

PC Configuration Software

Version	Description	Date
1.00.00	First Issue	07/07/2015

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INTRODUCTION

1 How to Use This Manual

1.1 Purpose

This document describes how to use PC Configuration Software to configure and control Touchpoint Pro, either by a cabled connection or via a network.

PC Configuration software is superior to using the Touchpoint Pro Local UI as users can work more efficiently and from different locations. There is even the possibility of licensing several instances of PC Configuration software and running multiple Touchpoint Pro installations from a central location, or of managing Touchpoint Pro from disparate locations, which may be useful if the Site Administrator, the Site Engineer and the Operations room reside in different locations.



CAUTION

Touchpoint Pro PC Configuration software has levels of control that may be too high for some staff positions. Honeywell recommend that personnel who *only* need to remotely monitor or acknowledge Touchpoint Pro events are provided with Honeywell Analytics' Webserver licences instead.

1.2 Scope

This User Guide is primarily aimed at Touchpoint Pro Field Service Engineers, Site Administrators, Site Engineers, and secondarily at Site Operators who have limited access rights. It covers installing the software, product licensing, software and system configuration and setup, software use and troubleshooting.

It does not cover how to set up, configure or commission the Touchpoint Pro, details of which are given in the Touchpoint Pro Operating Instructions, which can be found by clicking the **Help** button on the PC Configuration tool bar.

1.3 Minimum System Requirements

The following systems are supported:

- Networked Touchpoint Pro with CCB V3.xxx, COB V3.xxx, LHMI V4.xxx, Static IP, SSL licence
- PC with Windows 7 or 8, Ethernet cable or Wifi Network connection, manual Ping

Note: Please refer to the Touchpoint Pro Technical Handbook Chapter 6, Commissioning for the necessary browser settings. The following browsers are supported:

- Internet Explorer 8.0 (IE9 and IE10 are not yet tested, but may work)
- Chrome up to V38
- Safari

Note: The Touchpoint Pro User Interface (UI) is designed to a fixed screen resolution of 1024 X 768, and may not display correctly if the host PC uses accessibility options such as magnified text.

Note: The Touchpoint Pro must be connected to a network in order to use Webserver or to change any TCP/IP settings. You must also be permitted to cross the Network Firewall and have Administrator privileges on your computer. Please consult your IT service if you need any help.



IMPORTANT

Windows XP is considered a high security risk and shall not be used. Other operating systems are not currently supported but may work, although the end-user is personally responsible for all security aspects. Honeywell will not be held liable for any loss or damage caused by any security breach, no matter how caused.

INTRODUCTION

1.4 Access Levels

Task	Administrator	Engineer	Operator
Change Language	●	●	●
Change My Password	●	●	○
Diagnostics	●	●	●
Editing Channels	●	●	○
Editing Modules	●	●	○
Event Handling	●	○	○
Help / User Guides	●	●	●
Licence Management	●	○	○
Logging in / out	●	●	●
Remove User	●	●	○
System Configuration	●	●	○
System Setup	●	●	○
User Management	●	●	○

Key: Yes ●, No ○

1.5 Abbreviations

The following abbreviations are used in this and other Touchpoint Guides.

Abbreviation	Meaning
HID or Host ID	Data generated from the customer's desktop/laptop by the PC configuration tool or Webserver certificate generation tool. The .hid file contains the customer's hard disk number, MAC ID and serial numbers which are used to generate a node-locked license.
https	Hyper Text Transfer Protocol Secure is the more secure version of any http.www. address
HART	Highway Addressable Remote Transmitter
LUI / HMI	Local User Interface, sometimes referred to as HMI or Human Machine Interface
OpenSSL	A Webserver certificate required for enabling the HTTPS
Product admin	A person who has the ability to add product versions, add voucher managers. There can be only one Product admin.
SSL	Secure Socket Layer
TPPR	Touchpoint Pro
UAC	User Account Control – A Windows tool that controls your level of interaction with the PC
Voucher Manager	A person who generates vouchers based on the customer's orders. There can be multiple voucher managers, typically one per region.
Voucher number	A unique number generated by a custom algorithm. This number is generated by the voucher manager.
VPN	Virtual Private Network
Web client	Web browser used to connect the PC to the TPPR controller.

SOFTWARE INSTALLATION

2 Installing and Using the PC Configuration Software

You will need:

1. Touchpoint Pro Configuration Software.exe – This executable is used to install the Application, and the latest version is available as a free download from www.honeywellanalytics.com.
2. A valid user licence – This is available by email from Honeywell Analytics, and full instructions are given below.
3. A Touchpoint Pro Administrator Account and password. The first Administrator must be registered via the Touchpoint Pro Local User Interface (LUI), after which that account's privileges can be accessed and used via the PC Configuration UI.
4. PC Administrator / User Access Control (UAC) privileges.

2.1 Important

You will receive a voucher number and you will generate some unique (.txt, .hid, .cert, .term) files during the installation, setup and licensing process, and it is vitally important that you save them in the appropriate folders as they are unique to the computer and free replacements may not be provided.

GETTING A LICENCE

3 Licensing

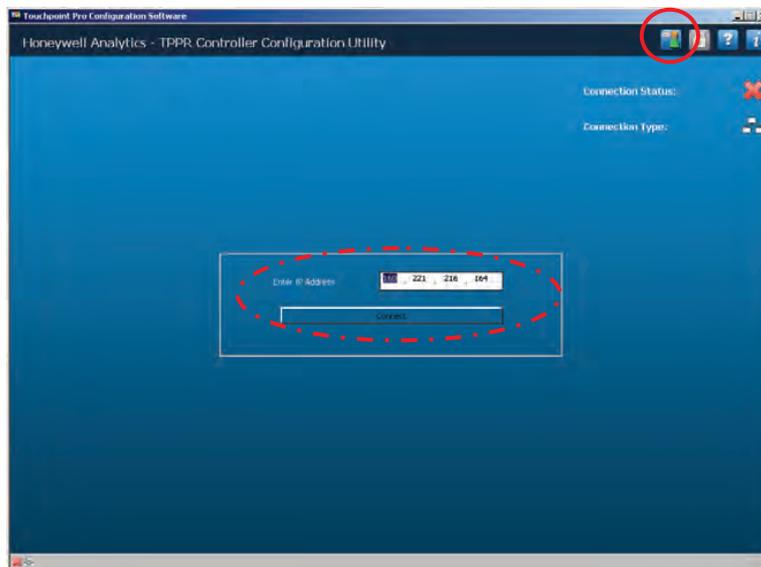
If not supplied with your order, you must purchase a Voucher (for each PC) from your local Honeywell representative, and to do this you must supply them with your Company name, your Company email address and the Touchpoint Pro System ID number. You will also have to generate a Host ID (.hid) file, which is detailed next.

3.1 Generating the HID file

Note: This step does *not* need a PC Configuration licence.

To generate a .hid file:

1. Go to Honeywell Support, then download and install *PC Configuration Software.exe*.
2. Ensure that Touchpoint Pro is running and connected to the network, and then obtain its static IP address (previous chapter).
3. On your PC desktop, click the PC Configuration icon  to start the application:



4. Click the  icon circled above, select your chosen language from the drop-down list, and then click OK to make the change:

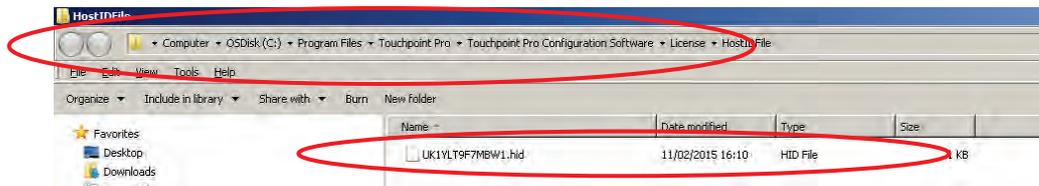


GETTING A LICENCE

5. Enter Touchpoint Pro's IP address, and then click Connect, which brings up this dialog:



6. Click OK to generate the Host ID file (.hid) in Explorer. Note where it is saved as you will need to attach this file to your licence order.



3.2 Obtaining a Licence

To obtain your licence, send an email with the following data. You will need a separate email for each PC:

- Mail Subject: VOUCHID:Your_Voucher_Number (your new voucher number without spaces) (i.e. VOUCHID:1234-12-12345678-1234-1234-1234-123456789012)
- Attachment: HostIDFile (.hid)
- Email to License.Server@Honeywell.com

When you receive your reply, follow the included instructions carefully and save the attached text (.txt) file to a memorable folder on your PC, also saving a copy with the suffix '.cert'.

For example, save it in: C:/Program Files/Touchpoint Pro/Touchpoint Pro Configuration Software/License/Filename.cert.

Note: For security and firewall reasons, you have to send and receive files in plain text format (.hid, .term, .txt) only, and you have to convert the received 'certificate_name.txt' format to a Touchpoint Pro certificate format (certificate_name.cert) so that it can be recognised when imported by Touchpoint Pro.

It is important that you do not change the filename when you change the suffix!

3.3 Transferring a Licence

To transfer or suspend a licence, you must use the PC Configuration software to terminate your current licence (which generates a .term file) and then send an email with the following data:

- **Mail Subject:** VOUCHID:Your_Voucher_Number (your original voucher number without spaces) (i.e. VOUCHID:1234-12-12345678-1234-1234-1234-123456789012)
- **Attachment:** HostIDFile (.hid) and the new TerminationFile (.term)
- Email to License.Server@Honeywell.com

You should find the two files in C:/Program Files/Touchpoint Pro/Touchpoint Pro Configuration Software/License/.

Receipt of the two files at Honeywell will automatically generate a new licence (.txt) file, which is valid for the remaining licence period, but which must be converted to .cert and then installed into the required PC Configuration application as described in this guide.

Note: If you forget to generate the Termination file you will have to purchase a new licence, while generating a Termination file cancels your current licence (which then cannot be reinstalled).

GETTING A LICENCE

3.4 To configure the Touchpoint Pro Static IP Address

You should be an Administrator with a basic understanding of TCP/IP to do this step.

1. Ensure that you have a static IP address available on your network and note its number.
2. On the Touchpoint Pro Touchscreen, select:
Extras>Password>Global Settings>TCP/IP Settings and edit the static IP address to match your chosen SIP.
3. Enter the subnet mask used on your local area network.
4. Enter the IP address of the network gateway (usually the Router linking your network to other networks).
5. Press the green tick icon to validate your choices.

Note: Each Touchpoint Pro Controller must be allocated its own unique Static IP on your network.



IMPORTANT

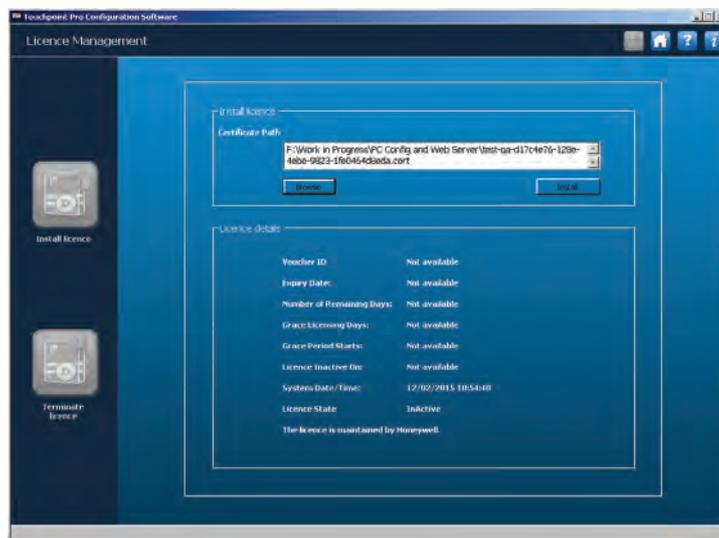
Touchpoint Pro requires a physical network connection prior to the user being able to edit or save the TCP/IP configuration. If the controller is configured with a duplicate IP address (i.e. of other users already on the network), you will not be able to modify its TCP/IP settings until the item with the duplicate IP either has its settings modified or is disconnected from the network.

INSTALLING A LICENCE

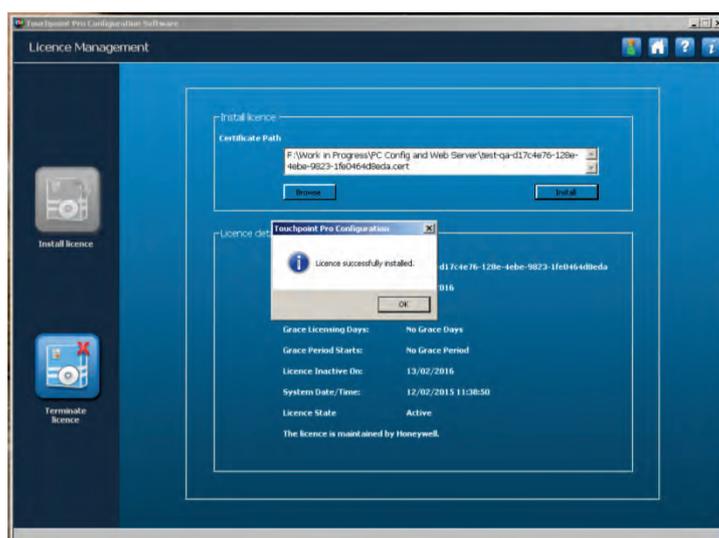
4 Software License Installation

To install the licence:

1. After receiving the license file, start the Touchpoint Pro Configuration Software.
2. When the software has launched, enter the Touchpoint Pro's IP Address.
3. Click the Connect button to connect the TPPR PC Configuration application to the Touchpoint Pro Controller.
4. If the application is not licensed it will show the Host ID (.hid) file location in the popup, which is required to get the license. Host ID File name: 'ComputerName.hid'
5. Click on the Host ID file location popup to display the License Management Screen:



6. In the right pane, click on Browse, find your saved 'xxx.cert' file and then click on Install.
7. Successful installation will be confirmed:



8. Click OK.

INSTALLING A LICENCE

The user has to do nothing extra once the software is licensed as the validity is checked every time the software starts.

Host PC users will be notified when the registered licence has less than 30 days left to run, which gives them the opportunity to renew it before it expires. However, a short grace period may be applied if the licence is not renewed in time. (This grace period is not guaranteed and may be varied or withdrawn without notice.)

You can transfer the licence to another PC by first terminating it in the current PC and then installing it in the new PC. The Softkey Server automatically adjusts itself if this is done correctly, and you will have the correct remaining licence period applied to the new PC.

The Softkey Server will auto-update your current licence if you buy a new licence before the current one expires, or if you chose the auto-renew option when you purchased the current licence. Unfortunately you will have to repeat the full licence install procedure from the beginning if your licence has already expired.

SOFTWARE UPDATES

5 PC Configuration Software Updates

PC Configuration software automatically installs over previous versions but, if you do experience installation problems, you should uninstall Touchpoint Pro Configuration software from the host PC before reinstalling the newer version.



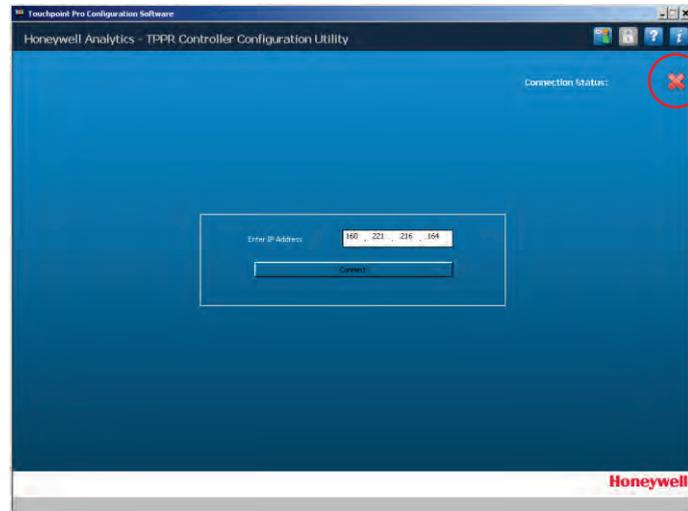
CAUTION

Before uninstalling PC Configuration software, ensure that you have terminated and backed up the current licence as lost licences are not replaceable.

LOGGING IN

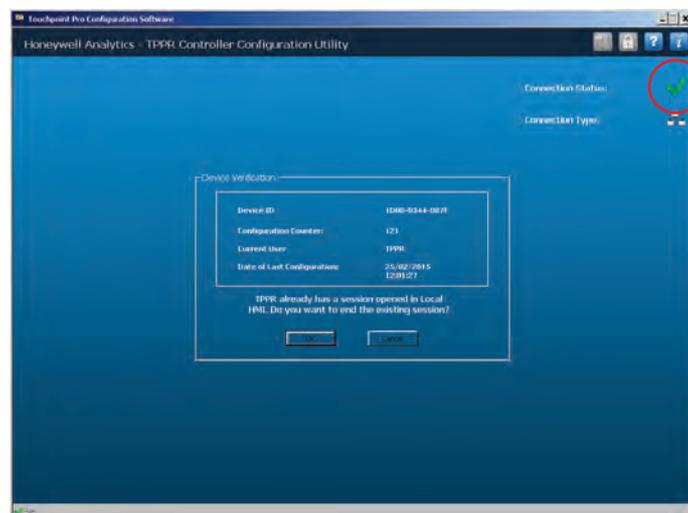
6 Logging in to PC Configuration

1. Click the PC Configuration icon  to start the application, then enter the IP Address and click on **Connect**:



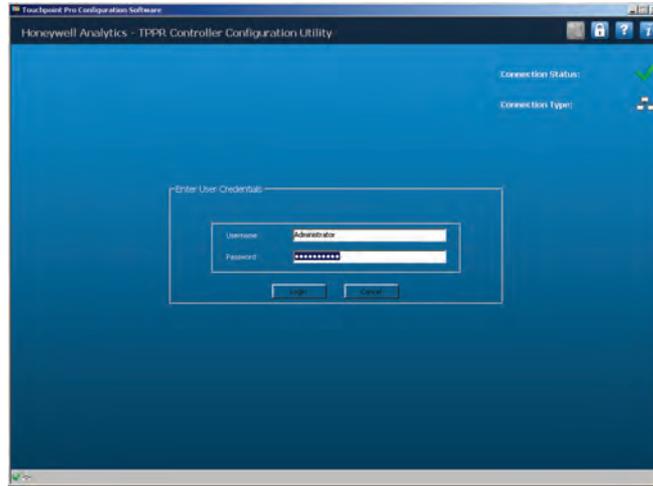
2. Successful connection is shown when the red X (circled above) is replaced by a green ✓.

Note: If someone else is already logged in at another terminal, you have to confirm that you want to log them out and take their place. However, you cannot do this to someone of higher status. See the following screen and dialogs for details.

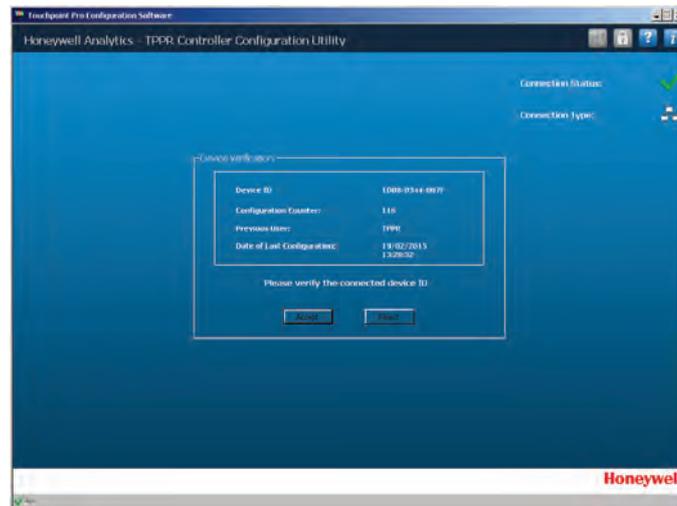


LOGGING IN

- When connected, enter your user name and password, and then click **Login**:



- Verify that you are connected to the correct Controller, and that you have noted the last user and configuration details (in case of a security breach):



LOGGING IN

5. Click **Accept** to open the following **Tools** (Home) screen. Unauthorised tools will be greyed out.



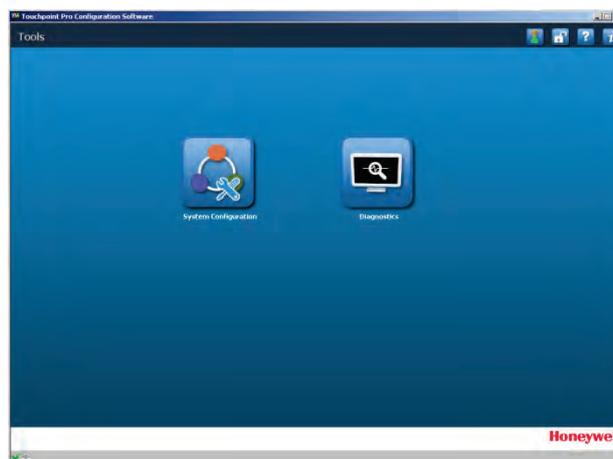
The following chapters detail PC Configuration's functions in more detail.

6.1 Tools (Home) Screen

This screen is the access point to the System Configuration and Diagnostics tools. Note the padlock icon, which tells you if a user is logged in:  or out: 

You must return to this screen every time you want to log out and/or exit, but this does not apply to occasions where the system times out and logs you out automatically.

Click the open padlock at any time to log out or lock the controls.



LOGGING IN

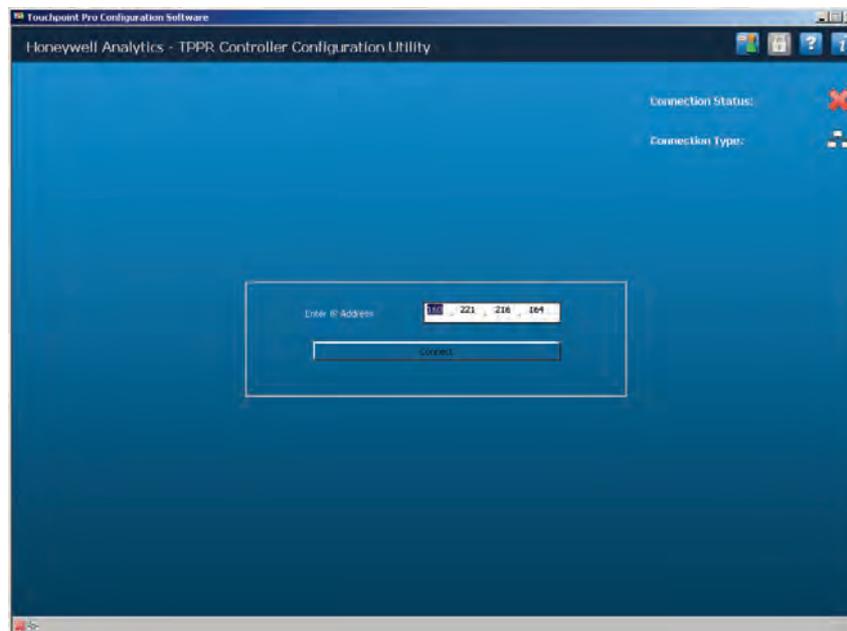
6.2 Inactivity Time-Out

PC Configuration will automatically terminate your session if it senses no activity for 20 minutes.

Note: Any unsaved activity will be lost, so do not leave edits unfinished if you have to stop working.



Disconnection Screen:



SYSTEM CONFIGURATION

7 System Configuration



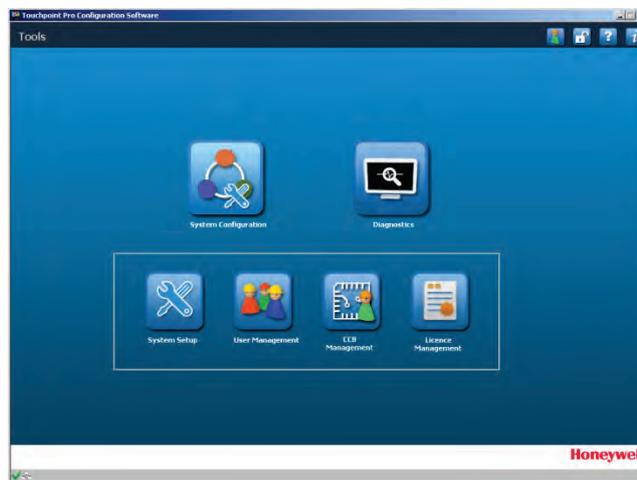
WARNING

Do not attempt to change any settings unless you are familiar with the Touchpoint Pro Operating Instructions *and are absolutely certain that you know the consequences of what you are doing.*

Do not leave the PC Configuration utility idle for any length of time, as a system timeout will log you out and will discard all unsaved changes.

It is strongly recommended that you make a backup of the Touchpoint Pro configuration before making any changes to the System Setup.

Click on the **System Configuration** button to open this screen, where you have a choice of options:



Explanations of the four options appear in the following pages.

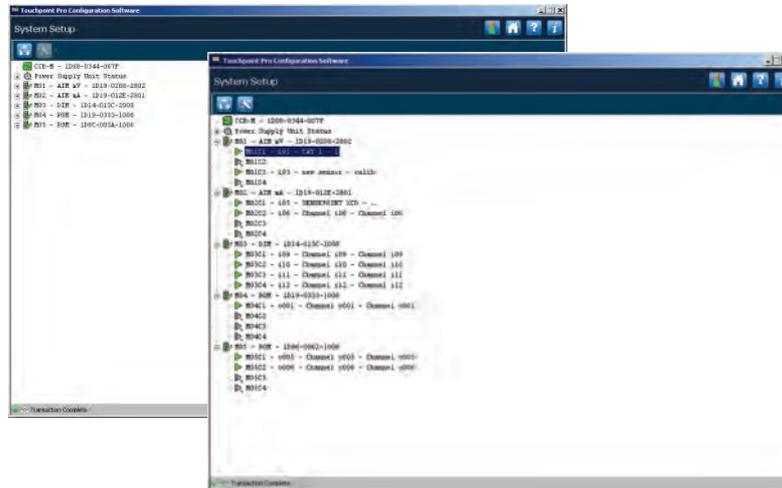
7.1 System Setup

Clicking the **System Setup** button will open a menu tree listing all of the available modules and channels. Click on an item to expand it.

Administrators can click the **Ring Circuit**  button (shown below) to scan the ring network and refresh the menu, but this is not available to Engineers or Operators.

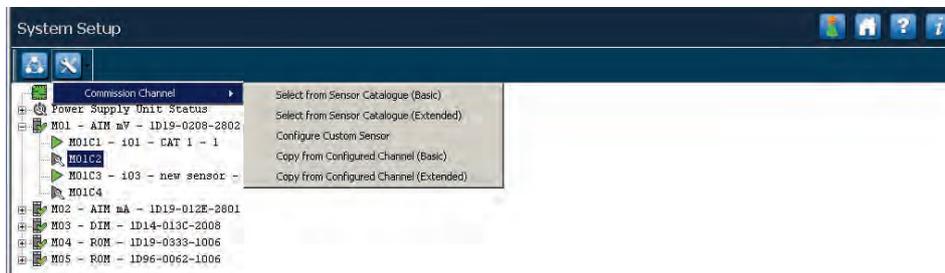
SYSTEM CONFIGURATION

The **Settings** button (on the left screen below) stays grey until you select a module or channel that is editable (as shown in the right screen).



7.2 Commissioning Modules

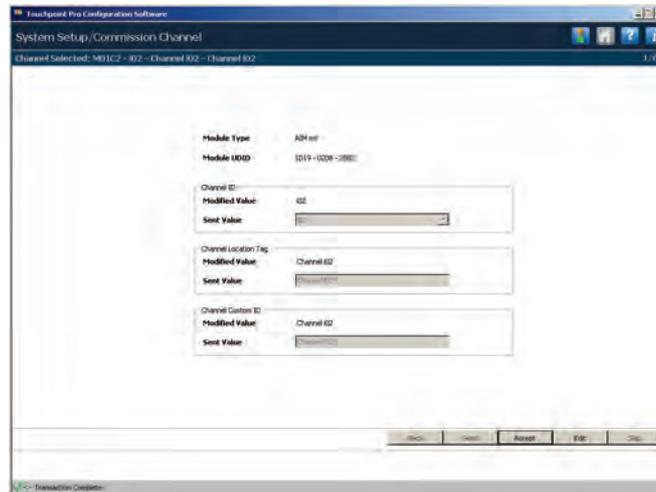
To commission a module, expand the menu above until you find your module, and then highlight it. After that you can click the  icon, and select from the options shown below:



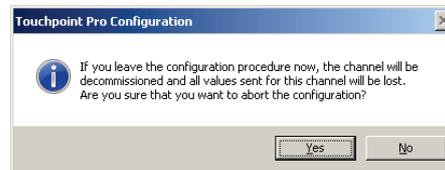
You will then be presented with a series of numbered dialog pages. Each page is different, depending on your selection, and every page has a number of option buttons at the bottom, some of which are inactive until you have entered or copied data, sent it, and then accepted the CCB changes. (You cannot skip any blank pages at this stage.)

SYSTEM CONFIGURATION

Information on what data should be entered or copied can be found in the Touchpoint Pro Operating Instructions.



Note: If you change or send any data, you have to accept the CCB changes before you can go back or exit the commissioning procedure. However, going back before completion will revoke all of your current changes with the following error message:



7.3 Editing Modules Options

From the **System Setup** screen, select the required **module**, and then click the  icon to get the following options:

- Replace Module
- Remove Module
- Set Normal State
- Edit Module Configuration
- View Module Configuration

Please refer to the Touchpoint Pro Operating Instructions for details on using each of these options.

It is recommended that you select **View Module Configuration** before making any changes.

SYSTEM CONFIGURATION

7.4 Editing Channels Options

From the **System Setup** screen above, select the required **channel**, and then click the  icon to get the following options:

- Edit Channel Configuration
- Decommission Channel
- View Channel Configuration

Please refer to the Touchpoint Pro Operating Instructions for details on using each of these options.

It is recommended that you select **View Channel Configuration** first, as this will give a concatenated list of all of that channel's settings. Some of the lists will be very long, and you will have to scroll through the list to read them all.

7.5 Editing Module and Channel Configurations

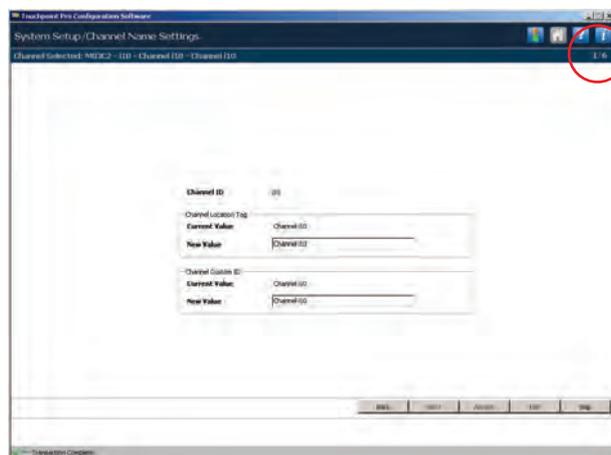
When you select **Edit Configuration** from the dialog, you will open the first in a numbered series of screens. Near the top (circled) is the screen number and screen total, and near the bottom is a series of option buttons that are selectively activated in accordance with your edits.

Note: Each page and page count is different, depending on the channel or module type and setup.

Use **Skip** or **Back** to find the page you want to change. Enter your changes and click the **Send** button to send the change to Touchpoint Pro. If you want to correct something after sending it, click the **Edit** button and correct your mistake before clicking **Send** again. Finally click the **Accept** button to exit the screen.

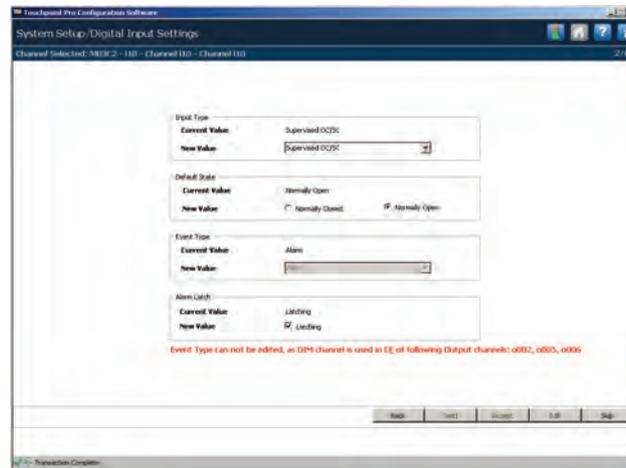
NB: It is not the purpose of this manual to detail what data is entered, as this might conflict with information that is specified in the Touchpoint Pro Operating Instructions.

Typical Page 1:



SYSTEM CONFIGURATION

Typical Page 2:



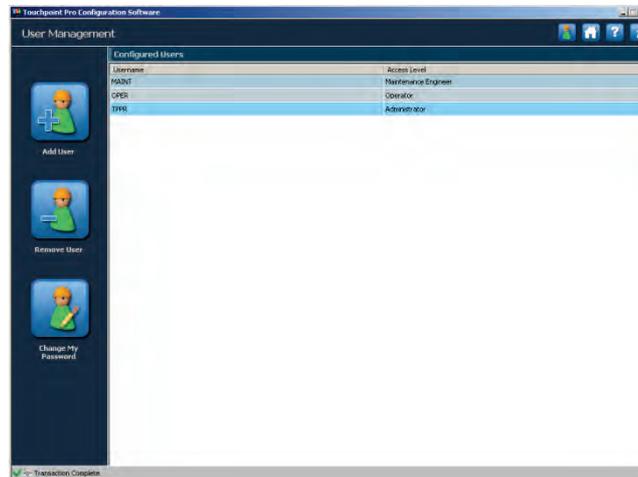
...and so on.

USER MANAGEMENT

8 User Management

Clicking the **User Management** button will open the screen below.

In this screen you will see a Registered Users list that can be edited using the on-screen buttons:



Note: The **Change My Password** button applies to the currently logged-in Administrator or Engineer user only. To change a different user's password you have to first remove them and then add them back with a different password.

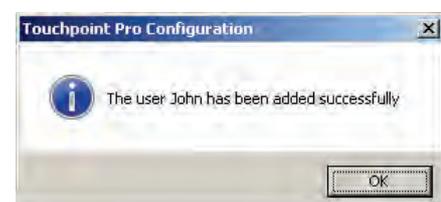
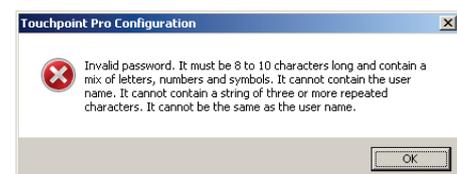
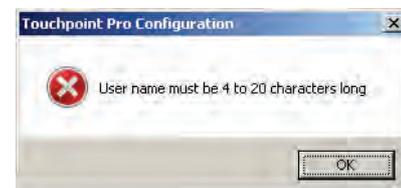
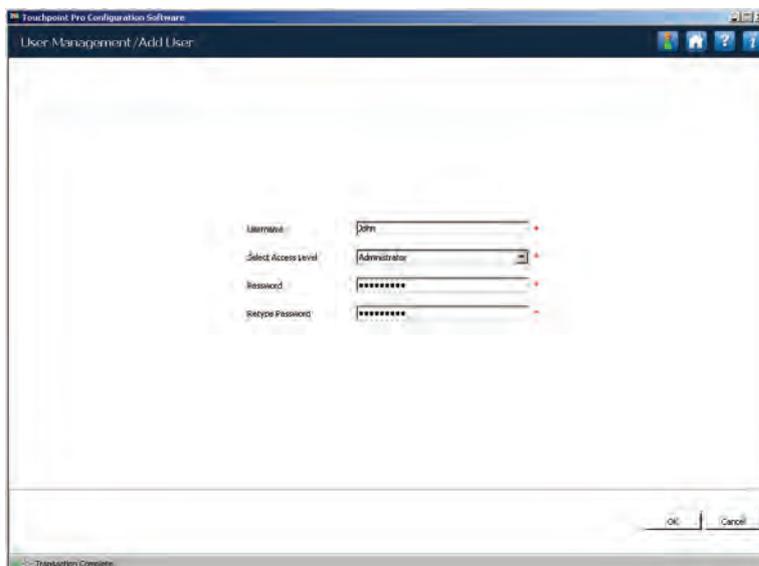
Note: You cannot remove someone who is of higher status, or who is currently logged in.

8.1 Add User

To add a new user, fill out the dialog below. All fields are mandatory.

You have the choice of creating Administrator, Maintenance Engineer or Operator roles with the same rights and responsibilities as Touchpoint Pro.

Accidentally clicking in a password field forces you to enter a valid string before you can move to another field.



USER MANAGEMENT

8.2 Remove User

From the **User Management** Home Screen, first click on the user to be removed, and then click the **Remove User** button to open this dialog:

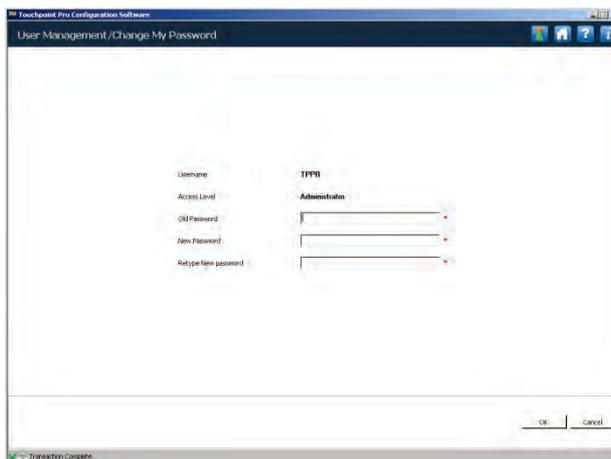


Confirm the user details, and then click **OK**.

Note: You cannot remove someone of higher status than you are, and you can't remove the user who is currently logged in.

8.3 Change My Password

From the **User Management** Home Screen, click on the **Change My Password** button to open this dialog:



Enter the details and click **OK**.

This option is not available to Operators.

USER MANAGEMENT

8.4 Password Tips

Commas and semicolons cannot be used and will be replaced with underscores, and you cannot have white spaces before or after the password.

It is possible to have the same password for different users or roles, but this is *not advisable* unless you have a robust system to change the password regularly, and you can protect it from unauthorised use.

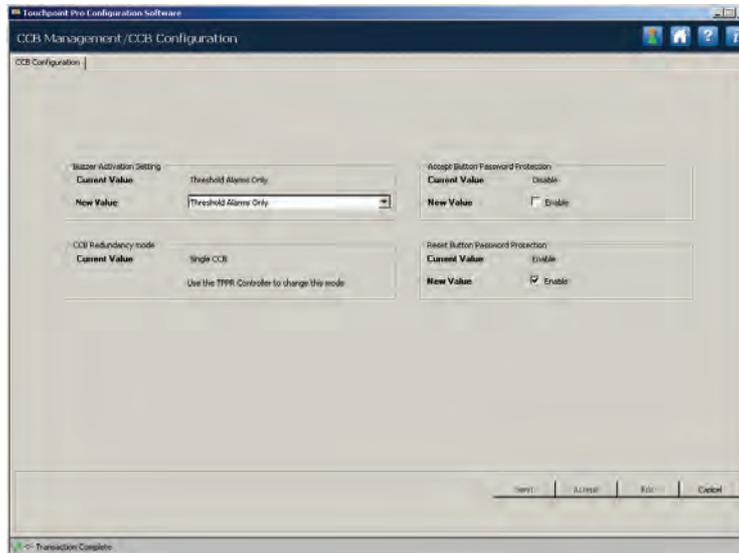
It is advisable to create a spare Administrator level account and password that can be saved in a safe location for emergency use. Remember that only an Administrator can create new Administrator accounts so, if you forget the Administrator password, you will need a registered Touchpoint Pro Administrator or a Honeywell Engineer to create a new account and delete the old one for you.

Forgotten passwords cannot be recovered, but Administrators can delete and create accounts for anyone but themselves.

EVENT HANDLING

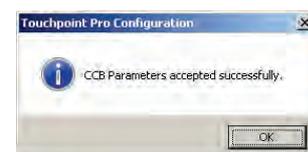
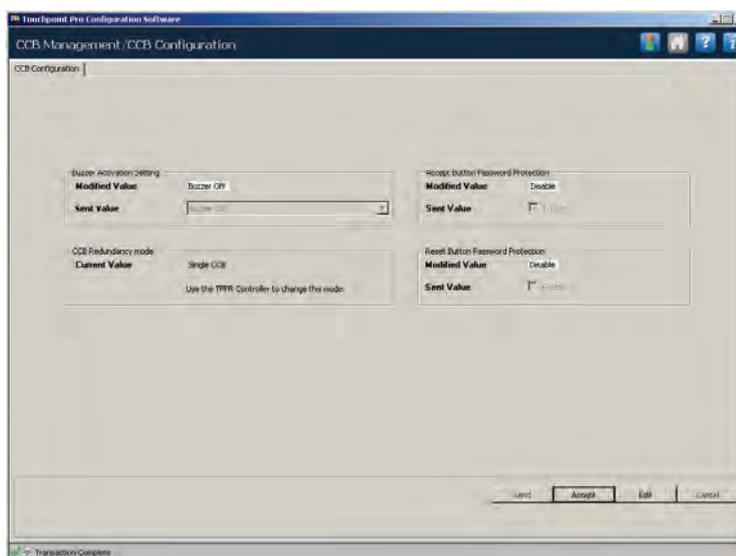
9 Event Handling

To manage Events, click **CCB Management** to get this screen:



From this screen you have several options:

1. Change the **Buzzer** activation to:
 - Buzzer Off
 - Threshold Alarms Only
 - All Alarms Only
 - All Events (Alarms, Faults, Inhibits and Warnings)
2. Change the **Accept** button password protection option (**Enable / Disable**)
3. Change the **Reset** button password protection option (**Enable / Disable**)



Make your changes, press **Send**, wait for the countdown and then, if you are happy with the changes, press **Accept** and you will be taken back to the **Tools** screen.

LICENCE MANAGEMENT

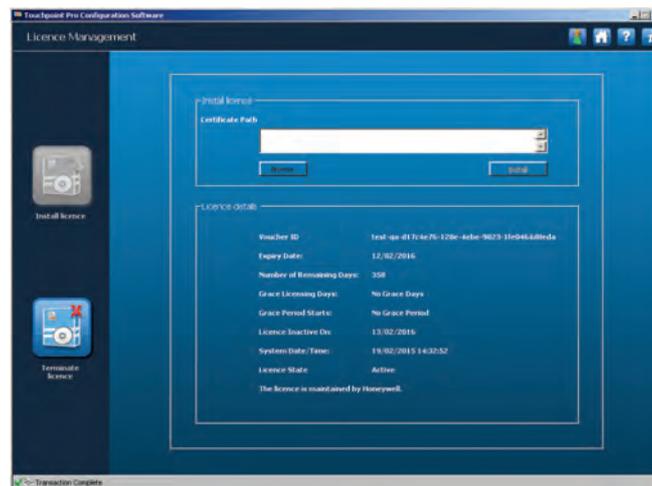
10 Licence Management

You can click the **Licence Management** icon  to get information about your current licence.

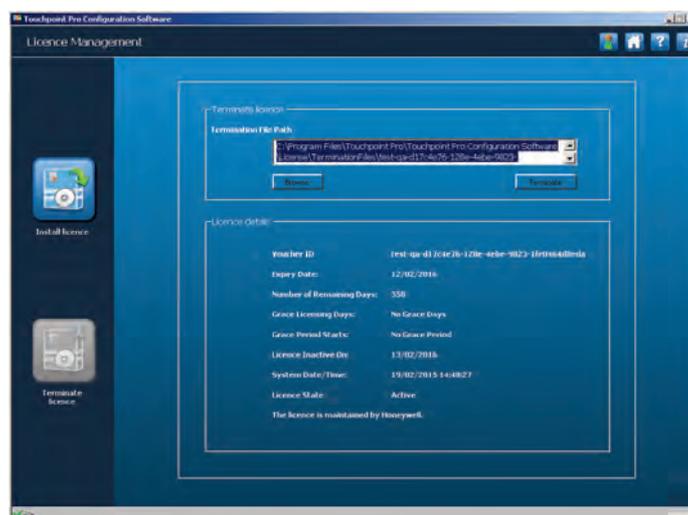
Administrators can install a new licence, or terminate a valid licence if they want to transfer it to a new PC, or if they want to make major changes to their current PC such as replacing the hard drive or renewing the OS.

Note: If you terminate your licence you retain the remaining life of the licence when you reinstall it. If you don't terminate the licence it may be lost for good as the Softkey validation remembers the PC details.

To make licence changes, go to the **Tools** screen and click on the **Licence Management** Icon to get this screen:



Click the **Terminate Licence** button to get this screen:



Note the file path highlighted above.

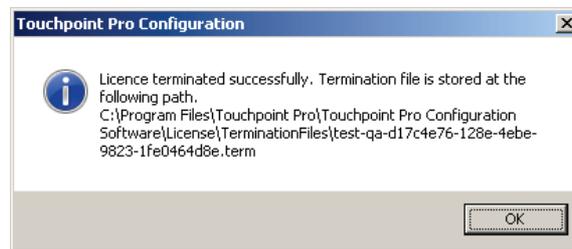
If you accidentally delete the path, click the **Home** icon and start again. Or you can use the **Browse** button if you know where the file is or if you have previously moved the licence to a different location.

LICENCE MANAGEMENT

Click the **Terminate** button and then confirm you want to terminate the licence:



Click **Yes** and then note down the location of the terminated licence:



You will need to email a copy of the .term file and the .hid file to the licence server, as shown in the licensing chapter. You will then be emailed a new licence that is valid for the remaining licence period.

Note: You will have to purchase a full 12-month licence if you do not terminate the current licence, or if you lose the generated .term file.

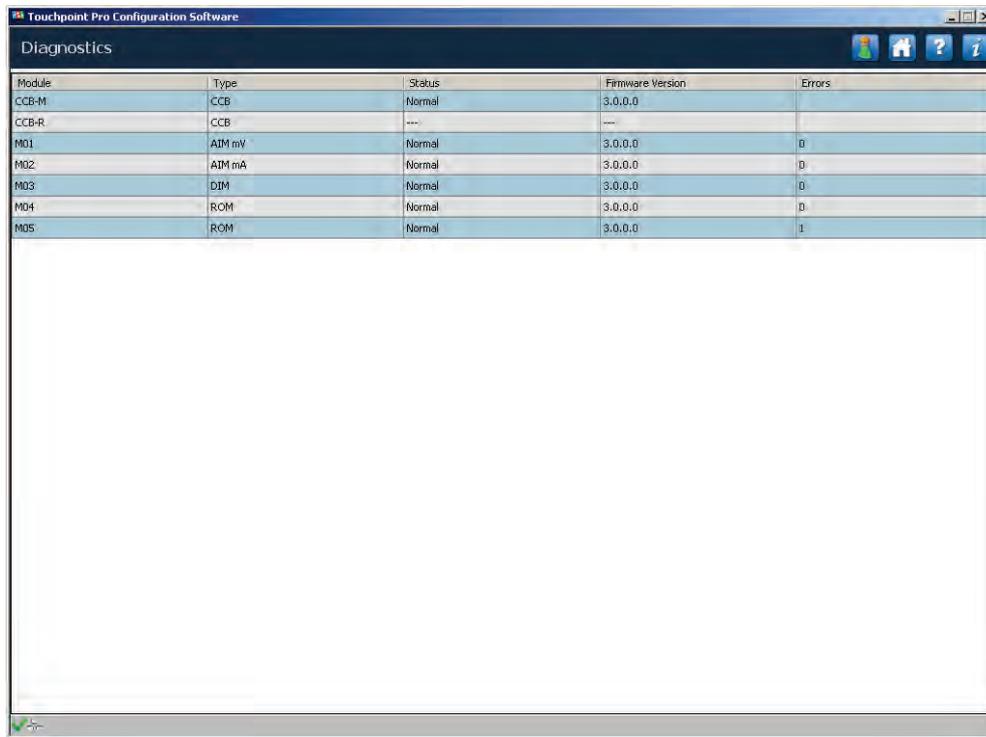
DIAGNOSTICS

11 Diagnostics

On the **Tools** screen, click the **Diagnostics**  icon to see basic information about the Touchpoint Pro System, as shown below.

A limited amount of diagnostic information is currently available, but greater functionality will be available when Touchpoint Pro is upgraded to support Highway Addressable Remote Transmitter (HART) devices.

The error count is currently used to alert the user to check the system's health. More detailed error information is available on the LUI touchscreen or via Web Server, or in the Touchpoint Pro Operating Instructions, which can be found under the **Help** icon.



Module	Type	Status	Firmware Version	Errors
CCB-M	CCB	Normal	3.0.0.0	
CCB-R	CCB	---	---	
M01	AIM mV	Normal	3.0.0.0	0
M02	AIM mA	Normal	3.0.0.0	0
M03	DIM	Normal	3.0.0.0	0
M04	ROM	Normal	3.0.0.0	0
M05	ROM	Normal	3.0.0.0	1

EXITING PC CONFIG

12 Exiting PC Config

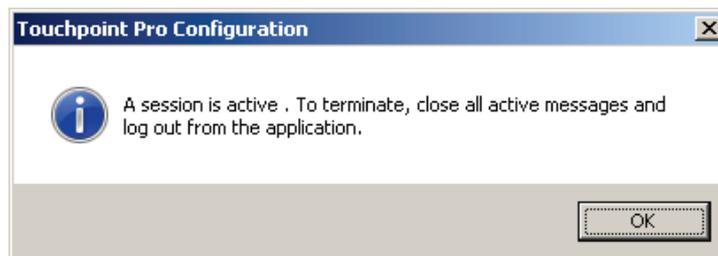
You must return to the **Tools** (Home) screen and logout before you can close the application.

To log out, go to the **Tools** (Home) screen and click the padlock icon in the menu bar.

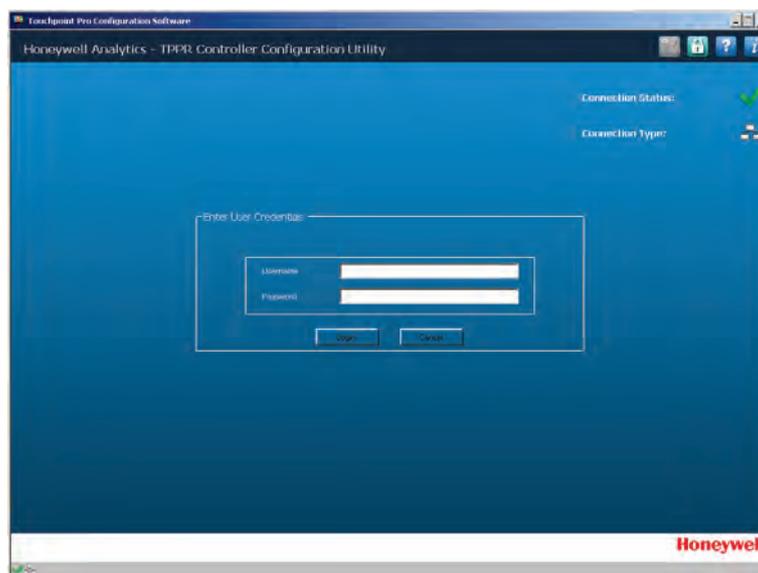
Confirm that you want to log out:



You will be warned if you try to exit any other way:

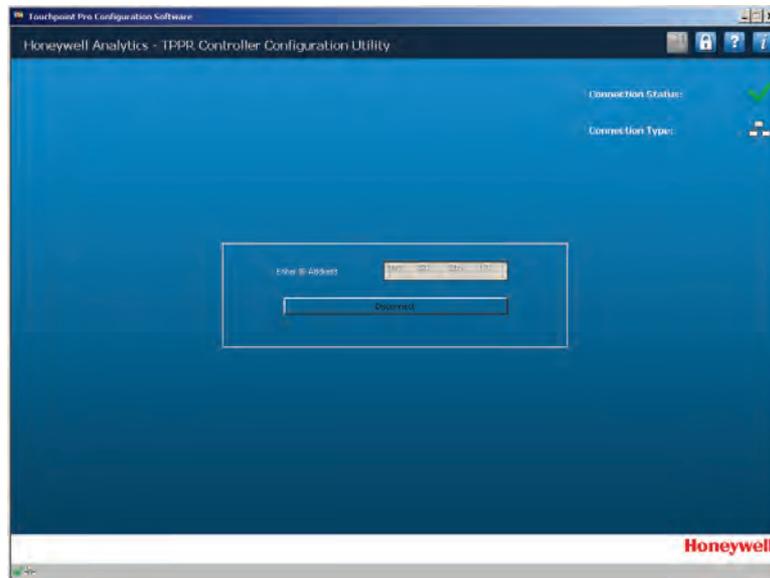


Click **Cancel** (below) if you want to disconnect without closing the program:

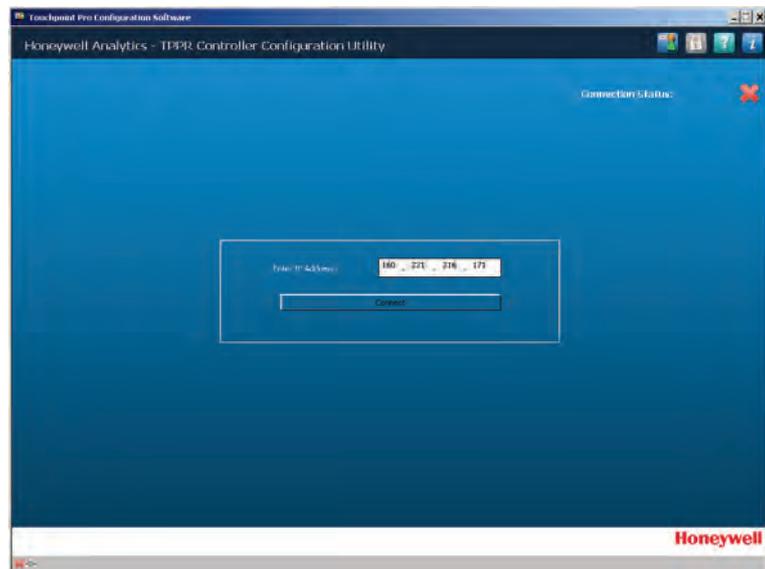


EXITING PC CONFIG

And then click **Disconnect...**:



...which leaves you back at the **Connect** screen:



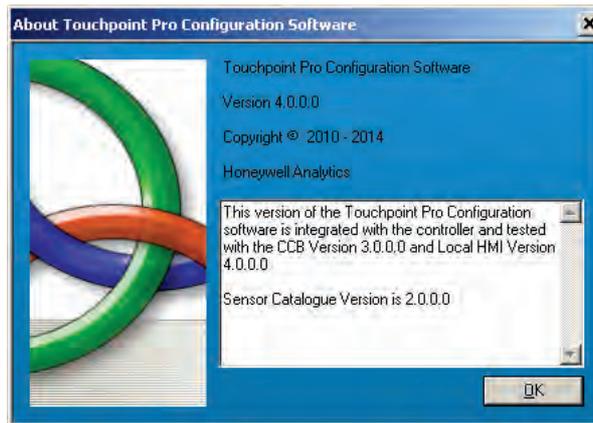
EXTRAS

13 Extras

The following extras are available from the menu bar.

13.1 System Information

Clicking the  button at any time will bring up information about the software:

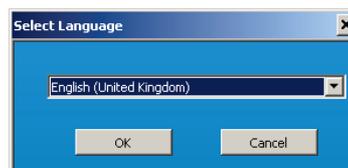


13.2 Help

Clicking the  button will open a .pdf copy of this guide and the Touchpoint Pro Operating Instructions in the appropriate language.

13.3 Changing Language

Clicking the  button *before connection* will allow you to choose the correct operating language:



TROUBLESHOOTING

14 Troubleshooting

Problem	Solution
You cannot connect to the Touchpoint Pro	<p>Check that you have entered the correct Static IP address.</p> <p>Check that you have entered the correct username and password</p> <p>Check that someone with higher status is not already logged in</p> <p>Check that you are registered on the Touchpoint Pro</p> <p>Check your PC Configuration Licence is still valid</p> <p>Check that the Touchpoint Pro TCP/IP is Enabled</p> <p>Check that there are no error messages on the Touchpoint Pro</p>
<p>Message found on the Touchpoint Pro:</p> <p>The System has detected a conflict for statically assigned IP address *** ** * and with the system having hardware address ** * ** * **. The local interface has been disabled.</p>	<p>PC Configuration cannot establish (or loses) contact because the Touchpoint Pro Static IP address is in conflict with the IP of the named machine. (This may happen when Touchpoint Pro's power is switched on or the CCB is power recycled.)</p> <p>Disconnect the conflicting machine or change one of the IPs then re-enable the Touchpoint Pro TCP/IP connection using the Local Interface.</p> <p>Allow time for the new Touchpoint Pro connection to establish before clicking Save.</p>
You were unexpectedly logged off and/or your edits were not saved	<p>You may have been logged off by another user</p> <p>Your session may have time-expired due to inactivity</p>

Find out more at www.honeywellanalytics.com

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