

# HONEYWELL SAFETY SUITE 2.0

## Frequently Asked Questions

### GENERAL QUESTIONS

#### Q. How can I access Honeywell Safety Suite 2.0?

A. Honeywell Safety Suite 2.0 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 Safety Suite 2.0 Elite or Core software before you buy it by signing up for a 6-month trial subscription for your entire fleet of detectors. You can try Safety Suite 2.0 Ultimate before you buy it by [signing up](#) for a one month trial subscription for up to 10 detectors.

Check the new process you are on an email copy. They can request a new SS account and request a trial license from within SS 2.0

<https://sps.honeywell.com/us/en/software/safety/connected-safety/safety-suite>

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

A. The software is accessible through a browser using Chrome, Safari or Edge.

#### Q. Does Honeywell Safety Suite 2.0 support both BW& RAE Systems instruments?

A. Yes, Honeywell Safety Suite 2.0 has been designed to support both BW & RAE Systems instruments.

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

A. For devices connected through Docks or USB connection or wirelessly, the devices connect to Safety Suite 2.0 using PC Gateway software installed on a computer at the customer site. Devices with Bluetooth support can also connect to the software over cellular using the Safety Communicator App for real-time monitoring and over Device Configurator App for data management.

#### Q. What are the minimum software and hardware requirements for installing Safety Suite 2.0 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 32 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. What connectivity options for instruments are currently supported by Honeywell Safety Suite 2.0?

A. Honeywell Safety Suite 2.0 currently supports instrument connectivity

through IntelliDoX, MicroDock II and AutoRAE 2 for BW & RAE Systems for device management. BW Instruments can connect directly through IR Dongle wherever applicable. RAE instruments can also connect directly through the Travel Charger.

For real-time monitoring, RAE instruments can 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 instruments are supported by Honeywell Safety Suite 2.0?

A. Following is a list of currently supported instruments:

- BW Products
- BW Clip & BW Clip Real Time
- BW Clip4
- BW Flex
- BW Icon & BW Icon +
- BW MaxXT II
- BW MicroClipXL & BW MicroClipX3
- BW Quattro
- BW RigRat
- BW Solo
- BW Ultra
- GasAlertMicro 5

RAE Products:

- AreaRAE Plus & AreaRAE Pro
- MeshGuard Family
- MicroRAE
- MiniRAE3000+ & MiniRAE Lite +
- MultiRAE Family
- ppbRAE3000+
- QRAE 3
- ToxiRAE Pro Family
- UltraRAE3000+

**Q. Does Safety Suite 2.0 support all Fleet Manager II & ProRAE Studio II features?**

A. Yes, Honeywell Safety Suite 2.0 supports the features provided by Fleet Manager II and ProRAE Studio II, streamlines 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 additional features as outlined in the product brochure.

**Q. Does Safety Suite 2.0 support ProRAE Guardian features?**

A. Yes, Safety Suite 2.0 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. Does Honeywell Safety Suite 2.0 support data migration for Fleet Manager II and ProRAE Studio II?**

A. Honeywell Safety Suite 2.0 does not currently support data migration from Fleet Manager II and ProRAE Studio II.

**Q. Does Honeywell Safety Suite 2.0 support data migration from ProRAE Guardian?**

A. Honeywell Safety Suite 2.0 does not currently provide data migration from ProRAE Guardian software.

**Q. What languages are currently supported by Honeywell Safety Suite 2.0?**

A. Honeywell Safety Suite 2.0 currently supports Dutch, English, French, German, Portuguese, Russian, Spanish. Support for additional languages may be added in future releases.

**Q. What is the default username and password for Honeywell Safety Suite 2.0?**

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.

## **ORGANIZATION & SITES**

**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.

## **GATEWAY**

**Q. What is Gateway?**

A. Gateway is a software service that is used to transmit data from a device to the Safety Suite 2.0 software. There are three gateway software; PC Gateway – Transmits data from a computer to Safety Suite 2.0; Safety Communicator Mobile App – Transmits data from smartphone to Safety Suite 2.0 in real-time and Device Configurator Mobile App – Transmits data from smartphone to Safety Suite 2.0 for device data management .

**Q. Does Honeywell Safety Suite 2.0 PC Gateway require administrative privileges on the windows operating system?**

A. Only for installation. For normal use, Honeywell Safety Suite 2.0 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 2.0?**

A. Hardware:

- CPU Intel 1.0 GHz or higher
- MEMORY 16 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® Server2012 R2 or above; Microsoft Windows 10 (64bit) version 1809 or above

**Q. Why am I not able to see the 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 2.0 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 from the Safety Suite 2.0 portal.

**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 2.0 software.

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

**Q. How many devices can be connected over BLE to the Safety Communicator and Device Configurator Apps?**

A. The software supports up to 4 BLE connected devices through the Safety Communicator and Device Configurator Apps simultaneously.

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

**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 online workers 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.

**REAL TIME MONITORING 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 “Place Non-GPS Device” option in the map view.

**Q. Why can't I see portable devices in the map view?**

A. Portable devices assigned to a worker will show up under the worker on the map.

**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 Data list.

**ASSET MANAGEMENT**

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

A. For BW instruments connected through IntelliDoX or MicroDock II, the instrument data should be downloaded for the instruments to show up in the Device Inventory. For instruments connected through IR Dongle, the software should be able to communicate to the instruments to show up in the Device Inventory list.

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. For the software to see the Docking Station, add the Dock to the software using the add option for AutoRAE 2 and IntelliDoX under the Gateway Node by either searching the current subnet or using the IP Address of the Dock. If the docking station is in a network path different than the software, the software may not be able to see the docking station. In that case, search for the Docking Station using the “Other Subnet” option to search for the dock.

**Q. Why is the docking station appearing offline even though it is on the network or I have connected it over USB to the computer where the Gateway is installed?**

A. The software periodically scans the USB ports and network to check the online status of the docking stations. 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 Asset Management 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” menu option 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 2.0?**

A. Honeywell Safety Suite 2.0 provides the option to update the firmware under Asset Details. If a new firmware is available, you will see the option to update the firmware.

**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.

**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 2.0.**

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 2.0 support data download from IntelliDoX USB connector?**

A. Yes, the software allows you to download data 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 the Dock?**

A. For a Dock, 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 2.0 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 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 DATA LOGS**

**Q. Why can't I see the Device Data Logs?**

A. Make sure that you have downloaded the data from the docking station corresponding to the selected instrument before viewing the Data Logs. Once the data has been downloaded, you can view the data logs 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 steps are required to create a user account?**

A. You should create a site 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. “Customer Administrator” is the pre-defined role for a customer account and has access to all the features of the software. In addition, “Worker” is a special role within the software. A user with the real-time worker role has no access to the software. However, the user can be assigned / unassigned devices and can log into the Safety Communicator App. Customers can create additional roles as required under User Management.

**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. 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. By default, all users are required to change their passwords every 90 days. However, the account administrator can change that to 30 days or 120 days. Although not advisable, the administrator can also change the setting to never force the users to change password.

**Q. What is my user’s name to log into Safety Suite 2.0 or Safety Communicator App?**

A. Your user name is your email address.

**Q. Do all user accounts require an email address?**

A. Users with Worker role without access to Safety Communicator do not require an email address. Individuals with this role are defined to manage asset assignment within the software.

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

A. You can reset your password by clicking the “Reset Password” link on the Login Screen. 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. What is the purpose of making a user account inactive?**

A. If you want to temporarily suspend user access to the system, you can do that by setting the status of 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. How do I assign an instrument to an individual without giving them access the software?**

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

**Q. Why am I not able to log into the web portal even though I have a user account?**

A. Login access to the web portal is managed through the user roles. Users with Worker role can only have assets assigned to them or log into the Safety Communicator App to transmit data to Safety Suite 2.0. A user should be assigned to other roles to log into the web portal.

**TRANSITION**

**Q. Will our current organizational structure and department assignments be retained during the upgrade?**

A. Yes, all organizational setup data will be transferred to Safety Suite 2.0 as accounts migrate.

**Q. Can users join an existing organization in Safety Suite 2.0?**

A. Yes, users can join an existing organization if the Global Administrator adds them as new users.

**Q. Does Safety Suite 2.0 still require a unique email address for account setup?**

A. Yes, each account must use a unique email address.

**Q. Can the same email address be used for multiple accounts?**

A. No, email addresses must be unique to each account.

**Q. Will the Gateway need to be updated during the upgrade?**

A. No, the Gateway does not require an update for Safety Suite 2.0.

**Q. Is the upgrade available for both Cloud and On-Premises versions?**

A. Safety Suite 2.0 is available for both Cloud and On-Premises.

**Q. Can I use my existing account to log in to Safety Suite 2.0?**

A. Yes, existing accounts can be used to access Safety Suite 2.0.

**Q. Will customers need to download a gateway for Safety Suite 2.0?**

A. No, a gateway download is not required.

**Q. Can I choose when I move to the SS2.0 update?**

A. No, for on cloud customers as the entire Safety Suite 2.0 is moving to the new interface. On-prem customers may choose not to upgrade to the latest Version. However, they will miss out on significant updates, if they don't.

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**Q. Can I keep my current view of Safety Suite 2.0 if I don't like 2.0?**

A. All cloud users will move to the new Safety Suite 2.0. On-prem users (when that is rolled out) may continue with their existing version. We would highly encourage them to move to the new updated system to get maximum benefit of the new interface and other improvements.

**Q. What happens when I transition my current site to Safety Suite 2.0? What happens automatically? What will my team have to engage with?**

A. Your interface will change automatically, and you will be able to see new features. Your team will also see the new features. There is a guided tour of the new features to help you learn about the changes once you login.

**Q. Will the navigation of the site change?**

A. There are some changes which you will be guided through the wizard as you login for the first time.

**Q. What will my IT team have to do to update to Safety Suite 2.0?**

A. Your IT team will not need to make any changes. Wireless connections will function as before.

**Q. What will be the release version showing in the Safety Suite 2.0 software? Will it update from V3.7.1?**

A. The Release version will remain 3.7.2 for Safety Suite 2.0.

**COMMUNICATION**

**Q. Will customers be notified about their transition date?**

A. Yes, customers will receive communication about their transition through Safety Suite.

**Q. Will users (e.g., firefighters) experience an automatic software change without notice?**

A. No, there will be advance communication from HON Marketing and Safety Suite 2.0 regarding the migration.

**OTHER QUESTIONS**

**Q. Why can't my iPhone 17 Pro read the QR code on Flex 4/5 devices?**

A. The Device Configurator app will support QR code reading for Flex 4 devices.

**Q. Can users toggle between the old and new Safety Suite 2.0 styles?**

A. No, all users will be migrated to Safety Suite 2.0.

**Q. Is there a tooltip or help feature for new terms in Safety Suite 2.0?**

A. Yes, an information icon is available next to "Plant" and "Responder" versions to explain these terms.

**LICENSING**

**Q. Can a user downgrade from a Plant license with a user key to a version without a user key?**

A. Yes, users can choose not to renew their paid license at the end of its term.

**Q. Will existing licenses (e.g., five-year licenses) continue as planned?**

A. Yes, all Safety Suite 2.0 licenses will run through their course.

**Q. Can a user hold multiple types of licenses (e.g., fleet management and real-time monitoring)?**

A. Yes, the new licensing model allows combining different license types under one user.

**Q. Can customers continue purchasing current licenses until new ones are released?**

A. Yes, existing Safety Suite 2.0 licenses can be purchased until the new licenses are available.

**DEVICE CONFIGURATOR APP**

**Q. What's new with the Safety Suite 2.0 Device Configurator Mobile app and Safety Communicator?**

A. Some new features will be available and accessible upon login. The app is being upgraded, not replaced.

**SUPPORT**

**Q. What customer support is available for Safety Suite 2.0?**

A. Fourteen internal and external training sessions are planned, along with video training materials for channel partners.

**Q. Will trainers need to retrain all users on Safety Suite 2.0?**

A. Yes, trainers will conduct sessions for channel partners and end users.

**Q. Is there a step-by-step training preview available?**

A. A training video is being created for channel partners.

**FUTURE**

**Q. Will fixed detectors be included in the dashboard for Honeywell gas detector monitoring?**

A. Yes, this is planned for future updates.

**LOCALIZATION**

**Q. Does Safety Suite 2.0 support multiple languages?**

A. Yes, translation of new pages is part of the commercialization plan.

**Q. Does Safety Suite 2.0 support multiple languages?**

A. Output headers will be translated into all languages previously supported by Safety Suite 2.0 1.0.

## SALES & TECHNICAL

### Q. Will role management improve in Standard and Standard+ packages?

A. User management requests for these packages are being addressed.

### Q. Should sales activities wait for new releases?

A. No, do not delay sales activities for upcoming releases.

### Q. Will Safety Suite 2.0 offer scalable backend services?

A. Yes, scaling needs will be supported.

### Q. Will email feedback and password reset issues be resolved?

A. Since November 2025, Microsoft Azure allows more Safety Suite 2.0 emails to be sent, improving reliability.



## Safety Suite 2.0 TRIAL SUBSCRIPTION\*

You can try the Safety Suite 2.0 Elite or Core software before you buy it by signing up for a 6-month trial subscription for your entire fleet of detectors. You can try Safety Suite 2.0 Ultimate before you buy it by signing up for a **one month trial subscription for up to 10 detectors.**

You can try the Safety Suite 2.0 Premium software before you buy it by signing up for a **one month trial subscription for up-to 10 detectors for 30 days.**

[Global Trial Sign Up](#) | [EU Trial Sign Up](#)

### For more information

<https://sps.honeywell.com/us/en/software/safety/connected-safety/safety-suite>

### Americas

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#### Americas:

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1-833-556-3515

#### Europe, Middle East, Africa:

[gastechsupportemea@honeywell.com](mailto:gastechsupportemea@honeywell.com)  
0080081819691

Note: Due to ongoing research and product improvement, specifications are subject to change without notice.

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