can do that by deactivating the user account.

Note: *Honeywell Safety Suite Device Manager is subject to the terms and conditions of the license agreement which can be viewed while accessing the software.*