



THERMAL IQ OPERATE

User Manual
Nov 2022

Honeywell

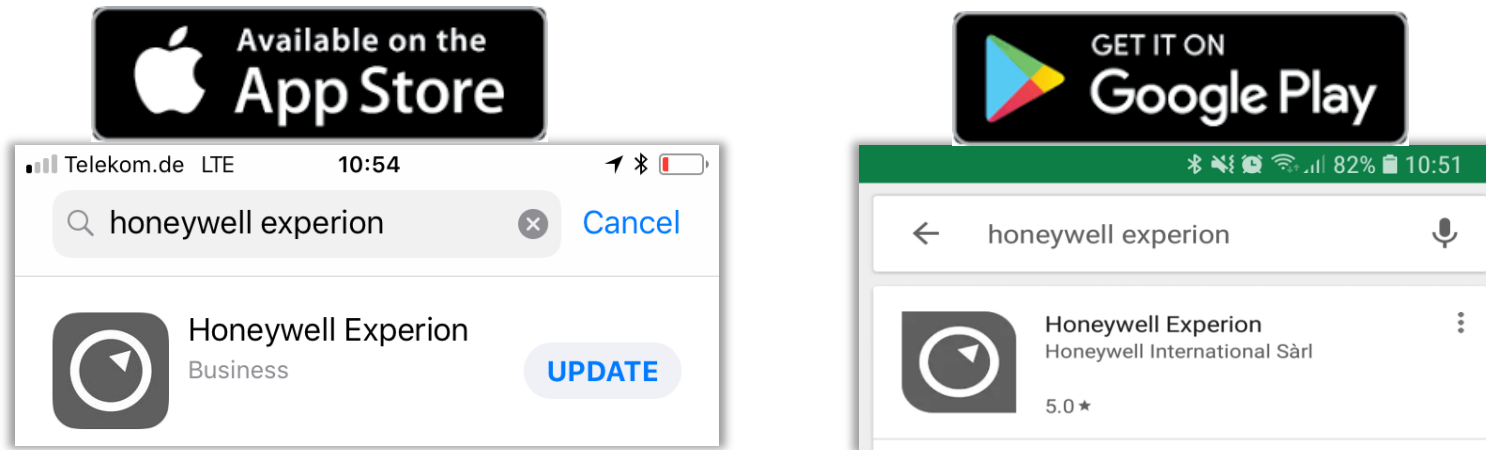
1. User Onboarding

OPERATE – MOBILE APP

Prerequisite

Customer should have Thermal IQ Operate login credentials issued by customer administrator.

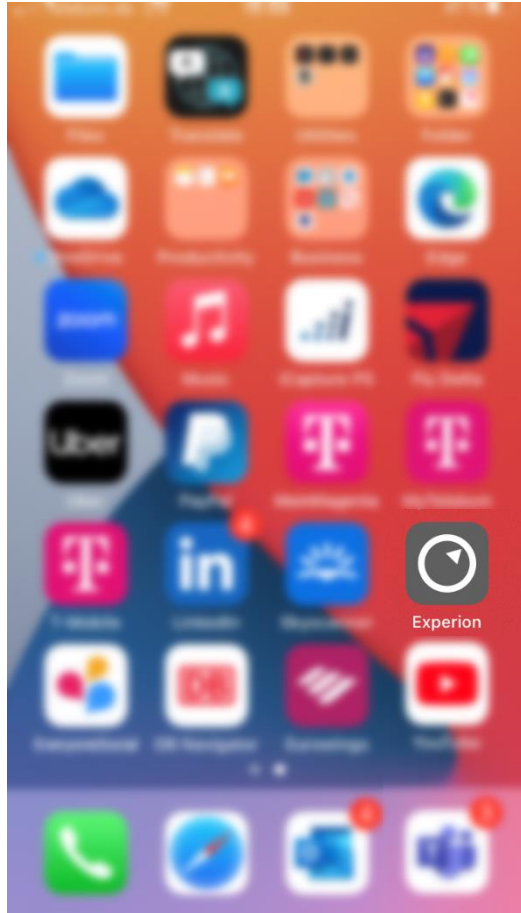
App download



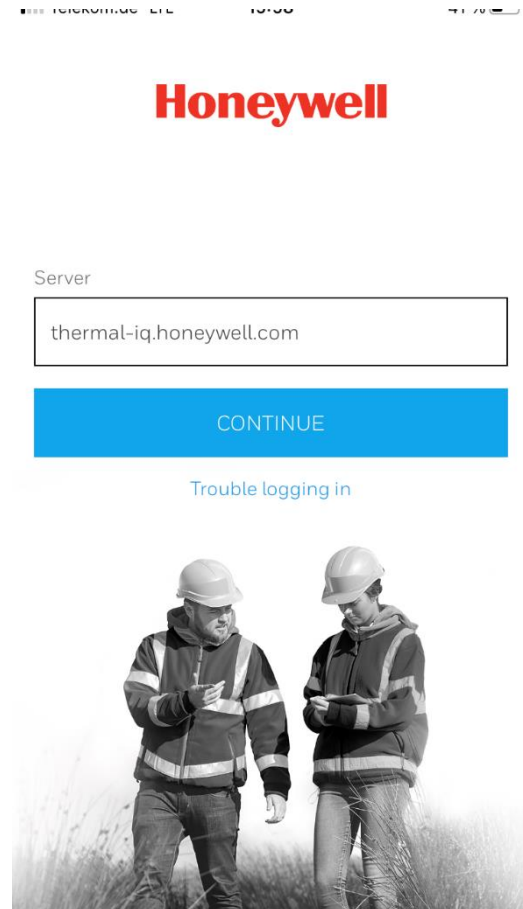
Search for “**Honeywell Experion**” & Download Free of Charge

NOTE: The minimum iOS version for the Experion App is 10.3.3. The minimum Android Operating system version is 6.0.

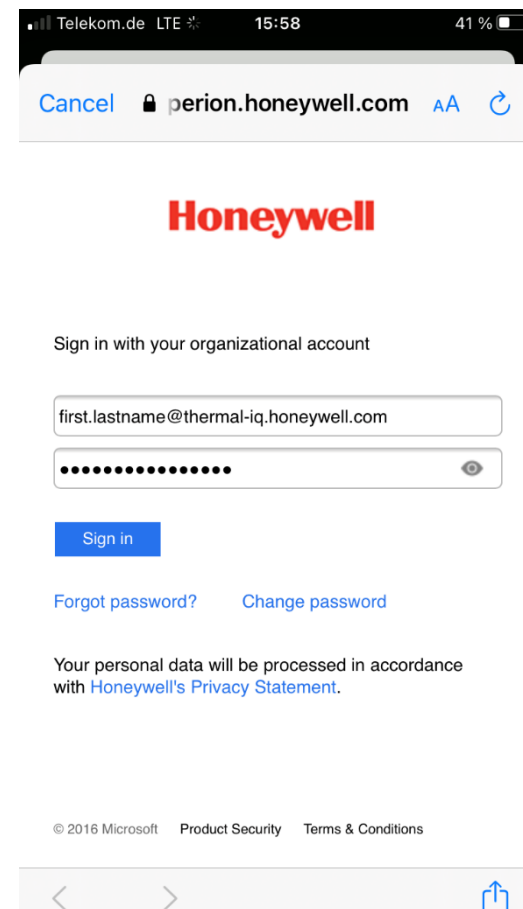
OPERATE – LOGIN (USER RECEIVED TEMPORARY CREDENTIALS)



1 Locate the app



2 Type the Server Address provided to you by your administrator.



3 Login

Tip:

» Server Address:

US - thermal-iq.honeywell.com

EU - thermal-iq-eu.honeywell.com

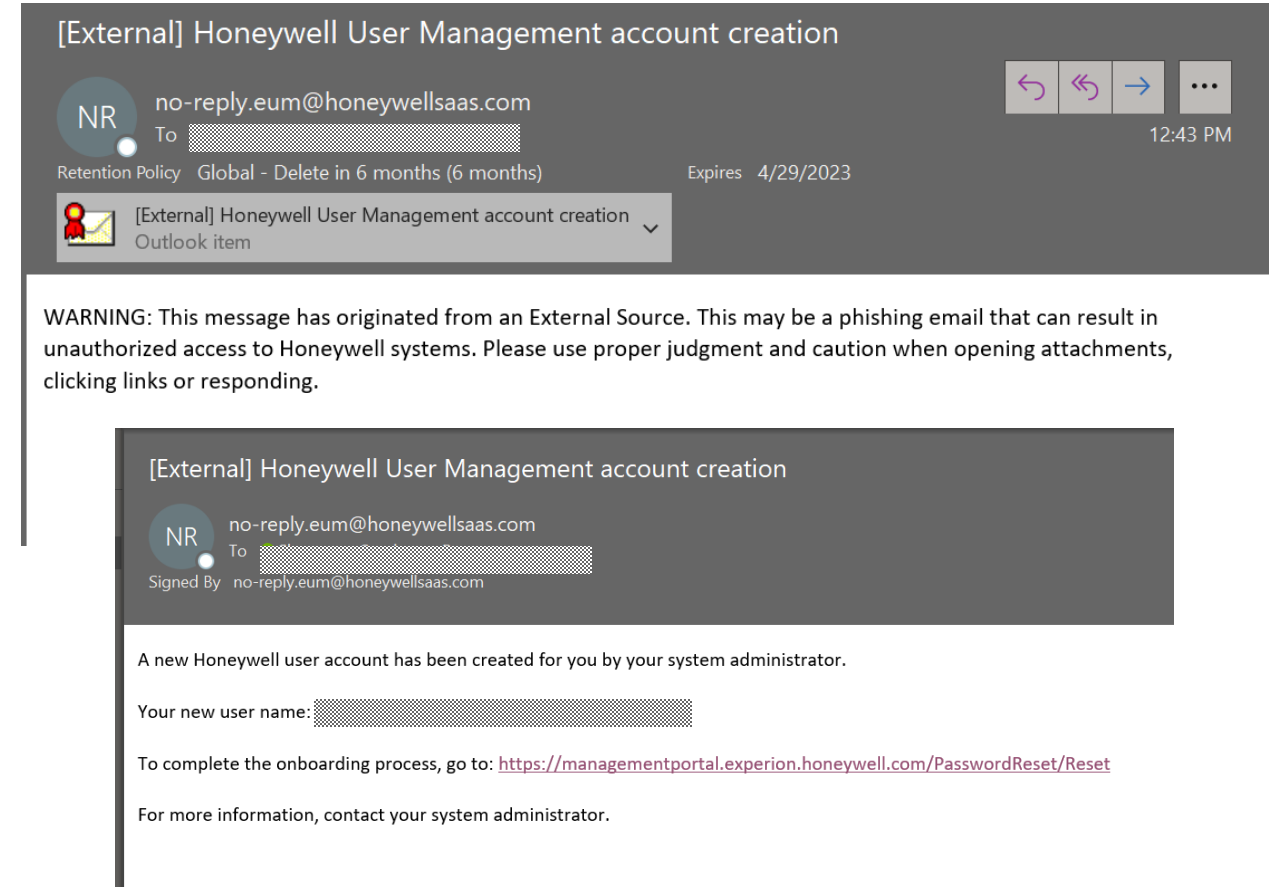
China - thermal-iq-cn.honeywell.com

» If you have configured your mobile device to use Touch ID, you can configure the App (in the App settings) to use Touch ID in place of your log in credentials.

OPERATE – LOGIN (USER RECEIVED ONBOARDING EMAIL)

You have received a user ID email from the Honeywell / Customer administrator for logging in to Operate application.

1. Click on the link to generate the password through password reset function.
2. Type a new password and click Next.
3. On successful password creation, user will receive a confirmation email.



NOTE: The new password will take approximately 1 minute to be propagated, don't refresh the browser until the confirmation page.

OPERATE – USER GROUPS

There are three types of user group for Thermal IQ, with different access levels. User group is defined during initial discussions with sales/application engineering.

Operator:

This role permits changing alarm setpoints on the Experion mobile app and have ability to enable/disable alarms/equipment.

View Only:

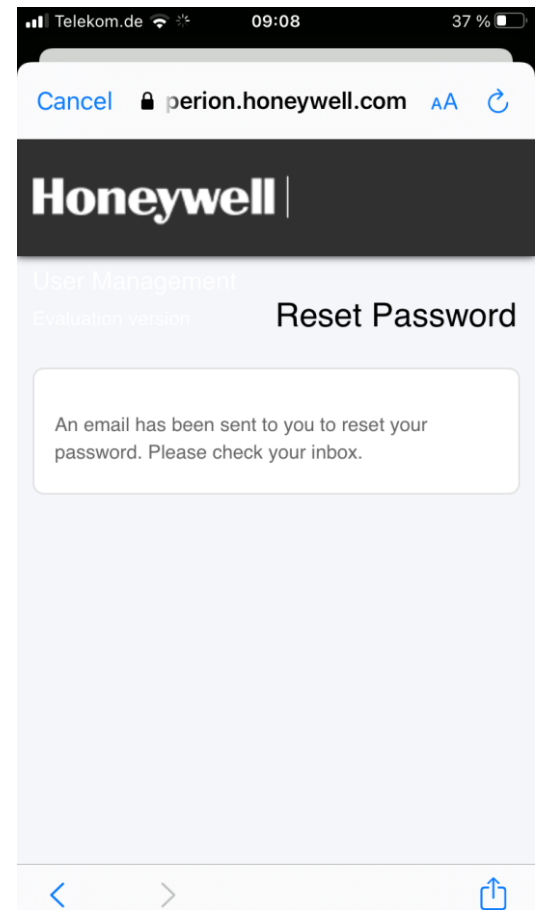
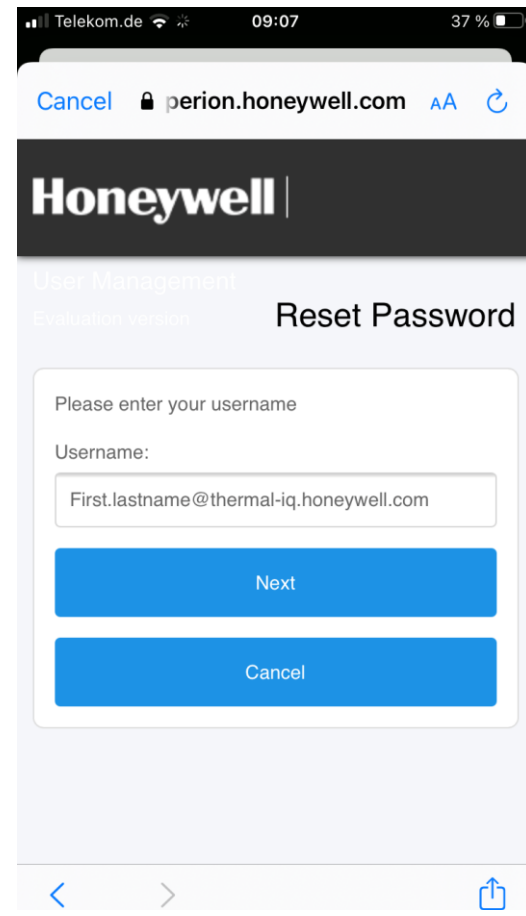
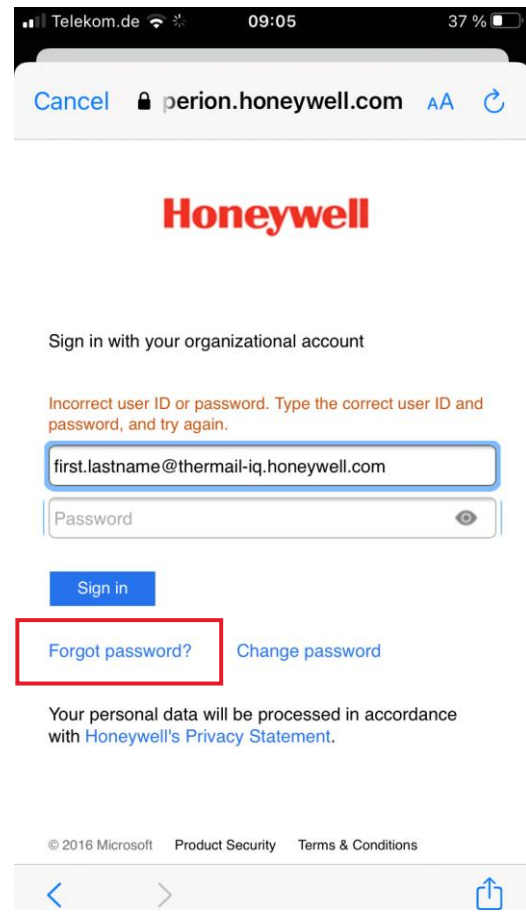
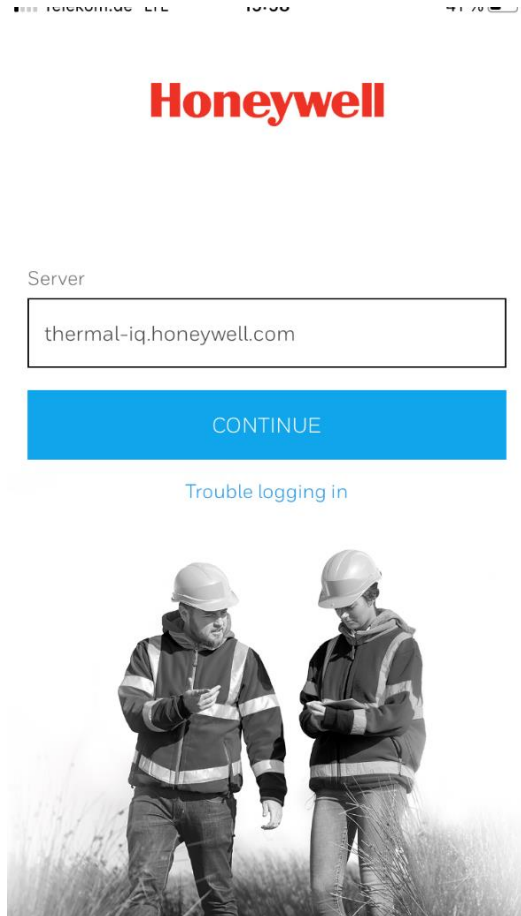
This role permits view only access to devices on the Experion mobile app.

Customer Admin:

Customer administrators are provided access to the online Thermal IQ User Management portal where admin can add/remove users and user group.

NOTE: Operator and Customer admins can be two different users as well.

OPERATE – FORGOT PASSWORD



Tip:

» From a web browser, navigate to <https://managementportal.experion.honeywell.com/PasswordReset/Reset>

The new password will take approximately 1 minute to be propagated throughout the system.

OPERATE – CHANGE PASSWORD

Cancel perion.honeywell.com AA ↺

Honeywell

Sign in with your organizational account

someone@example.com

Password

Sign in

Forgot password? **Change password**

Your personal data will be processed in accordance with [Honeywell's Privacy Statement](#).

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Cancel perion.honeywell.com AA ↺

Honeywell

Update Password

First.lastname@thermal-iq.honeywell.com

Old password

New password

Confirm new password

Submit Cancel

The password must:

- Be at least 14 characters
- Contain an uppercase character
- Contain a lowercase character
- Contain a digit or symbol
- Not be a previously used password.

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Cancel perion.honeywell.com AA ↺

Honeywell

Update Password

Your password is successfully updated.

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Tip:

» From a web browser, navigate to <https://ads.experion.honeywell.com/ads/portal/updatepassword>

2. Mobile App Features

OPERATE – ASSET DETAIL

Asset Condition Overview

User/ Site group: Muncie

All Asset groups under one user/site group: AHR Boilers, Boilers, SmartBurner, SLATE De

Red Icon identifies a recent issue

Click

Active alarms summary for Muncie

Alarms History for Muncie - Gives access to active/ inactive alarm

Use Arrows to Scroll Between Assets

Muncie1

Detail Trend Settings Comms

ALARMS

Lockout Status	Lockout
Flame State	Weak
Pressure High	14.00 psi
Pressure Low	9.00 psi
Flame Strength Low	1.50 V

KEY PARAMETERS

BURNER PERFORMANCE TOTALS

ENERGY & BOILER TOTALS

Filtered Active alarms summary for Muncie2

Alarms History for Muncie2

Search Feature is Inactive in Demo

Muncie2

Detail Trend Settings Comms

ALARMS

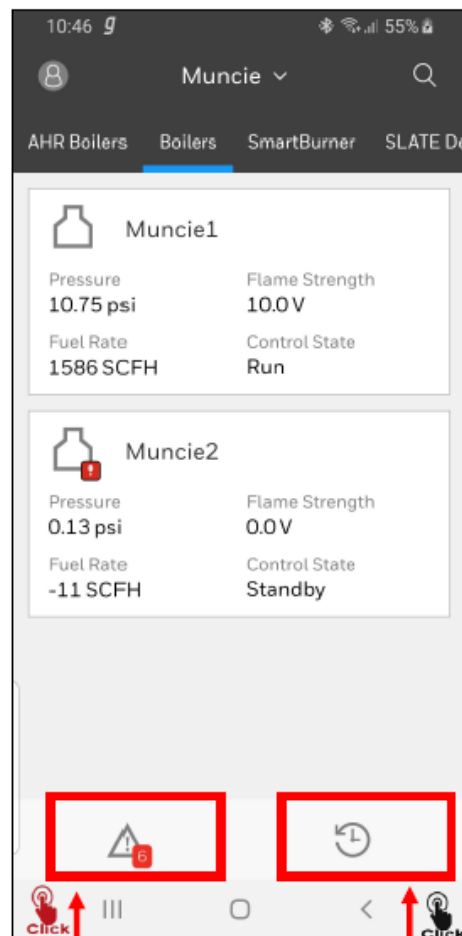
Lockout Status	Lockout
Flame State	Weak
Pressure High	13.00 psi
Pressure Low	7.00 psi
Flame Strength Low	0.50 V

KEY PARAMETERS

Gray Dots are not in alarm state

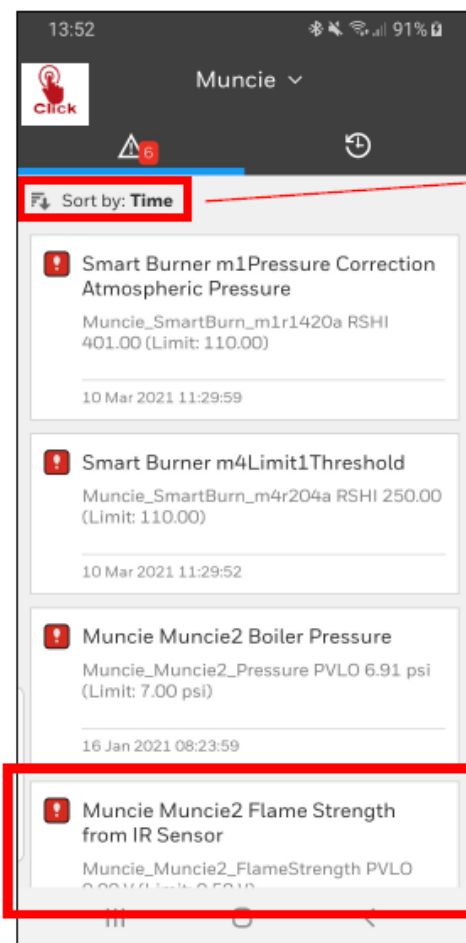
Red Dots Show Active Alarms

OPERATE – ALARM SUMMARY

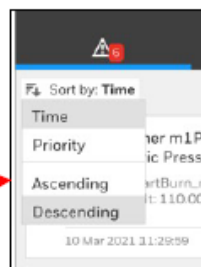


Active alarms summary for Muncie

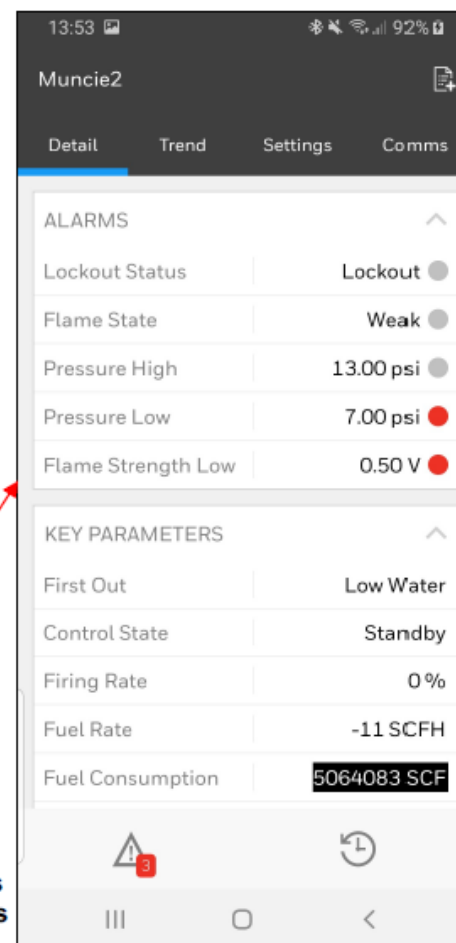
Alarms History for Muncie - Gives access to active/ inactive alarm



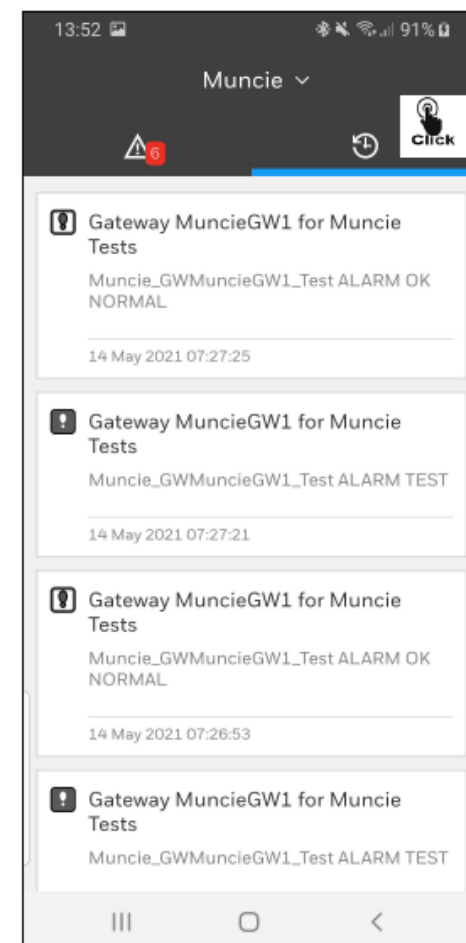
Lists all active alarms with priority levels



Multiple Sorting Options



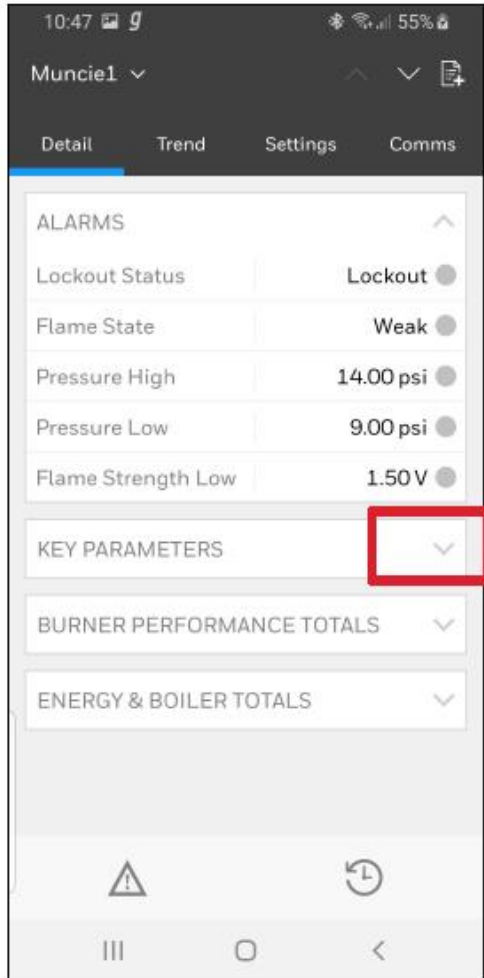
Clicking on alarms navigates to details page summary



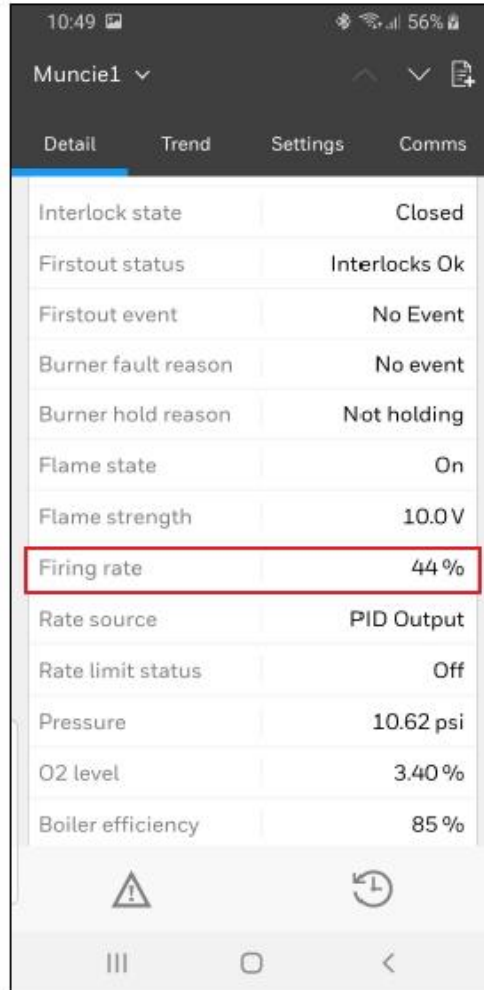
Alarm Historian for active and inactive alarms

OPERATE – PARAMETER TREND

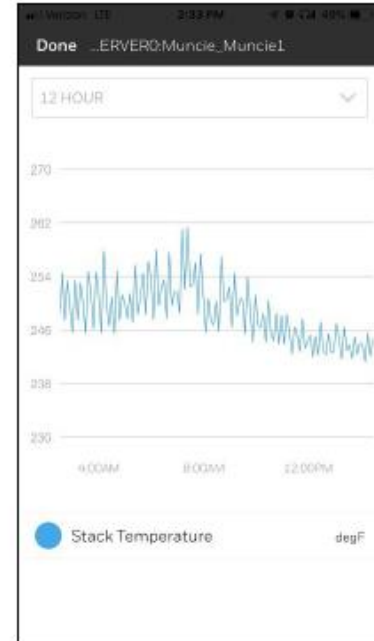
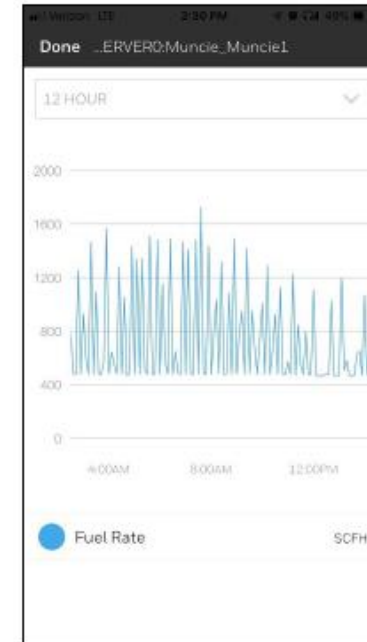
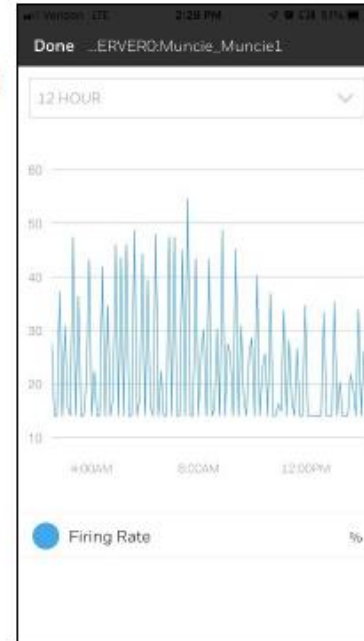
Click to expand



Key Operating Parameters

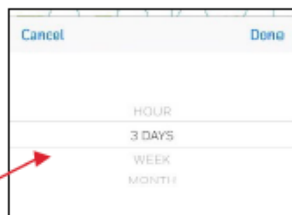


Tap any cell to generate a trend plot of that variable.

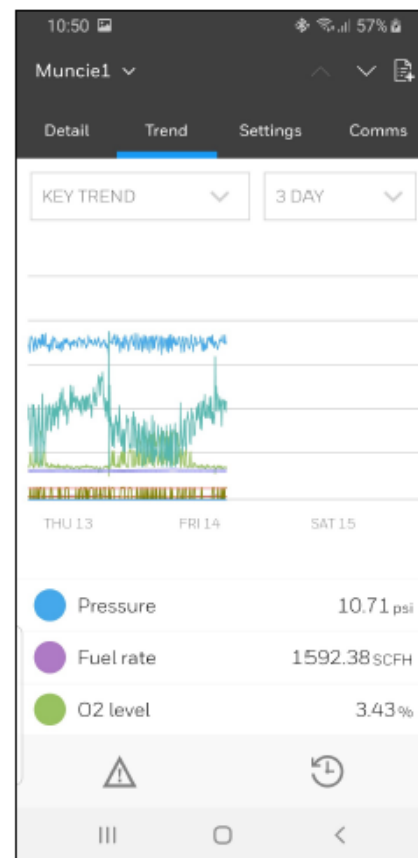


OPERATE – TREND

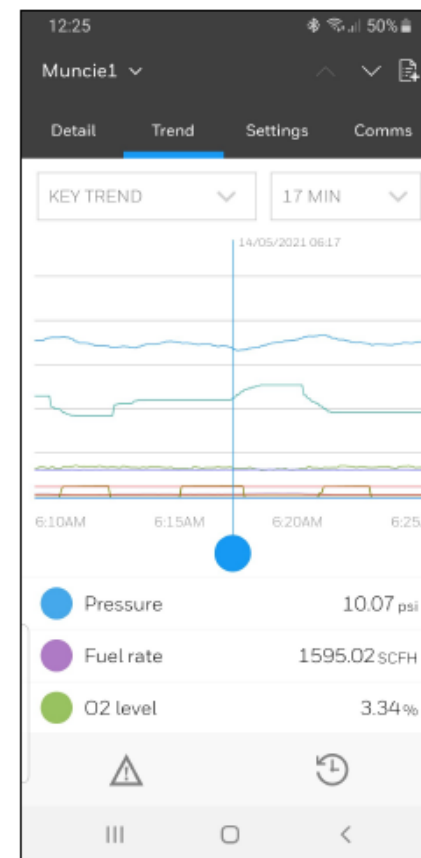
Adjust Historian Scale
(17 min up to 30 days)



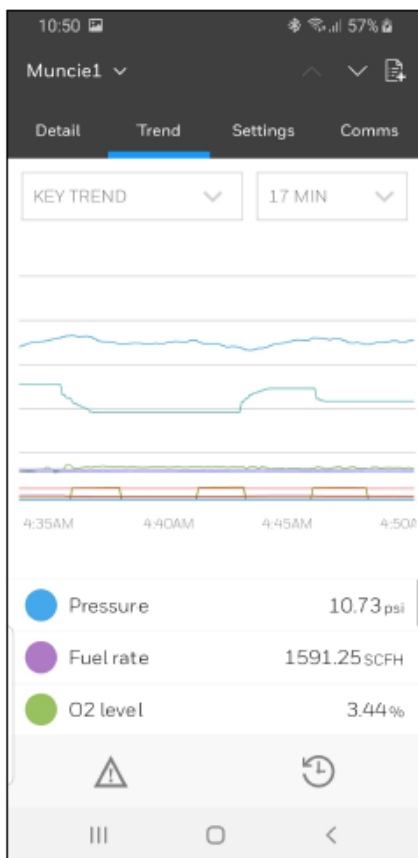
3 Day Historian View



Expanding Time Scale
Simultaneously Tap and hold
Trend Plot with two fingers and
expand the fingers outward



Key Trend
Provides
Default
Variables used
for Actuals
and Plots



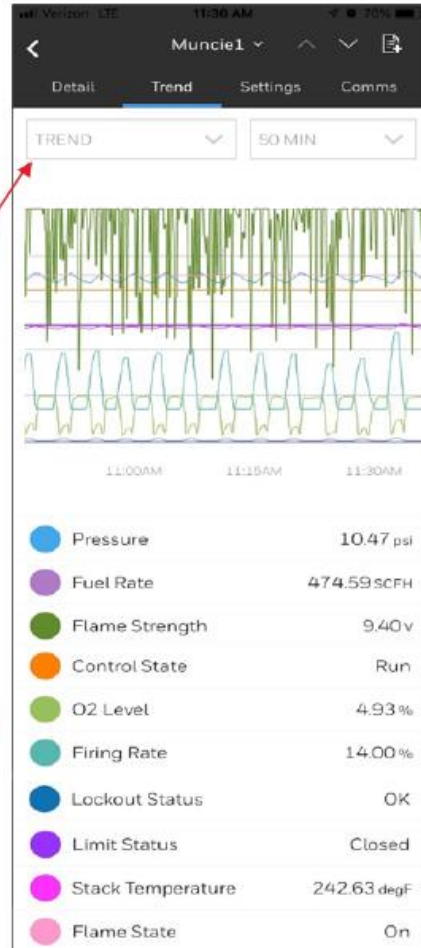
Plot of Real Time
Actuals

Real Time Actuals*

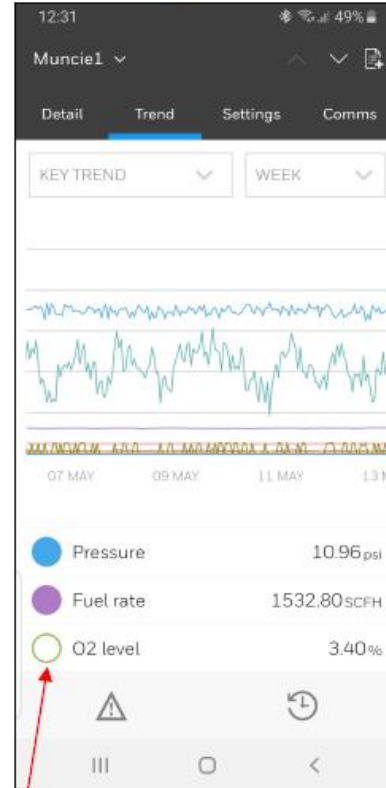
* Can be delayed by 30 seconds based upon controls feedback, analytics, and cellular and local signal strength

OPERATE – TREND

Trend opens a List of all available variables

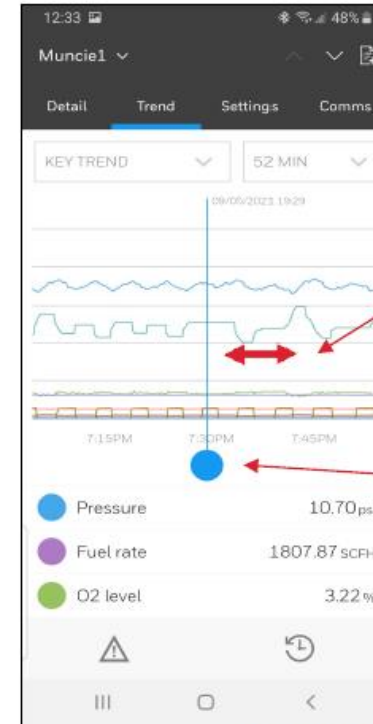


Filtering Variables



Add and removed plot variables by tapping the corresponding color dot.
White dots have been removed from the trend plot

Portrait View of Trend Plot



Expanding Time Scale

Simultaneously Tap and hold Trend Plot with two fingers and expand the fingers outward

Tap Trend Plot to activate Blue slider.

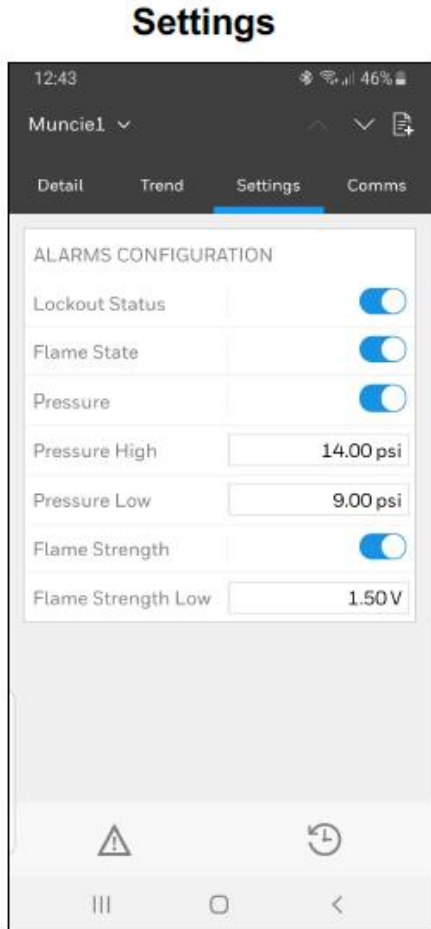
Slide Blue Dot side to side to update the Actuals

Horizontal View of Trend Plot with Data Flags.

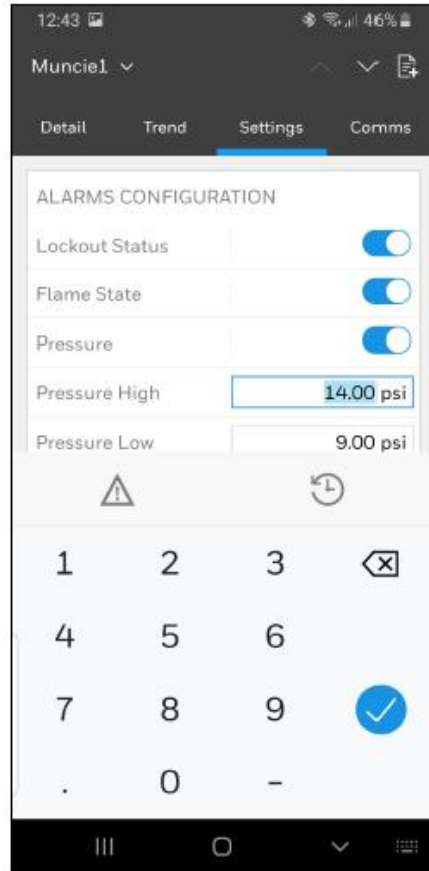
Flip device on side for a wider display. Return device to portrait view to adjust trend variables.



OPERATE – ALERT SETTING



Settings allows users to adjust and turn on / off alerting thresholds
Only users with Operate access can change the setting

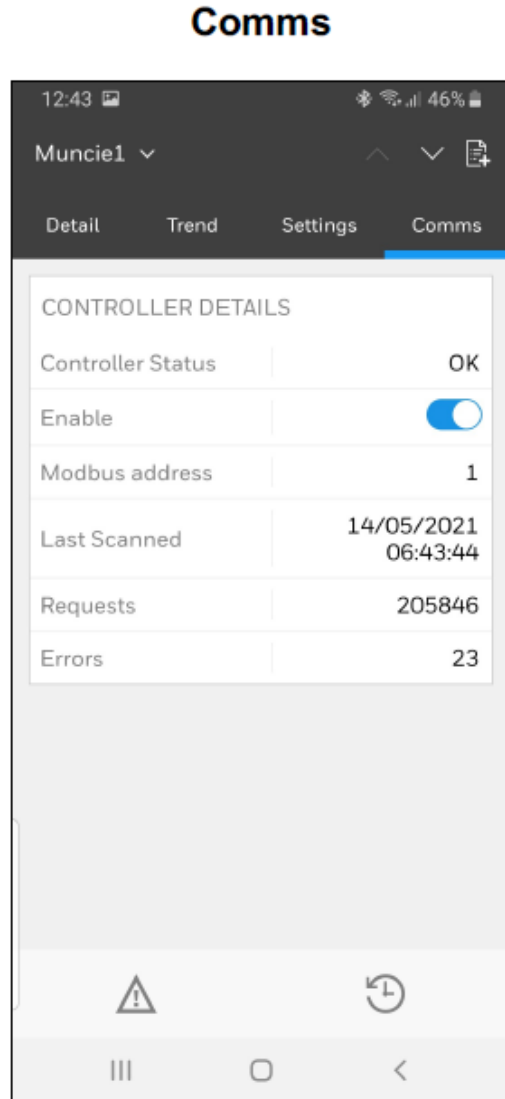


Alarm settings can be changed by clicking on the existing limits & typing new limits
Only users with Operate access can change the setting



Real-time Alerts are sent to an end-user's phone. These are then link into the app and can provide troubleshooting tips and early warning information.

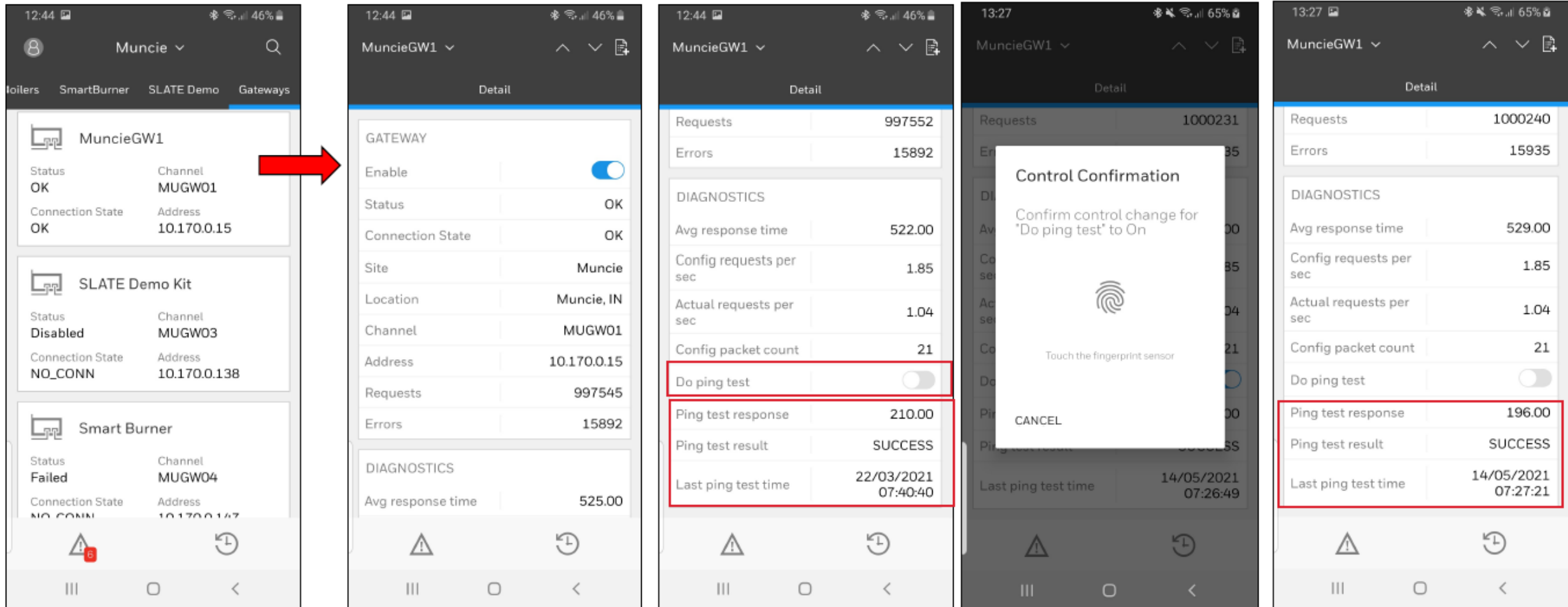
OPERATE – COMMUNICATION STATUS



This provides details and simple filters for the Modbus controller

By using the Enable key users (Operate access level Users only) can take a particular controller off the thermal IQ connection

OPERATE – DEVICE GATEWAY

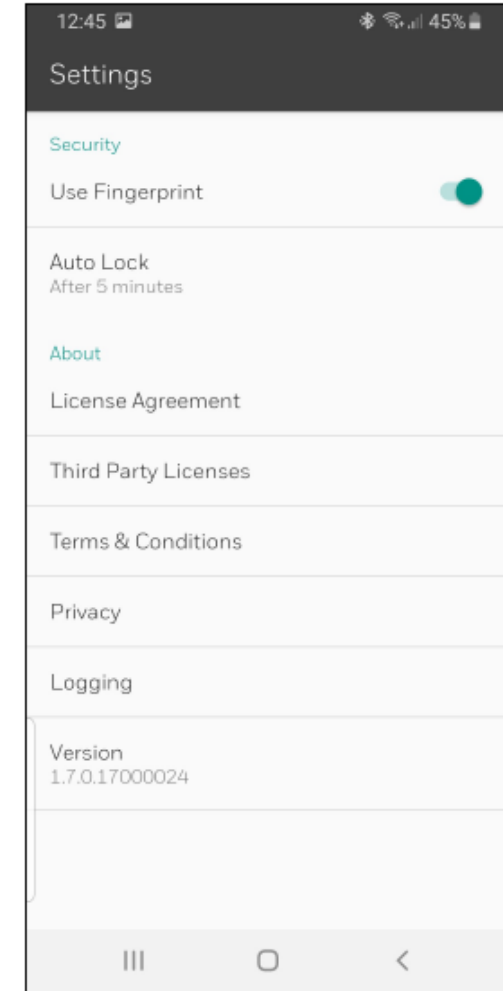
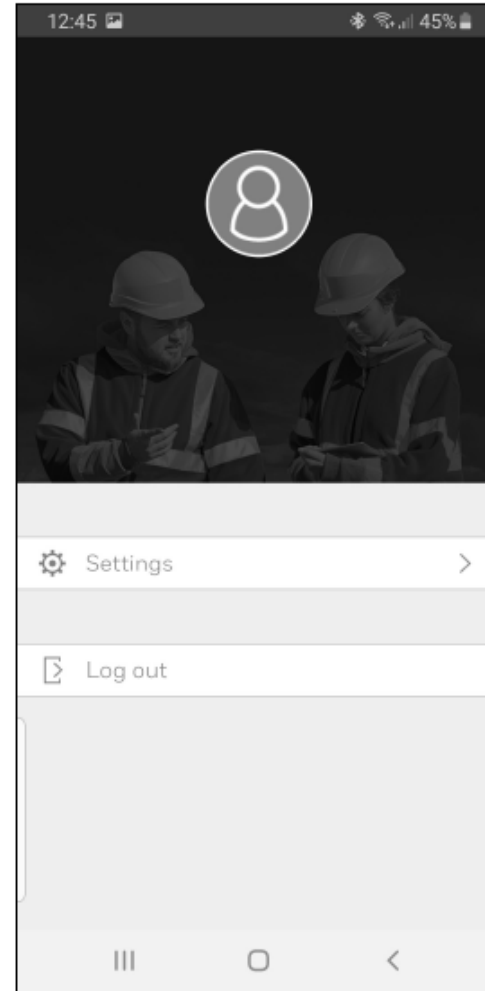
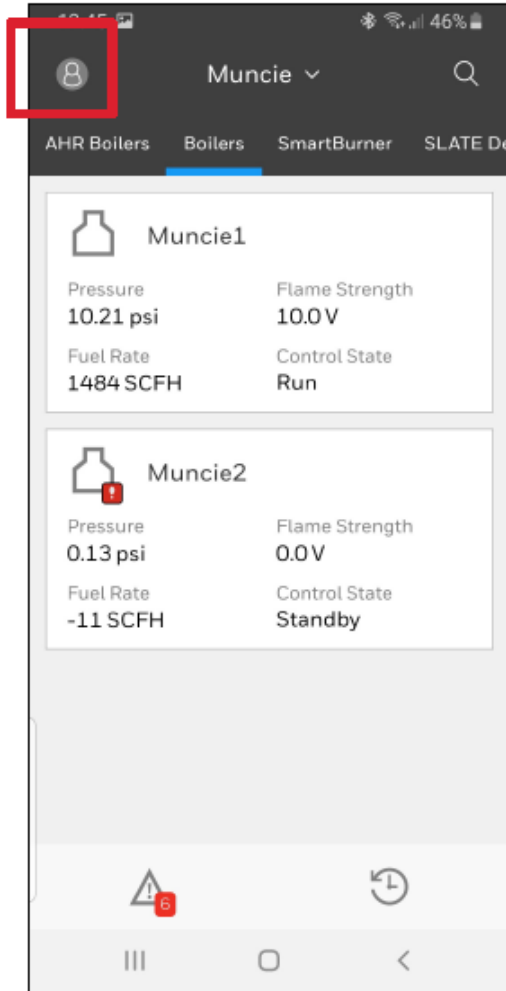


Modem can be disabled by users with Operate level access

Ping test - to check the connection status of the modem and Cloud infrastructure.

A successful ping test shows that modem is live and sending data to the Cloud

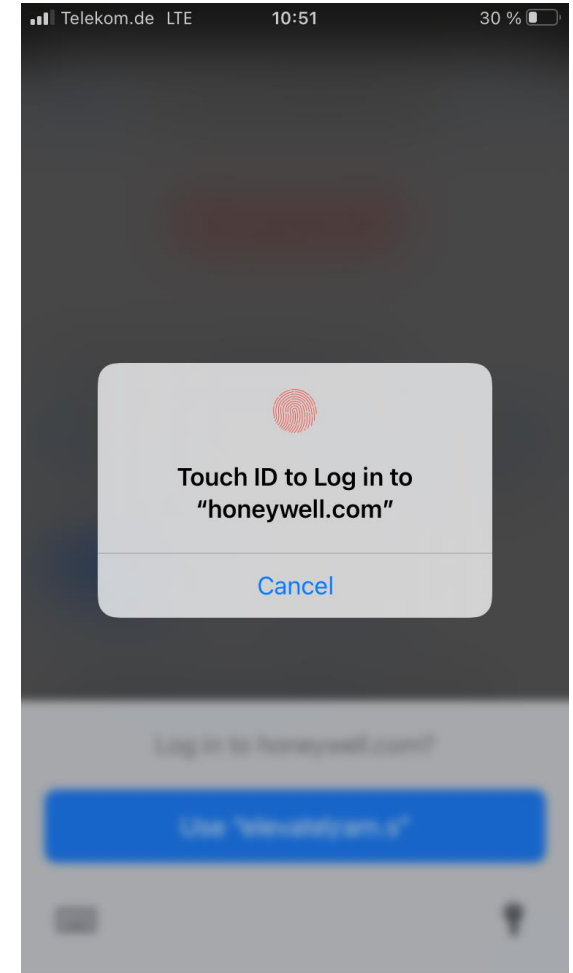
OPERATE – USER PROFILE



3. Mobile App – Saving account password

SAVING YOUR PASSWORD ON AN IOS DEVICE

1. From your iPhone Settings, tap **Passwords and Accounts**.
2. Tap **AutoFill Passwords** to enable it.
3. Tap **Website and App Passwords**.
4. At the **Add Password** screen, add a new credential with these settings and a password, then click Done:
 - a. **Website** = adfs.experion.honeywell.com
 - b. **Username** = your.name@domain.honeywell.com
5. Whenever your Experion password is changed, make sure password is updated here.
6. Open the Experion app, and then enter the server name.
7. When prompted for your Username and Password, tap the **Username** field to prompt password suggestions.
8. Choose the Experion account and tap **Sign In**.

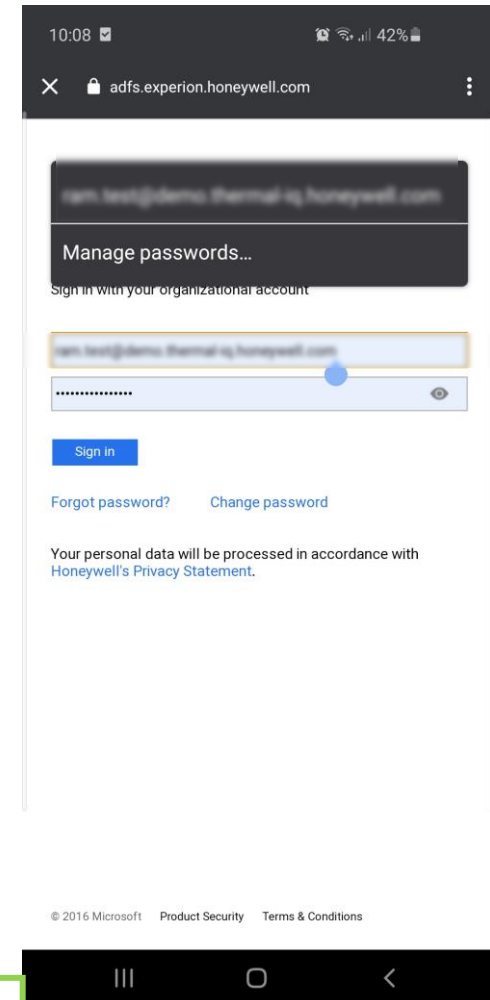


Tip: If you would like a longer App log out period than the default, provide a new value for the Auto Lock option.

SAVING YOUR PASSWORD ON AN ANDROID DEVICE

1. From your Android phone, open Google Chrome.
2. Log in using your Google account.
3. To open Settings, tap the three dots in the top right corner and choose **Settings**.
4. Tap **Passwords**.
5. Enable **Save Passwords** and tap the **Auto Sign-in** check box.
6. From your browser, navigate to <https://adfs.experion.honeywell.com/adfs/ls/idpinitiatedsignon>.
7. Log on using your Experion credentials.
8. When prompted to save the password to your Google account, tap **Save**.
9. Open the Experion app, and then enter the server name.
10. When prompted for your credentials, tap the Username field to reveal saved accounts for this site.
11. Choose your account and tap **Sign In**.

Tip: If you are not prompted to save the password, go to your Google settings and enable the Offer to save passwords and Auto sign-in options.



Users

User Groups

CREATE USER

Search for

20 Total

	FIRST NAME	LAST NAME	USER ID	EMAIL	ACCOUNT TYPE	USER GROU...	LAST LOGIN	ACTIONS
<input type="checkbox"/>	John	Doe	John.Doe@honeywell.com	john.doe@honeywell.com	User	Master Operator	2015-10-20 14:28:00	
<input type="checkbox"/>	John	Harmon	John.Harmon@honeywell.com	john.harmon@honeywell.com	User	Site Data Collector	2015-10-20 14:28:00	
<input type="checkbox"/>	Ben	Hill	Ben.Hill@honeywell.com	ben.hill@honeywell.com	User	Master Operator	2015-10-20 14:28:00	
<input type="checkbox"/>	Angela	Winters	Angela.Winters@honeywell.com	angela.winters@honeywell.com	User	Master Operator	2015-10-20 14:28:00	
<input type="checkbox"/>	David	Lee	David.Lee@honeywell.com	david.lee@honeywell.com	Administrator	Master Operator	2015-10-20 14:28:00	

4. User Management Portal

LOGGING IN FOR THE FIRST TIME

As a Thermal IQ customer administrator, you can use the User Management Portal to add, modify, and delete end users.

Prerequisite

You have received a user ID and a temporary password from the Honeywell administrator for logging in to the User Management Portal.

To log in to the User Management Portal:

1. From a web browser, navigate to <https://managementportal.experion.honeywell.com>
2. In the Sign in dialog box, type the user name and password and click Sign In.
3. In the Update your password dialog box, type the temporary password and a new password, and then click Sign in.

USER MANAGEMENT PORTAL – CREATE USER

Prerequisite

You have the user information on hand, including first name, last name, user groups, and email address.

1. From the **Users tab** in the User Management Portal, click **Create User** to open the Create User display.
2. Type the user information for the following fields: **First Name**, **Last Name**, and **Email**.
3. In the **User Groups list**, select the user group(s) that you want to assign the user to according to the user's Scope of Responsibility (SOR).
5. Click **Save**.

Create User

User Information

First Name Last Name

Email

User Groups

Search for 2 Total

NAME	DESCRIPTION
<input type="checkbox"/> Muncie Operators	Muncie Demo
<input type="checkbox"/> St4 Ext Customer Demo	Staging4 External Customer Demonstration

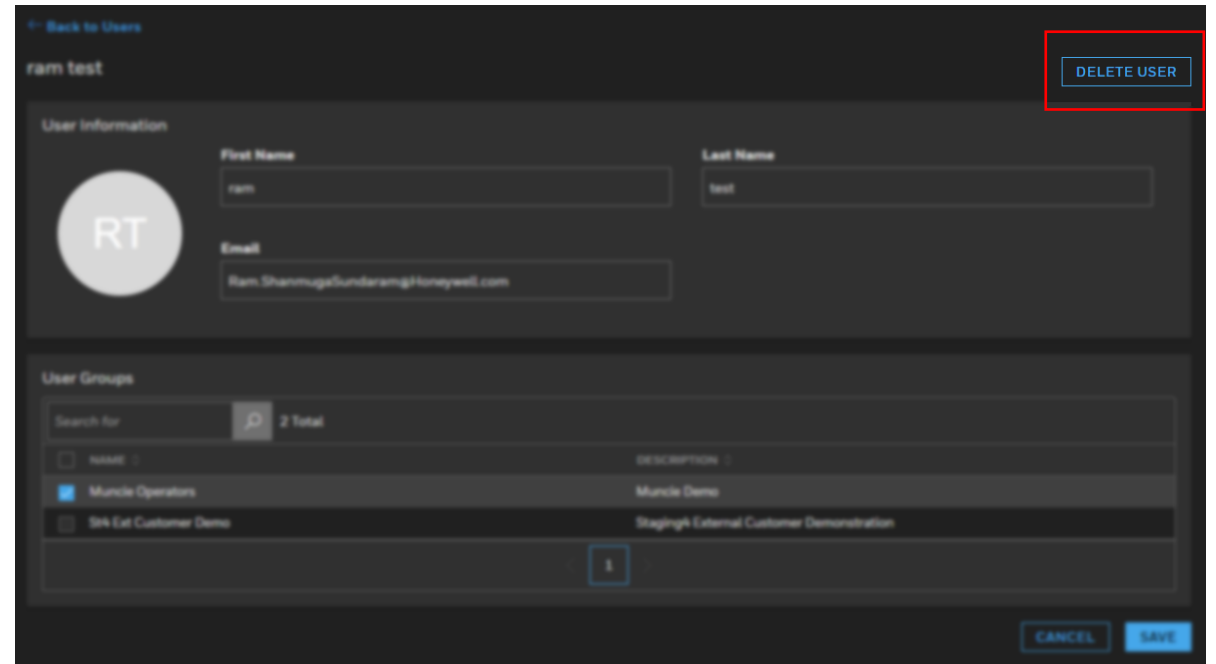
1

CANCEL SAVE

Tip: The reset password link is sent to the email address provided.

USER MANAGEMENT PORTAL – DELETE USER

1. From the **Users tab** in the User Management Portal, click **Delete** for the user that you want to delete.
2. From the User Information display, click **Delete User**.
3. At the Delete User prompt, click **Delete**.



The screenshot displays the 'User Information' page for a user named 'ram test'. The page includes a circular profile picture with the initials 'RT'. The 'User Information' section contains fields for 'First Name' (ram), 'Last Name' (test), and 'Email' (Ram.ShanmugaSunderam@honeywell.com). The 'User Groups' section shows a search bar with '2 Total' results. Below the search bar, there is a table with two rows: 'Muncie Operators' (selected) and 'Sik Ext Customer Demo'. The 'DELETE USER' button is highlighted with a red box in the top right corner. At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

NAME	DESCRIPTION
<input checked="" type="checkbox"/> Muncie Operators	Muncie Demo
<input type="checkbox"/> Sik Ext Customer Demo	Staghigh External Customer Demonstration

TIP: You can search for a user account by entering its first name, last name, user ID, email, company, or last log in details in the **Search** field.

NOTICES

How to report a security vulnerability

For the purpose of submission, a security vulnerability is defined as a software defect or weakness that can be exploited to reduce the operational or security capabilities of the software.

Honeywell investigates all reports of security vulnerabilities affecting Honeywell products and services. To report a potential security vulnerability against any Honeywell product, please follow the instructions at:

<https://www.honeywell.com/us/en/product-security>.

Documentation feedback

If you have comments about this User Manual, send your feedback to:

Shanmuga Sundaram, Ram

Offering Manager

Ram.ShanmugaSundaram@Honeywell.com