

SAFETY SUITE REAL TIME

Frequently Asked Questions

GENERAL QUESTIONS

Q. How can I access Honeywell Safety Suite Real Time?

- A. Honeywell Safety Suite Real Time is offered as Software as a service (SaaS). It can be accessed via cloud or installed locally in a customer's environment. 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 the software before you buy it by signing up for a one-month trial subscription. Visit <https://ss.honeywell.com/#/trial>

Q. Once purchased, how do I access the software?

- A. The software is accessible through a browser. Chrome, Safari, Edge and Firefox are the currently supported browsers.

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

- A. Devices with Bluetooth support can connect to the software over cellular using the Safety Communicator mobile app. For other wireless options, the devices connect to the cloud using PC Gateway software installed on a computer at the customer site.

Q. What are the minimum software and hardware requirements for installing Safety Suite on a local computer?

- A. Hardware:
- CPU Intel Quad Core CPU, 3.4 GHz or higher
 - DISPLAY Color monitor (at least 1366 x 768 resolution, 24-bit color)
 - MEMORY 16 GB RAM
 - HARD DRIVE At least 500GB of free hard disk space
 - USB PORT for instrument /modem connection
 - SOUND CARD to enable local sound notifications
 - LAN connection for network-connected instruments
 - INTERNET CONNECTION to view Google® Maps

Software:

- OPERATING SYSTEM Microsoft® Windows® 10 64-bit version 1809 or above
- BROWSER Chrome, Safari, or Edge

Q. Does Honeywell Safety Suite support data migration for ProRAE Guardian?

- A. Honeywell Safety Suite does not currently provide data migration from ProRAE Guardian software.

Q. Does Honeywell Safety Suite Real Time support both BW & RAE Systems instruments?

- A. Yes, Honeywell Safety Suite Real Time has been designed to support both BW & RAE Systems wireless connected instruments.

Q. What wireless connectivity options for instruments are currently supported by Honeywell Safety Suite Real Time?

- A. Honeywell Safety Suite Real Time currently supports instrument connectivity for BW & RAE Systems instruments. RAE instruments can also connect through ISM band, Mesh, Wi-Fi and Cellular through BLE interface on Safety Communicator App. BW Instruments can connect to the software through BLE connectivity with Safety Communicator App.

Q. What is the default username and password for Honeywell Safety Suite Real Time?

- 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 instruments are supported by Honeywell Safety Suite Real Time?

A. Following is a list of currently supported instruments:

RAE Products

MeshGuard Family
MicroRae
MiniRAE 3000+
MultiRAE Family
ppbRAE 3000+
QRAE 3
ToxiRAE Pro Family
UltraRAE 3000+
AreaRAE Plus & AreaRAE Pro

BW Products

BW Icon
BW MaxXT II
BW MicroClip XL
BW MicroClip X3
BW RigRat
BW Solo
BW Ultra

Q. Does Safety Suite Real Time support all ProRae Guardian features?

A. Yes, Safety Suite Real Time supports all ProRae Guardian features. In addition, it has new capabilities such as Dashboard, SMS Messaging, Incident Playback, and greatly enhances the overall user experience.

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

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

ORGANIZATION

Q. Why am I not able to see the organization details when I login into the web portal?

A. Access to the organization details is managed through user roles. Make sure you have the appropriate permissions to access this functionality.

Q. Why is the software not able to locate the correct address on the map when I am creating a site?

A. The software tries to locate the address after the user enters Address 1, City and Zip. However, if multiple matches are found corresponding to the address, the software will prioritize the results based on the field in focus.

GATEWAY

Q. What is Gateway?

A. Gateway is a software service that is used to transmit data from a device to the Safety Suite software. There are two gateway software; PC Gateway – Transmits data from a computer to Safety Suite and Mobile Gateway (Safety Communicator) – Transmits data from smartphone to Safety Suite.

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

A. No, Honeywell Safety Suite Gateway does not require administrative privileges to the operating system.

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

A. Hardware:

- CPU Intel 1.0 GHz or higher
- MEMORY 8 GB RAM
- HARD DRIVE 200GB of free hard disk space
- USB PORT for instrument /modem connection
- Intel® Wireless Bluetooth® Adapter for instrument BLE connectivity
- LAN connection for network-connected docks

Software:

- OPERATING SYSTEM
Microsoft® Windows® Server 2012 R2 or above;
Microsoft Windows 10 (64 bit) version 1809 or above

Q. Why I can't see my PC Gateway in my site after I install it?

A. Each Gateway installer has a configuration file that binds it to a site after installation. Please make sure to navigate to the correct site before downloading gateway installation file. After installation, you should see the gateway under the correct site.

Q. Why is the Serial Port not showing up under PC Gateway configuration even though a device is connected?

A. It takes approximately one minute to scan all the ports in use and subsequently update the status on the Gateway Details page.

Q. Can I manually start the PC Gateway from the Safety Suite portal?

A. No, PC gateway is designed to startup automatically on the local PC where it is installed when you start the computer and runs in the background continuously. It cannot be started/stopped manually.

Q. What ports are used by the PC Gateway software?

A. The following ports are used by the PC Gateway software to communicate with Safety Suite software.

UDP: 50018
TCP: 502, 9723
HTTPS: 443
MQTT: 51883

Q. How many devices can be connected over BLE to the Safety Communicator App?

- A. The software supports up to 3 BLE connected devices through the Safety Communicator App.

Q. What is the algorithm to calculate the number and percentage on Risk Factor for a specific Risk Type?

- A. Risk Factor Count for a specific Risk Type is equal to the sum of the online worker count from areas having that risk type.

$\% \text{ of Specific Risk Type} = \frac{\text{Risk Factor Count for a specific Risk Type}}{\text{Number of online workers who are in various risk areas}}$

Q. When are Alarms/Alerts removed from the map view?

- A. When an Alarm/Alert is no longer active, it will be automatically removed from the map view and the live Alarm/Alert list and added to historic Alarm/Alert list.

ASSET MANAGEMENT

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

- A. The devices that have communicated with the software over the various wireless protocols show up in the device inventory.

Q. Can I store custom data for my devices in Asset Management?

- A. You can define custom fields to store additional information about your devices in Asset Management. In addition, you can add notes against each asset in Asset Management.

Q. Where can I find historical Event and Data Logs for devices?

- A. You can select an individual device in Asset Management to view the event and data logs corresponding to the device.

Q. What is a sharable asset?

- A. A sharable asset is any asset that can be shared among various users as opposed to a regular asset, which can only be assigned to a specific individual at any given time.

Q. What is the difference between 0 and N/A in Risk Factor?

- A. If a risk type is associated with an area and no workers online are within the area associated with that risk type, a zero will show up against that Risk Factor on the dashboard. If a Risk Type is not associated with any area, then N/A is shown against that Risk Factor on the dashboard.

MAP VIEW

Q. How can a device without any GPS information show up on the Map View?

- A. For devices without GPS information connected through Safety Communicator, the GPS information for the smartphone is used to show the instrument location on the map. If a device without GPS information is connected through PC gateway, the location of the device can be manually set either through the Asset Details page or through the "Pin non-GPS devices" option in the Map View.

USER MANAGEMENT

Q. What steps are required to create a user account?

- A. You should create a site and job function before creating a user account. Subsequently, you will be able to add a user to the system.

Q. What are the default roles within the software?

- A. The following roles are defined within the software. You can configure these to meet the needs of your organization: Customer Administrator Administrator Supervisor Advanced User

In addition, the following is a special role within the software: Real Time Worker – A user with the real-time worker role has no access to the software. However, the user can be assigned/unassigned instruments and log into the Safety Communicator App.

Q. What is my user name to log into Safety Suite or Safety Communicator App?

- A. Your user name is your email address.

DASHBOARD

Q. How can I change the site image on the Dashboard?

- A. On the site widget, pull down the context menu to change the site image.

Q. Why can't I see portable devices in the Map View?

- A. Portable devices should be assigned to a worker and they will show up under the worker on the map.

Q. How do I create password for my user account?

- A. After an administrator creates a user account, you will receive an email with the URL to activate their account and set their password.

Q. Do all user accounts require an email address?

- A. User with Real Time Worker Role does not require an email address. Individuals with this role are defined to manage asset assignment and monitoring within the software.

Q. What are the restrictions for creating a password?

- A. All passwords must meet the following criteria:
- Passwords must have a minimum of 8 characters.
 - Passwords must have a combination of all 4 of the following attributes: Upper case, lower case, numbers and special characters (!@#\$%^&,*).
 - Must not be the same as the last 5 passwords

Q. How often are the users required to change the passwords?

- A. All users are required to change their passwords every 90 days.

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

- A. You can reset your password by clicking the “Forgot Password” link on the Login Screen and providing your registered email address. A link to reset the password will be emailed to the email associated with the account.

Q. When is a user locked out of logging into their account?

- A. A user will be locked out of their account after 5 unsuccessful login attempts.

Q. I have a user account, but I am not able to log into the web portal.

- A. Login access to the web portal is managed through the user roles. Users with Real Time Worker role can only have assets assigned to them or log into the Safety Communicator App to transmit data to Safety Suite. A user should be assigned to other roles to log into the web portal.

Q. What is the purpose of making a user account inactive?

- A. If you want to suspend user access to the system, you can do that by making the user account inactive.

Q. What does the asset count represent in the User list?

- A. The asset count shows the total number of assets assigned to a user. Asset assignment can be managed either through the User Details screen or through the Asset Details screen.

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

- A. You can assign a user the “Real Time Worker” role if you want to just assign instruments to the user.

For more information

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FUTURE
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